



Yukon Business Survey - Impact of COVID-19 Pandemic 2021

Highlights

- In response to the COVID-19 pandemic, 1,730 Yukon businesses altered their business operations.
- 968 Yukon businesses received support through a Canada-wide COVID-19 relief program and 692 received support through a Yukon-specific COVID-19 relief program.
- 67 businesses reported laying off 100% of their workforce as a result of the COVID-19 pandemic.

Note: In the summer of 2021, Yukon Bureau of Statistics (YBS) contacted about 4,350 Yukon businesses (including out-of-scope businesses) to collect information about their industry sector types, employees, revenue levels, hiring, expected growth, etc. The tables and analyses in this report are based on this information.

The definition of a business for this survey does not include any level of government, crown corporations or non-profit organizations (NPOs). Some industry sector categories have been combined to avoid data suppressions. Not all businesses answered every question, therefore total numbers given in each category may not be consistent through all sections of this report. Rows and/or columns may not sum to totals due to non-response adjustment. It should also be noted that due to evolving data collection procedure, methodology and timing of the survey, historical results may not be strictly comparable.

Business Operation Changes in Response to COVID-19 Pandemic

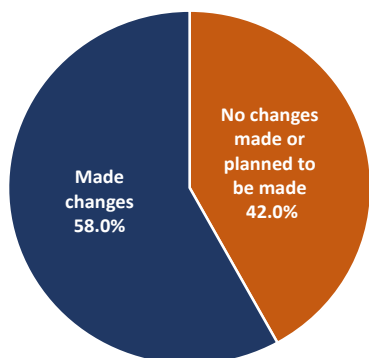
In 2021, 58.0% of the 2,981 businesses that operated at any time since March 2020 reported that they had made or were planning to make changes to their business operations, to adapt to the impacts of the COVID-19 pandemic.

The most commonly implemented or planned change was *adding new ways to interact with or sell to customers* (769 businesses) followed by *increasing use of virtual connections* (680 businesses) and *altering products or services offered to customers* (491 businesses).

Types of changes businesses had made or were planning to make

Type of change	# of businesses
Adding new ways to interact with or sell to customers	769
Increasing use of virtual connections	680
Altering products or services offered to customers	491
Altering physical location to accommodate physical distancing requirements	372
Increasing maintenance costs	249
Other	239
Enhancing training for staff	207
Discontinuing a product or service	181
Producing of new products or expanding product lines	138
Cancelling contracts	136
Altering methods of production	117
Decreasing maintenance costs	43
Limit travel	37
Shut down	9

Proportion of businesses that altered operations in response to COVID-19 Pandemic



Among industry subsectors, Accommodation and food services had the highest proportion (85.7%) of businesses that had made or planned to make changes, followed by Healthcare and social assistance (83.3%) and Wholesale trade (75.0%).

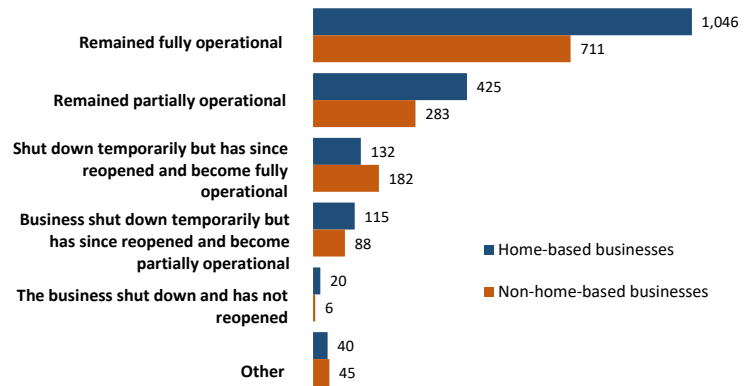
Real estate had the lowest proportion (31.5%) of businesses that had made or planned to make changes, followed by Agriculture, forestry, fishing and hunting (39.3%), and Waste management and remediation services (41.2%).

Interruptions to Business Operations

In 2021, 82.7% of home-based businesses reported that they remained fully or partially operational during the COVID-19 pandemic, compared to 75.6% of businesses that were not home-based.

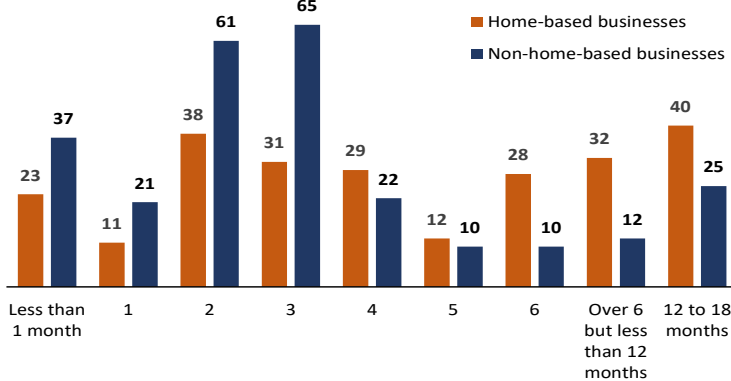
Of the businesses that had been in operation since March 2020, there were 267 home-based businesses that closed at some point during the COVID-19 pandemic, compared to 276 businesses that were not home-based.

Severity of interruption to business operations caused by the COVID-19 pandemic, by number of businesses



Length of Interruptions

Number of months shut down due to COVID-19 pandemic, by number of home-based and non-home-based businesses



From the onset of COVID-19 in March 2020 up to the end of Summer of 2021, 507 Yukon businesses shut down at some point due to the pandemic.

Of these businesses that shut down at some point since March 2020:

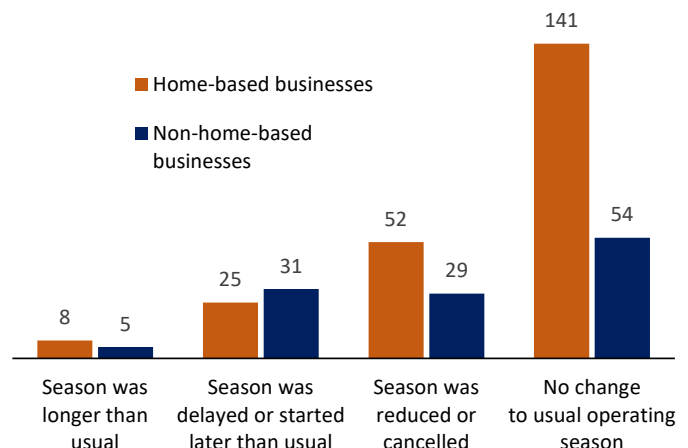
- 287, or 56.6%, closed down for three months or less;
- 220, or 43.4%, shut down for 4 months or longer; and,
- 244, or 48.1% were home-based businesses, while 263, or 51.9%, were non-home-based businesses.

Alterations to Usual Operating Season

At the time of the Business Survey, 195 seasonal businesses, or 55.9%, did not alter their usual operating season due to the COVID-19 pandemic.

Of the 349 seasonal businesses, 150 reported an alteration of their usual operating season due to the COVID-19 pandemic. Of those 150 seasonal businesses that altered their usual operating seasons, 137 businesses, or 91.3%, reported that their operating season was either delayed or started later than usual, or the operating season was reduced or cancelled. The remaining 13 seasonal business reported that their season was longer than usual.

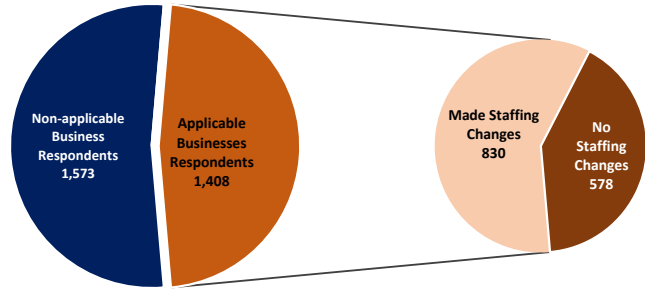
Alterations to usual operating season, by number of home-based and non-home-based businesses



Impact of COVID-19 Pandemic on Staffing

Of the 2,981 businesses that had been in operation at any time since March 2020, 1,408 businesses, or 47.2%, reported on potential staffing actions.

Of these 1,408 businesses, 830 businesses, or 58.9%, made at least one change to their staffing actions, while 578 businesses, or 41.1%, made no changes to their staffing actions.



Staffing actions taken by businesses in response to the COVID-19 pandemic

Change	Number of businesses
No changes to staffing	578
Changes to staffing	830
Reduced staff hours or shifts	412
Laid off staff	226
Cancelled or delayed planned hiring	198
Increased salaries or wages	108
Hired more staff	84
Increased staff hours or shifts	71
Reduced salaries or wages	68
Froze salaries or wages	56
Introduced temporary cost-reduction measures	46
Delayed payment of salaries or wages	39
Froze bonus wages	31
Other	29

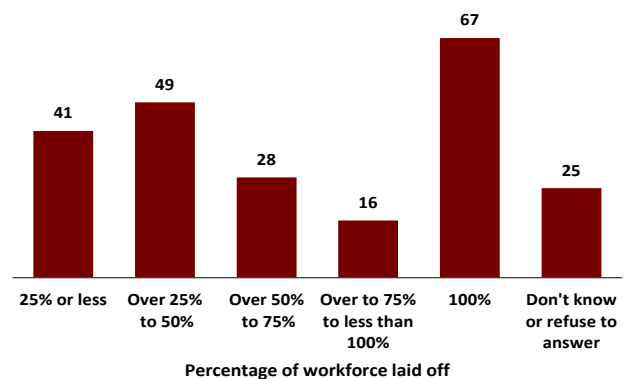
Other includes implemented an EI work-sharing program, and altered or changed contributions to pension or benefit plans

Of the 830 business that did make staffing changes in response to the COVID-19 pandemic, the most common actions taken by businesses in response to the COVID-19 pandemic were:

- 412 businesses, or 13.8%, reduced staff hours or shifts.
- 226 businesses, or 7.6%, laid off staff;
- 198 businesses, or 6.6%, cancelled or delayed planned hiring; and
- 108 business, or 3.6%, increased salaries or wages.

Of the 226 businesses that reported laying off staff in response to the COVID-19 pandemic, there were 41 businesses that laid off 25% or less of their workforce; 49 businesses that laid off 26% to 50% of their workforce, 28 businesses that laid off 51% to 75% of their workforce; 16 businesses that laid off between 76% and 99% of their workforce; and 67 businesses that reported laying off 100% of their workforce.

Percentage of Business' Workforce Laid Off due to COVID-19 Pandemic, by number of businesses



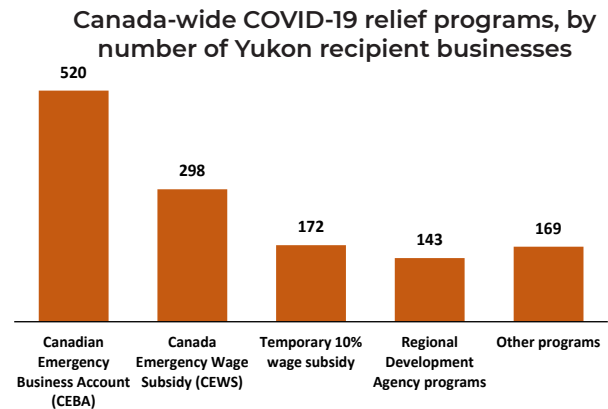
Canada-Wide COVID-19 Pandemic Support Programs

Of 2,981 businesses that had been in operation at any time since March 2020, 2,013 businesses, or 67.5%, did not access any Canada-wide COVID-19 support programs.

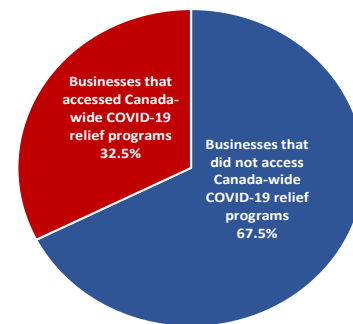
Of the 968 businesses that accessed Canada-wide COVID-19 relief programs, recipient businesses accessed 1.4 relief programs on average. The most frequently accessed programs were the:

- Canadian Emergency Business Account (CEBA) (520 businesses);
- Canadian Emergency Wage Subsidy (CEWS) (298 businesses); and
- Temporary 10% Wage Subsidy (172 businesses).

Of the 169 businesses who utilized other programs, the most common were the Canada Emergency Commercial Rent Assistance (37 businesses), Financial Institutions (35 businesses), and the Canada Emergency Response Benefit (CERB) (33 businesses).



Yukon businesses utilization of Canada-wide COVID-19 relief programs



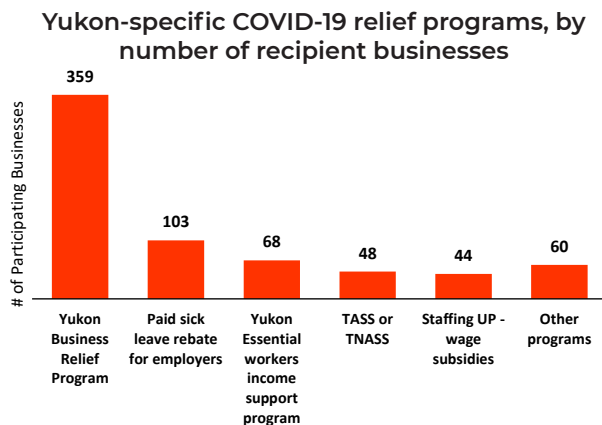
Yukon-Specific COVID-19 Relief Programs

Of 2,981 businesses that had been in operation at any time since March 2020, 2,289 businesses, or 76.8%, did not access any Yukon-specific COVID-19 pandemic support programs.

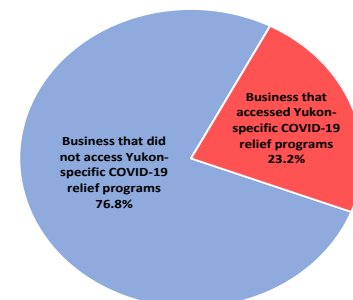
The most frequently accessed Yukon-specific relief programs were:

- Yukon Business Relief Program (359 businesses);
- Paid sick leave rebate for employers (103 businesses); and
- Yukon Essential Workers Income Support Program (68 businesses).

Of the 60 businesses that utilized other programs, the most common were the Elevate program (14 businesses), Regional Relief Loan Program (12 businesses), and the Temporary Support for Events fund (11 businesses).



Utilization of Yukon-specific COVID-19 relief programs



Impact of Yukon-specific COVID-19 Pandemic Relief Programs

At the time of this survey (in the period from July through September 2021), 72 recipient businesses, or 20.1% of YBRP recipients, responded that they would be able to operate less than six months if YBRP support were withdrawn; 25 businesses, or 6.9%, responded that they could operate for six to twelve months if YBRP were withdrawn; and 176 businesses, or 48.9% of YBRP recipient businesses, responded that they could operate for 12 months or more if the YBRP were withdrawn.

Of the 359 businesses that participated in the YBRP, 196 businesses indicated that the funding received was helpful or important; while 145 businesses indicated that the funding was very important or critical.

In Yukon, 2,739 businesses did not access the YBRP, Tourism Accommodation Sector Supplement (TASS), or Tourism Non-Accommodation Sector Supplement (TNASS) relief. Of those, 1,596 businesses, or 64.7%, indicated that the funding was not needed; 511 businesses, or 20.7%, did not meet the eligibility requirements; and 192 businesses, or 7.8%, indicated application requirements or complexity as the reason they did not apply.

If YBRP were withdrawn how long would you continue to operate?	Number of respondents	Percentage of responses
Less than 1 month	17	4.7%
1 month to < 3 months	26	7.2%
3 months to < 6 months	29	8.1%
6 months to < 12 months	25	6.9%
12 months or more	176	48.9%
Don't know/refuse	87	24.2%

Which best describes the impact of YBRP:	Number of respondents	Percentage of responses
Helpful	105	29.2%
Important	91	25.3%
Very Important	79	22.0%
Critical	66	18.4%
Don't know/refuse	18	5.0%

Reasons for not accessing YBRP, TASS, or TNASS:	Number of respondents	Percentage of responses
Funding not needed	1596	64.7%
Eligibility requirements	511	20.7%
Application requirements or complexity	192	7.8%
Funding application was declined	17	0.7%
Other	20	0.8%
Not aware	129	5.2%

Note: This report is a summary of the results of the 2021 Business Survey that relate to impacts resulting from the COVID-19 pandemic. For specific data from the survey, please contact the Yukon Bureau of Statistics.

Industry sectors are defined in this report according to the North American Industrial Classification System-NAICS, Canada, 2017. For a list of which sectors and industries are included in each NAICS category, see <https://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=1181553>. Historical tables are also based on NAICS 2017.

Occupations are defined according to the National Occupation Classification-NOC, Canada, 2016. For a list of which occupations are included in each NOC category, see <https://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=1267777>. Historical tables are based on 2011 NOC.

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December 2022

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