

# EuroPH CONNECT

BUSINESS • OPPORTUNITIES • PERSPECTIVES

THE BUSINESS DIGEST  
OF THE EUROPEAN CHAMBER  
OF COMMERCE OF THE PHILIPPINES

Volume XXXVI No. 1

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## *Answering to the Call of the Times: COVID-19 Response*

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- *READY, RESET, START Life in the New Normal*



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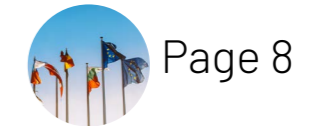
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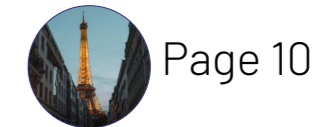
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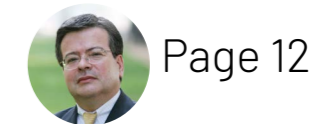
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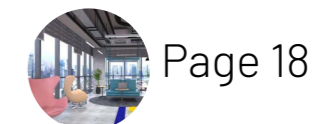
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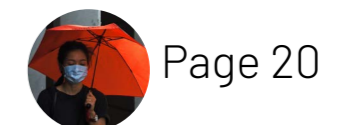
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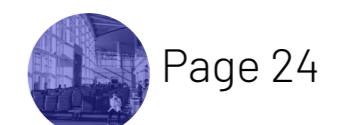
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## Editorial

To begin with, while reading this, I hope that you, your families, friends, and colleagues are well and safe during these times. To say that this year has been difficult is a complete understatement. We experienced a shaky start into the year when the Taal Volcano erupted, and several weeks after that, the Philippine government declared a state of public health emergency due to the spread of the Coronavirus (COVID-19) disease in the country. So much has happened in the past five months – different levels of community quarantine were imposed along with travel restrictions and closure of businesses. Indeed, the global pandemic forced us to change the way we live and work. In a snap, it led most of us to be stuck in our screens adapting to the so-called “new normal”. The new normal, which in itself is full of uncertainties, has led the ECCP to transition from physical events to online activities where we feature topics relevant to the current circumstances we undertake. I find it incredible that we are still able to come together as a community to discuss, share, and reflect on our experiences and best practices. A heartfelt thank you goes to each and everyone of you, our dear members, partners, friends, and to the ECCP team working behind the scene to send you one clear message, your Chamber is here for you.

This special issue covers COVID-19, a topic that is of utmost importance. In this issue, we talk about the Team Europe approach of the European Union and its stand to assist the Philippine government in its fight against COVID-19. Flip to page 9 to read more about the method and its aim to combine resources from the EU, its member-states, and financial institutions outside the bloc. On page 16, KPMG, one of the Big Four auditors in the world, shares insights on their journey from reaction to resilience that has defined their business endeavours during these times. Trends & Concepts, our Build and Design Partner, shares workplace design strategies for an employee-centric environment in the COVID-19 landscape on page 18. We also feature how ECCP members answered to the call of the times, and their response towards their employees, clients, general public, and relief efforts.

We also share with you in this issue a brief overview of our recent study in partnership with the Delegation of the European Union in the Philippines on the impact of COVID-19 on European businesses in the country. The study results will help you better understand the broader implications of the pandemic to EU-Philippines trade and investments, and gain insights on the recommendations of European enterprises on how to ensure business continuity, as well as how to accelerate economic recovery. The results of the recent study of Ipsos, an ECCP Member, conducted across ASEAN on living with COVID-19 is included as well and is available on page 22.

We also put the spotlight on France as His Excellency, French Ambassador Nicolas Galey, who shares with us his view on the Philippine-French business relations, and how he envisions the future business and trade between the two countries.

On a final note, available business opportunities are on page 26, an updated international trade fairs calendar on page 34, and join me as we give a warm welcome to 43 new members on page 27 especially to our newest Premium Member, Eastern Communications.

Amidst the struggles we face, your Chamber continues to thrive and deliver what we have promised you at the beginning of the year, a stronger 2020 as your Chamber of Choice by bringing you another year of exciting endeavours. Our promise still holds true today, we will continue to help you, our dear members, to stay connected with the Philippine-European business community, and by being a strong partner you can rely on.

I hope you enjoy this issue of the EuroPH Connect and, as always, thank you for your continuing support!



Florian Gottein  
ECCP Executive Director



# TEAM EUROPE supports ASEAN in fight against CORONAVIRUS

OVER  
**€800**  
MILLION



## MYANMAR

- ✓ Protecting livelihoods and resilience of vulnerable communities
- ✓ Supporting research and testing capacities
- ✓ Budget support for economic recovery
- ✓ Strengthening health system preparedness



## LAOS\*

- ✓ Supporting digital learning
- ✓ Budget support for economic recovery
- ✓ Working with civil society and sustaining economic livelihoods
- ✓ Supporting health care facilities and testing capacity



## VIETNAM

- ✓ Budget support for economic recovery
- ✓ Working with civil society
- ✓ Expanding social protection and safe water



## THE PHILIPPINES

- ✓ Supporting the justice sector and the Department of Health
- ✓ Humanitarian Assistance
- ✓ Water, sanitation and hygiene



## THAILAND

- ✓ Working with civil society
- ✓ Protecting fundamental rights
- ✓ Supporting border provinces and refugee camps



## CAMBODIA\*

- ✓ Hospitals, water, sanitation, hygiene, and nutrition
- ✓ Sustaining livelihoods and economic activities in rural areas
- ✓ Supporting social protection, education, and vulnerable groups
- ✓ Budget support for economic recovery



## MALAYSIA

- ✓ Supporting civil society and vulnerable communities, in particular women and children migrants
- ✓ Fostering recovery of SMEs



## INDONESIA

- ✓ Supporting teaching hospitals and health sector investments
- ✓ Working with civil society
- ✓ Contributing to the UN Multi Sector Response Plan

## ASEAN REGION

The first virtual **EU-ASEAN Foreign Ministers Meeting** on 20 March 2020 discussed cooperation on mitigating the **social and economic impact** in both regions, keeping supply chains open and advancing scientific research.

**Support to the WHO** for Southeast Asia (€20 million) to **strengthen the health system capacity** and to respond to the coronavirus and future diseases.

18 new **EU Horizon 2020 coronavirus-focused research and innovation projects** are open for cooperation with ASEAN scientific organisations.

The **BIOSEC project** (€300,000) under the CBRN Risk Mitigation Centre of Excellence Initiative is working to **improve biosecurity management systems**, including for pandemics.



\* together with:



# Team Europe Response to Coronavirus in ASEAN

To support partner countries in the fight against the coronavirus and its consequences, the European Union has mobilised a "Team Europe" package of over €800 million for the ASEAN region.

## Team Europe

In Europe and in the world, all minds are focused on actions to tackle the outbreak of COVID-19 and mitigate the effects of the crisis. The European Union (EU) works on all fronts to support these efforts.

The EU has launched its "Team Europe" package to support partner countries in the fight against the coronavirus pandemic and its consequences. The objective of the "Team Europe" approach is to combine resources from the EU, its Member States, and financial institutions, in particular the European Investment Bank and the European Bank for Reconstruction and Development.

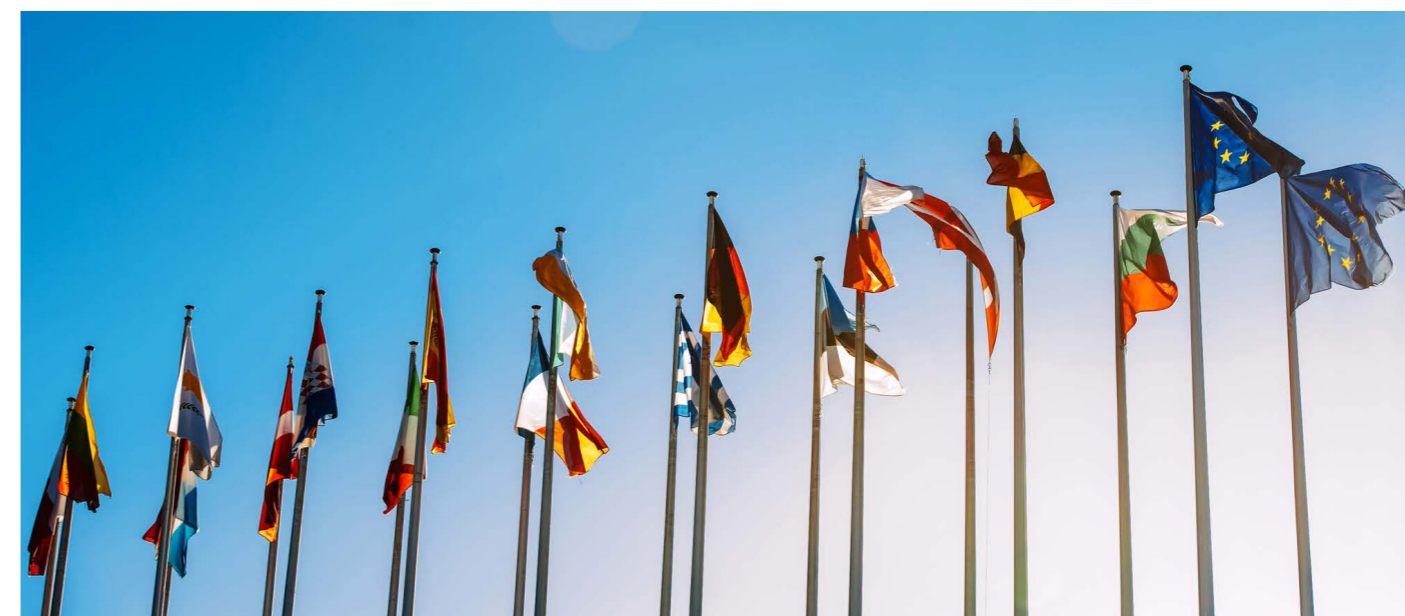
To date, the overall figure of the "Team Europe" package reaches **almost 36 billion euros**.

## The support of the European Union focuses on:

- responding to the immediate health crisis and the resulting humanitarian needs;
- strengthening health, water and sanitation systems, as well as partner countries' capacities and preparedness to deal with the pandemic;
- mitigating the immediate social and economic consequences, including support to the private sector with a focus on Small and Medium-sized Enterprises, and government reforms to reduce poverty.

## Team Europe response to coronavirus in ASEAN

To support partner countries in the fight against the coronavirus and its consequences, the European Union has mobilised a "Team Europe" package of over €800 million for the ASEAN region. Following this "Team Europe" approach, the EU combines its resources with those of EU Member States and financial institutions. The funds will support actions at country and regional level to address the immediate health crisis, strengthen health, water and sanitation systems, as well as mitigate the socio-economic impact.



Source: Mission of the European Union to ASEAN

([https://eeas.europa.eu/delegations/association-southeast-asian-nations-asean/80708/team-europe-response-coronavirus-asean\\_en](https://eeas.europa.eu/delegations/association-southeast-asian-nations-asean/80708/team-europe-response-coronavirus-asean_en))



European Country in Focus

# France



SIZE

552,000

square kilometers



POPULATION

65.2 M

approximately



CAPITAL

Paris

## FRENCH TRADE AND INDUSTRY

As of 2019, France is the 7<sup>th</sup> economy in the world and the 2<sup>nd</sup> largest economy in the European Union. While the country gets most of its GDP from services and tourism, France is the leading agricultural producer in Europe even since the Industrial Revolution. Aside from agriculture, their manufacturing industry accounts for a majority of France's global shipments, and their top exports include machinery, aircrafts, vehicles, and food products like wine. France is also a very innovative country: the country ranks 5<sup>th</sup> among the global exporters of high-technology products and hosts 10,000 start-ups.

**Geographical Location:** Western Europe, bordered by Belgium, Luxemburg and Germany to the northeast, the Channel to the north, Switzerland and Italy to the southeast, the Atlantic Ocean to the west and Spain to the southwest

**Climate:** Mostly temperate with regional differences

**Official Language:** French

**Government Type:** Parliamentary and Semi-presidential

**Standard of Living:** Human Development Index for 2018 is 0.891, ranked 26 out of 189 countries

**Organizations:** France is a founding member for both the United Nations (where it holds one of the five Security Council's permanent seat) and of the European Union. Other major organizations France is part of include:

- North Atlantic Treaty Organization
- Organization for Economic Cooperation and Development (Headquarters in Paris)
- World Trade Organization
- (World Bank and International monetary Fund)
- Organization for Security and Cooperation in Europe
- UNESCO (Headquarters in Paris)

## FINANCIAL DISTRICT

The Paris region, or Île-de-France in its official denomination, is a top tourist destination known for its historical buildings and museums. But besides the famous Eiffel Tower and the Louvre, the region is also home to La Défense, the largest business district in Europe. As of 2018, the Paris region as a whole already constitutes approximately 30% of the French GDP with its active tourism and its reputation as a global business hub for corporate companies, SMEs and many other world-competitive groups, giving the region the largest stock of commercial property in Europe. Paris is also a center for innovation with its great investment on research and development, as well as with its renowned excellence in the fields of science and technology and education.

## TOP 3 TOURISM DESTINATIONS



PARIS

More than just being the capital of France, Paris is also known as either the "City of Lights" or the "City of Love". Apart from the iconic Eiffel Tower, Paris is home to many museums and historical buildings. The Louvre houses some of the world's most famous paintings like Da Vinci's "Mona Lisa" and relics like the Code of Hammurabi, and the Musée d'Orsay is a go-to for those interested in works from impressionist artists like Monet. Other tourist spots include Arc de Triomphe, Notre Dame de Paris, and Sacré-Coeur, which are especially notable for the architecture and the history behind them.



CÔTE D'AZUR

Also known as the French Riviera, this tourist destination can be found in southeastern France by the Mediterranean coastline. Côte d'Azur is well known for its beaches, scenery, culture, and food, and it's also a common vacation spot for big-time personalities and celebrities. Nice is the most famous tourist spot in the French Riviera, where the Chagall Museum and Promenade des Anglais are some of the usual go-tos. Another go-to is Cannes, where one of the most prestigious film festivals is held, the annual Cannes Film Festival. Tourists can also visit the independent microstate of Monaco while in the French Riviera.



BORDEAUX

Bordeaux, also known as Port of the Moon because of its shape, is a port city found in southwestern France. Bordeaux's most notable feats are being France's largest wine-producing region and getting accredited by UNESCO as a World Heritage Site in 2007 due to its almost unchanging urban structures for centuries. While Bordeaux in itself is a World Heritage Site, there are more of these sites in this port city like the Cathédrale Saint-André at its heart, the Basilique Saint-Seurin, and the Basilique Saint-Michel. Musée d'Aquitaine is also a good visit as it showcases the history of Bordeaux all the way back from prehistoric times.



## INTERESTING FACTS

- In 2016, France passed a law prohibiting supermarkets from throwing away edible food. Any food that wasn't sold for the day is given to food banks and charities, and stores will be fined a huge sum of money for violating it.
- In terms of land area, France is the largest country in the European Union even without including its overseas territories. Its six-sided shape also earned France the nickname "l'Hexagone".
- Thanks to its long coasts in Europe and its overseas territories in the Pacific, Indian, Antarctic and Atlantic oceans, France's Exclusive economic zone (EEZ) is the world's largest (11,691,000 km<sup>2</sup>).
- France is one of the world's largest wine producers, producing around 7 to 8 billion bottles per year. In 2018, France was able to produce 49.1 million hectoliters of wine.
- France generates most of its electricity from nuclear power. In fact, France is the largest generator of nuclear power in European Union.
- More people are visiting France than any other country in the world. In 2019, 89.4 million people visited France, and Paris was the world's second most visited city.
- The Charles de Gaulle aircraft carrier, flagship of the French Navy, is the only non-U.S. nuclear-powered aircraft carrier in the world.



Interview with French Ambassador  
to the Republic of the Philippines

# Nicolas Galey



**Since first arriving in the Philippines to take up your post as the French Ambassador, how have you observed the relations between France and the Philippines develop and progress?**

French-Philippine relations have seen remarkable progress in recent years, notably with the first visit of a French Head of State to the Philippines in 2015 which resulted in various cooperation agreements signed in different sectors. As the foundations of a reinforced relationship have been established, the priority since my arrival in the Philippines in 2017 has been to keep this momentum and ensure the implementation of these agreements.

In the areas of trade and investment, the visit to the Philippines last June 2019 of French Secretary of State Jean-Baptiste Lemoyne opened significant opportunities for French companies to invest in the Philippines, particularly in the ambitious “Build, Build, Build” infrastructure program, through meetings with relevant agencies such as the Department of Trade and Industry, the Department of Finance, the Department of Information and Communications Technology, and the National Economic Development Authority. On this occasion, Secretary Lemoyne was accompanied by a delegation led by the French business association MEDEF and composed of around 20 French companies, which is a testimony of the interest of the French economic sector to be actively present in the Philippines.

While a number of bilateral joint committee meetings have taken place to lay the groundwork for concrete cooperation in the fields of tourism, agriculture, and higher education, we expect many more milestones of the sort in 2020. One example of which is the renewal of the intergovernmental agreement on cultural cooperation to update the agreement signed in 1978, with a view of increasing cultural exchanges between artists and experts from both countries. 2019 was also a landmark year for French-Philippine scientific cooperation. Last May 2019 in Paris, Philippine Secretary of Science and Technology Fortunato de la Peña and his French counterpart Frédérique Vidal signed a new Program of Cooperation in Science, Technology and Innovation, seeking to encourage joint research and academic exchange programs and strengthening cooperation in priority areas of cooperation, namely health, agriculture, new technologies, and innovation. Today, as the world faces the COVID-19 pandemic, strong scientific cooperation between our two countries has never been more relevant.

Defense cooperation has also been a particularly active sector since the signing of the France-Philippines defense cooperation agreement in 2015. Over the last two years, joint defense consultative committee meetings have taken place in Manila and in Paris, followed by the recent visit of Philippine Defense Secretary Delfin Lorenzana to France last November. The transnational challenges that both our countries are facing – terrorism, trafficking, respect for the law of the sea, climate change and now of course, COVID-19 – are all reasons for France and the Philippines to strengthen their ties and their exchanges, particularly in the field of defense and regional security. Moreover, France fully supports the Armed Forces of the Philippines’ modernization program and stands ready to offer its

expertise and equipment according to the needs of the Philippine government.

The ties between the French and Filipino people have also deepened in recent years. More and more Filipinos are traveling to Europe to discover the cultural heritage and French art de vivre while my countrymen are amazed by the beauty of the Philippines’ beaches and natural sights and deeply appreciate the kindness and the hospitality of the Filipinos. Academic exchanges between French and Filipino students are also increasing. Lastly, I am proud to note that many French nationals are currently working in various humanitarian and development NGOs in the Philippines. In fact, the Philippines is the leading host country of French volunteers in Asia and the third leading country in the world. Of course, the developing consequences of the current epidemic may question this trend but I am confident it will not affect the quality of our relations. Stronger cooperation between countries is essential to overcoming the negative impact of COVID-19.

**What do you find is the Philippines’ greatest strength that would serve it best when doing business with Europe? What about with its ASEAN neighbors?**

The principal asset of this country is, of course, the Filipinos themselves. I am thinking of the young, hard-working, educated, English-speaking population who are ready to take on adventures abroad. We have already welcomed many Filipinos in Europe and in France, particularly in the maritime sector. Did you know that a third of the passengers who travel on the Air France – KLM flights from Manila to Paris are sailors who go to work in Europe? Filipinos are excellent seafarers and often serve in France as crew members of recreational sea crafts.

“

*We believe that young Filipinos can be interested in working in France in future sectors such as digital or the creative arts.*

”

Aside from this, we believe that young Filipinos can be interested in working in France in future sectors such as digital or the creative arts. Start-ups and innovation companies in these fast-growing sectors are constantly looking for talent. The French Tech Visa, a fast-track system to obtain a residence permit in France, has been put in place to facilitate this.

It is indeed through human exchanges that economic relations are woven. The recently-established France Alumni Philippines Association (FAPA), which brings together Filipinos who have studied in France, has already been very dynamic. This association creates a solid and long-lasting bridge between our two countries.

Unsurprisingly, we also see that the interest of Philippine



companies in France is moving towards the creative fields. Increasingly, delegations are coming to France to participate in trade fairs such as Maison et Objet (interior design), Première Classe (fashion), SIAL (food innovation) or even le salon du chocolat (creative gastronomy). This creativity is a distinctive feature of Filipinos within the ASEAN and we are proud to share it – creativity, as you know, is a French passion.

**What do French businesses find most attractive about doing business with the Philippines?**

The primary reason why the Philippines was an attractive market for foreign businesses before the covid crises was its healthy and stable macroeconomic context. The economy has been resilient with a good level of foreign exchange reserves, growth was robust, inflation was under control, as well as debt. Needless to say, the covid crisis damaged these economic fundamentals as it did in the rest of the world. However, we believe that the healthy situation that prevailed until the crisis occurred would help the country to recover speedily.

The opportunities created by the internal market are significant with a growing middle class. French companies have identified this large potential of markets and sectors that are not yet fully exploited, particularly in the food and luxury industries. Our companies are starting to position themselves in these sectors, which will become even more important when a free trade agreement between the European Union (EU) and the Philippines is in place.

Our companies, both large entities and SMEs, actively participate in the “Build, Build, Build” development program of the Philippine government in various sectors: construction, transport, energy, water and waste management. While many French engineering companies are active in the execution, French consulting firms have also been sharing their know-how through feasibility studies or by drawing up plans for major projects (metro line, signaling system for trains, road bridges, solar panels, etc.). France, for example, has funded a study to be concluded in the first half of 2020 which proposes the implementation of an urban cable car line – the first in the country, with the hopes of decongesting Manila.

French businesses are also present in the service sector through R&D centers (Gemalto smart cards), call centers (Teleperformance), and in insurances (AXA).

**What do you envision as the future business and trade between France and the Philippines? How do you think both partners can work better together to achieve this vision?**

The close trade relationship between France and the Philippines will find its full strength once a free trade agreement between the EU and the Philippines is put into

“

*I am confident that, in the future, we can have a profitable and balanced agreement.*

”

place. I am confident that, in the future, we can have a profitable and balanced agreement. This agreement should not only determine advantageous customs tariffs, but should also endeavor to support shared values in favor of respect for human rights, health, climate, international rules, norms and standards, quality of infrastructure, financial sustainability of projects, protection of investments, etc.

For example, under a broad cooperation agreement for the agriculture sector, in January, we started working with the Philippine government and key stakeholders on geographical indications (GIs). We believe that this concept promotes agriculture that is respectful of traditions and their respective practices, of local producers, and of the quality of products, and we would like to see the Philippines enter the growing club of countries that recognize GIs as an essential means to defend the authenticity of Filipino products. In the same cooperation agreement, we have identified projects in the field of dairy products and their traceability, because the Philippines is, so far, not yet self-sufficient and French expertise could help to secure domestic production.

I believe a lot in the development of our relationship in different sectors of the future. I believe that some are particularly promising for a bilateral cooperation such as the renewable energy and energy efficiency sector, where France has developed technological expertise which it exports all over the world. Also, the maritime sector, in which France is indeed distinguished in marine energies (floating wind turbine, tidal turbine energy, osmotic power, etc.) and also very well-known for shipbuilding. The BRP Gabriela Silang, manufactured by the French shipbuilder OCEA and which is now the largest patrol boat (84 meters) of the Philippine Coast Guard, arrived in the Philippines at the beginning of April. In the space sector, France holds a leading position in Europe and has a lot to offer in the context of the development of the missions of the new Philippine Space Agency (PhilSA).

I would like also to note that through its overseas collectivities of New Caledonia, French Polynesia and Wallis and Futuna, France is also a nation of the Pacific. Hence, we share many common concerns with the Philippines about the consequences of climate change, maritime security and the protection of the oceans.

The global, sudden and brutal shock resulting from the COVID-19 pandemic will have a deep and lasting impact on our economies and on international economic relations. The absolute priority of public health has led to rigorous confinement measures for the good of all. When we emerge, no doubt very gradually, from this difficult and tragic period, we will have to renew the commercial ties that had been inevitably interrupted by the confinement. In this context, it will be more than ever necessary to continue the development of economic and commercial relations between France and the Philippines and to support the efforts of the companies of our two countries as the resumption of international economic cooperation will be a powerful factor in regaining the path towards growth and development.

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# Embedding Resilience



Access our guide to the business implications of COVID-19:



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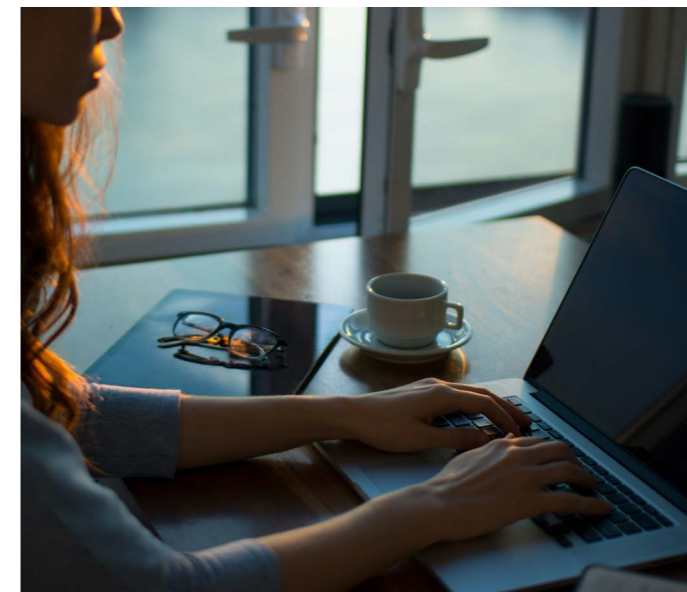
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## What happens when we hit the play button?

*A journey from reaction to resilience has defined business endeavors for the past few weeks.*

Headlines across the world have played out like a science fiction movie—just like the Hollywood thrillers many of us have binge-watched on streaming services very recently. Unfortunately, global business activity wasn't built with a pause button or a play button in mind.

Right now, while many of us are turning our thoughts to how we recover, most of the world is still in the reactionary stages of dealing with COVID-19. Businesses have dusted-off and scrambled to implement contingency planning to build resilience, knowing that all companies, even those that seemed unstoppable, face existential questions. Some have already fallen, while the fortunate and shrewd have streamlined decision-making and begun a rapid transformation that was unthinkable just a few months ago. At KPMG we've deployed and adopted new technologies and platforms at speeds we could only have dreamt of before the crisis began. We've accelerated cross-border collaboration much quicker than we could fly people around the world.



This journey from reaction to resilience has defined business endeavors for the past few weeks. Companies have turned to remote working when they can, accompanied by a surge in use of collaboration technology, while being smart about how they manage their digital infrastructure and protecting themselves against multiplying cyber threats. These first reactionary measures were quickly followed by analysis and implementation of financial, operational, and commercial resilience protocols. Are we liquid? How can we modify our supply chain? How are our clients and customers? Questions that can only be answered by asking business partners, clients and other stakeholders.

Businesses that have kept the lights on are being flexible and adaptable while making sure their people are safe, their supply chains secure, and their clients informed (if they are open). But soon, in the coming days, weeks and months, many of the world's major economies will start to hit play—some in phases, some all at once. It's a sneak peek of our new reality.

This new stage, recovery, will expose certain permanencies of this pandemic. Businesses will start to see how consumers react in the long-term, whether adoption of contactless commerce will accelerate or if digital delivery of public services will take hold, for example. We will begin to see if longstanding concerns about the environment remain at the top of our agenda and whether sustainable solutions are front and center. And we will understand the effect of massive governmental aid packages to fast-track recovery, hoping to ensure that when the play button is hit, it sticks.

The recovery could take many shapes, from a quick upward V to a long slow-burning U or a rollercoaster W. No matter the conclusion, these phases—reaction, resilience and recovery— will lead to a new reality for all of us and we are about to find out what that truly means.

Ultimately, a model is only as good as its assumptions, and so far, many best-case scenarios have already come and gone. Straightforward momentum for a quick recovery seems unlikely, even as many of us hope it may happen. Unfortunately, we still don't know enough about the virus, nor the totality of its impact. As a society, we've never hit pause on basic human interaction and economic activity like we needed to during this pandemic.

Yet, despite all this uncertainty, one thing has proven true—we are more connected than ever, even today in isolation. From our business partners, our clients, our people, all of them matter. And when we hit play, the solution will be in our ability to work together, to collaborate, to make this recovery work and define the new reality for all—across all levels of society, public and private, and across borders. That has always been the best strategy.

*The excerpt was taken from the KPMG blog article by Gary Reader entitled, "What happens when we hit the play button?"*

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*For more information on KPMG in the Philippines, you may visit [www.kpmg.com.ph](http://www.kpmg.com.ph).*

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# Workplace Design Strategy for an Employee-Centric Environment in the COVID-19 Landscape

As the ease of lockdown restrictions grant the gradual reopening of the economy, companies look towards redesigning their workplace to mitigate the further spread of the virus and prioritize the health and safety of their employees all the while following the government-mandated regulations.

Trends And Concepts (TAC) Principal Designer and VP of Design & Construction Management IDr. Charisse Gail Bantiling tackled how companies can strategically design their office for the return of the workforce in the current and post COVID-19 landscape. "In this discussion, given that we spend 90% of our day in the workplace, we want to understand what a healthier environment means and what human-centric designs do to benefit your business," said Gail.

Gail shared her presentation and insights in the European Chamber of Commerce of the Philippines (ECCP) webinar entitled "The Office Comeback: Legal Considerations and Design Insights on Re-opening Workplaces" where she is joined by Atty. Eliseo Zuniga Jr. and Atty. Patrick Henry Salazar of Quisumbing Torres.

"We're still acknowledging the fact that the physical workplace is something necessary to keep and I don't think it's going anywhere. It is a place after all where we do our business agenda or social gatherings in general," Gail expressed before delving into her topic and sharing the workplace strategies can implement.

The initial steps in reconfiguring the workplace are by creating a one-way entrance and exit system to enforce the physical distancing rule. Afterward, identify which areas have high and low traffic zones in order to optimize areas that

need adjustment for capacity as well as finding which ones can be converted to an additional workspace or temporary rooms. Lastly, provide clear directive routes through the use of physical markers, it should be straightforward yet visually enticing for the user to examine and follow.

Once the initial steps have been accomplished, these strategies can be implemented in each part of your workplace beginning with the reception area. For the reception area, ensure an enhanced entry and exit sequence, provide testing zones for temperature checks, take out unnecessary seats in consideration to physical distancing, and place sanitizing areas on visible spots. Nearby the reception should be the isolation room in the case of an employee testing positive. The isolation room should be located close to the exit and must follow the World Health Organization's (WHO) standard protocol.



De-densify the workplace to accommodate physical distancing can be achieved by using the high and low traffic zones guideline which indicates the tables that are to be occupied and determines the capacity per wing. Ideally, you want to take out equipment and seats on the unoccupied spaces, otherwise, you can make use of markers as dividers and sneeze guards between workstations for protection.

Similarly, workplace mapping can help ensure dedicated seats, personal accountability, and clear workable rules of conduct per user through alternate seating arrangements with a minimum of 1.5-meter physical distancing.



Following the work area, you can introduce broader facilities or ancillary spaces with a much more relaxed setup and an abundant source of landscape and natural lighting. It can be reconfigured as an additional workplace, break room, or used to provide more individual spaces such as phone booths.

With the physical changes implemented within the workplace, facility management protocols are just as

important as it goes hand in hand to promote safety and wellness in the office environment. "With intentional designs, operations, and policies, we can help occupants from becoming sick. Promoting practices that can keep occupants healthier," said Gail.



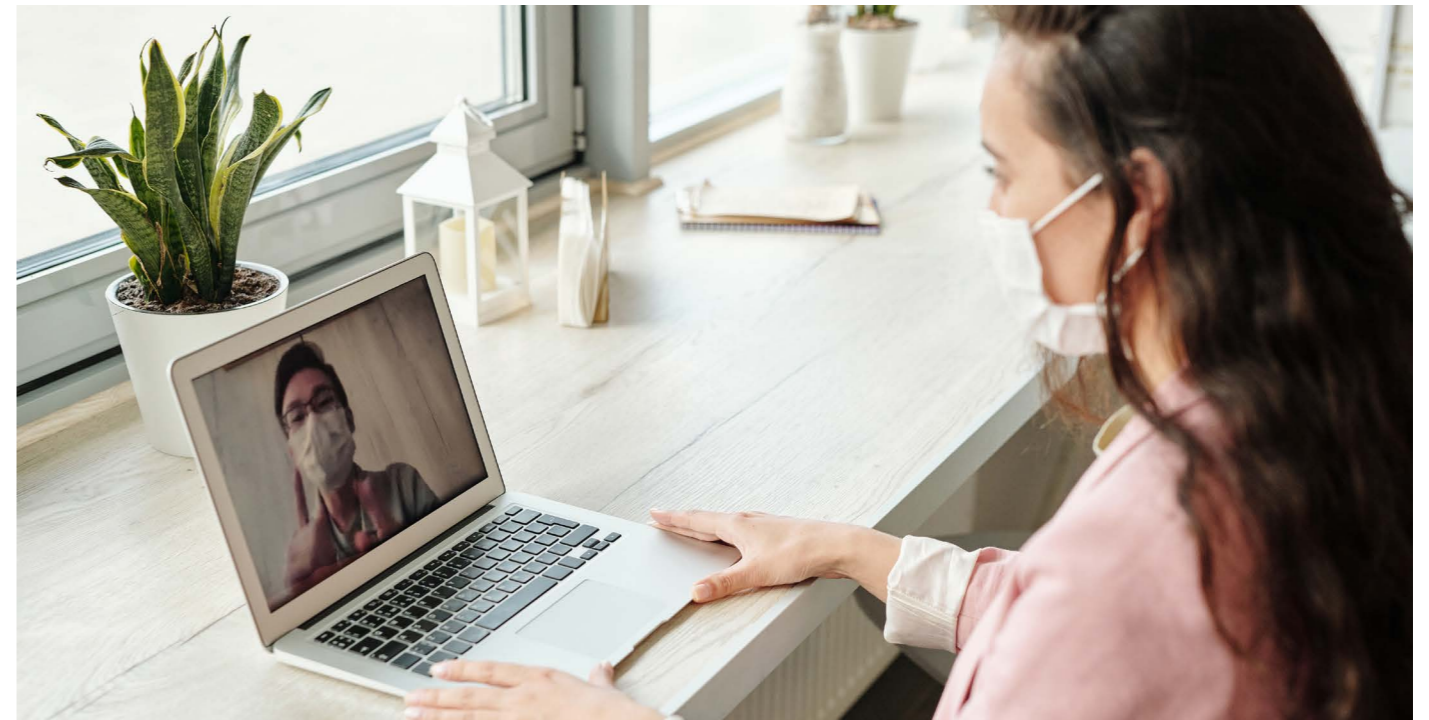
She extensively discussed facility management protocols on holistic hygiene measures, environmental parameters, educational training, and high technology facilities.

- Holistic hygiene measures
- Adequate and frequent cleaning, disinfecting and sanitation
- Antimicrobial coating on frequently touched surfaces
- Occupant and visitor hygiene
- Sanitizing products on vantage points
- Hygiene programs and protocols
- Provision of personal sanitizing kits





# Answering to the Call of the Times: COVID-19 Response



All lives and sectors have been significantly impacted by the Covid-19 pandemic the past four months, even more so as we gradually transition to the “new normal”. With the struggles we have encountered during this pandemic—receding economies, rising cases, and difficulties in acquiring resources—various efforts have been conducted to slow the spread of the disease while still ensuring that resources and essential services reach as many people as possible. Aside from government initiatives such as resource allocation, the private sector has also made many efforts to help frontliners, employees, clients amidst the pandemic. Here are some initiatives conducted by some of ECCP’s Corporate Partners and Premium Members companies:

## Employee Safety and Benefits

The pandemic compelled most businesses to allow their employees to work from home. Health and safety measures are put in place as well for essential workers and other employees who can’t afford to work from home. There are also some companies that offer more than a flexible work arrangement. Nestle provides full pay for their employees whether or not they work and special assistance to employees of their business partners. The Philippine Telegraph and Telephone Corporation’s medical assistance to their employees include medical kits and a quarantine for those who traveled abroad within the pandemic. Shell Philippines has 24/7 medical services for their employees to reduce hospital exposure and they also provide temporary transportation services.

## Client Assistance

Aside from their employees, these member companies also provide leniencies to their clients when it comes to transactions. Insurance companies like AXA Philippines and Pru Life UK and banks like HSBC gave a 30 to 60-day grace period for their payments given that they also reduced their business hours. In addition, Pru Life UK also gives hospital income benefits to their customers that got affected by

Covid-19. Client assistance is also not limited to just banks as the Turkish Airlines have also extended status expiration dates up to six months for customers with cancelled flights and travel plans. They have also implemented travel restrictions and suspended flights until further notice.

## Public Service and Relief Efforts

A huge portion of the private sector’s initiatives in the fight against Covid-19 include donations and other services to the public, especially to frontliners and vulnerable communities. For the online population, companies post public advisories about precautionary measures and public announcements. For vulnerable communities and frontliners, most donations include personal protective equipment, food packs and other essentials. Some of the big companies like Coca-Cola Philippines and Travellers International Hotel Group, Inc. gave millions of pesos worth of donations to frontliners and communities. Coca-Cola gave P150 million worth of PPE and drinks to health workers and food packs to vulnerable families to small businesses while Traveller’s International gave P50 million worth of donations to both groups. Other companies like San Miguel Corporation and Sureste Properties also focused on helping medical frontliners by donating personal protective equipment and N95 masks to hospitals. Dusit Thani Manila also donated food for frontliners as part of their CSR initiatives, and Shell Philippines has a donation drive called “Ani para sa bayan”, which serves as a finance program for farmers, along with other relief efforts to communities.



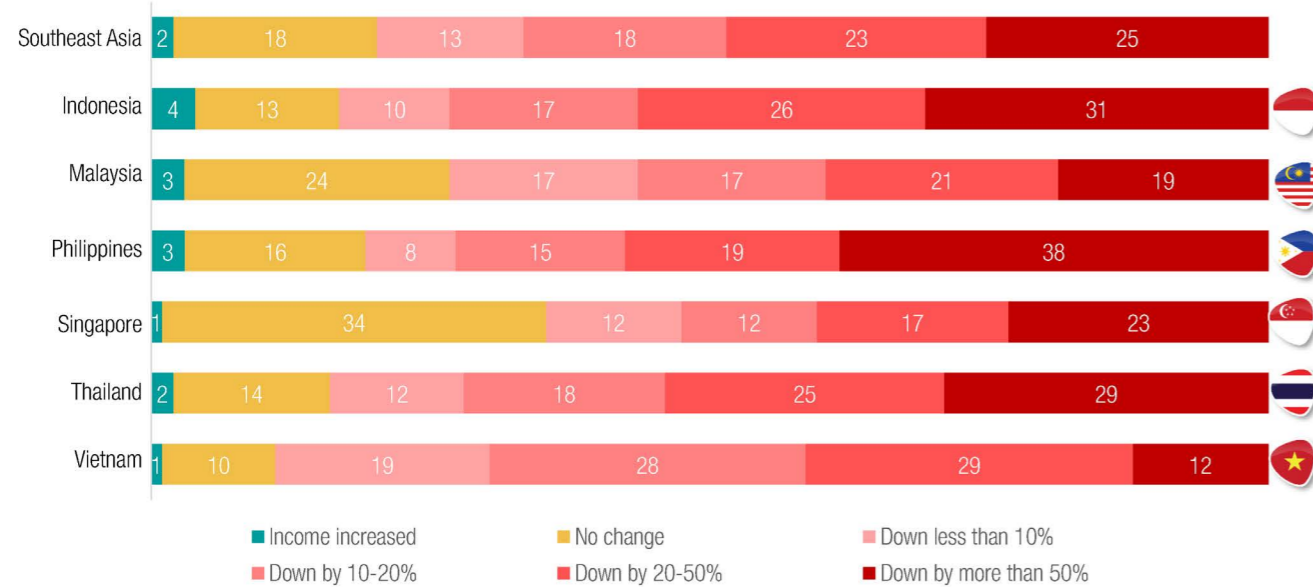


# READY, RESET, START Life in the New Normal



How has the COVID-19 outbreak and the measures imposed to fight it impacted your household income?

4 out of 10 Filipinos claim their income is down by more than 50%



When would be the earliest time you would be comfortable with doing each of the below activities?



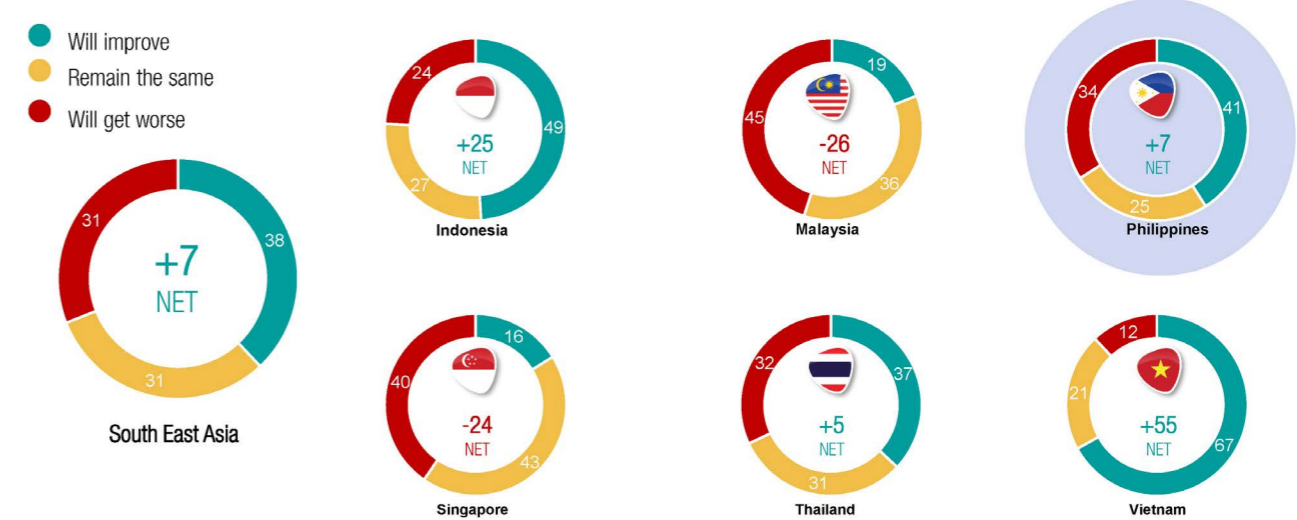
When the period of movement restrictions is over, do you plan to spend more, less or the same amount of money on the below items or activities, as compared to before the COVID-19 crisis?  
Filipinos will focus spending on essentials vs. non-essentials

NET (More-Less)

	South East Asia	Indonesia	Malaysia	Philippines	Singapore	Thailand	Vietnam
Food for cooking at home	+42%	+34%	+49%	+50%	+28%	+37%	+49%
Personal care items	+15%	+6%	+10%	+18%	+8%	+12%	+32%
Cleaning products	+34%	+24%	+32%	+46%	+19%	+36%	+44%
Clothing, footwear, accessories	-25%	-14%	-38%	-41%	-22%	-22%	-11%
Electronics	-25%	-24%	-28%	-40%	-24%	-21%	-7%
Restaurants and cafes	-39%	-31%	-46%	-60%	-29%	-35%	-31%
Travel	-39%	-25%	-54%	-54%	-34%	-35%	-32%
Books	-7%	-5%	-15%	-19%	-12%	-7%	+17%
Cultural activities	-39%	-28%	-52%	-56%	-42%	-31%	-23%
Toys	-34%	-30%	-36%	-52%	-29%	-38%	-20%
Video games	-20%	-16%	-17%	-33%	-20%	-24%	-9%
Alcohol	-12%	-13%	-16%	-	-12%	-9%	-22%

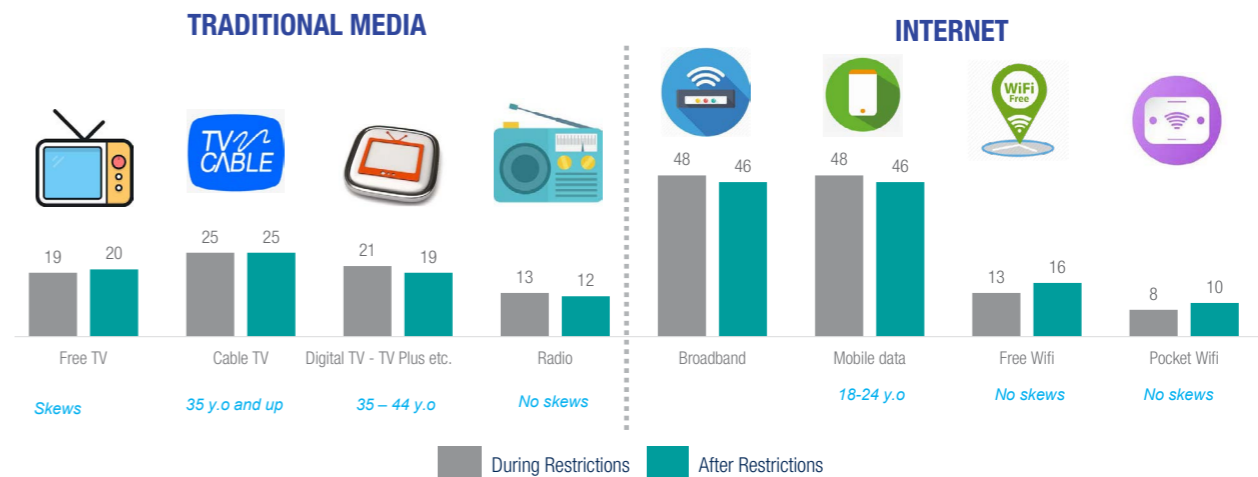
How do you see your household income changing in the next 6 months?

Despite this, 41% of Filipinos believe their income will improve in the next 6 months



Which of these do you use more of during the restriction? And which of these will you use more of once restrictions are lifted?

Filipinos are increasingly becoming more digitalized—about 50% used broadband/mobile data to access internet



Source: Life in the New Normal: 94% of Filipinos are worried about contracting COVID-19 according to Ipsos SEA

Ipsos delivers insightful expertise across the following research services: Brand Health Tracking, Business Consulting, Corporate Reputation, Creative Excellence, Customer Experience, Healthcare, Innovation & Forecasting, Market Strategy & Understanding, Mystery Shopping, Public Affairs, Qualitative Research, and Social Intelligence & Analytics.

Download a copy of the full report here: <https://www.ipsos.com/en-ph/life-new-normal-94-filipinos-are-worried-about-covid-19>





# Study on the Impact of COVID-19 on European Businesses In the Philippines

## EXECUTIVE SUMMARY

The COVID-19 pandemic brought an immense pressure to the world's population and economic health, overwhelming healthcare systems and disrupting international commerce.

In partnership with the Delegation of the European Union to the Philippines, the European Chamber of Commerce of the Philippines (ECCP) conducted a survey between 22 May to 22 July to analyze the impact of COVID-19 on business operations in the Philippines, as well as its effects on European-Philippine trade and investment flows. While the respondents are predominantly based in Metro Manila, the survey also includes responses from businesses operating across Luzon, Visayas, and Mindanao. The study's business impact survey zooms in on the pandemic's effect on companies' trade and investment decisions and activities, as well as disruptions in various business functions including finance, logistics, labor, and production.

The study also covers consultations with business executives regarding their respective companies' first reactions to COVID-19 pandemic; efforts to manage health and safety of employees; measures to ensure the business continuity; desired external support and assistance; and planning for business recovery. Interviewed business leaders also shared their views on the Philippine national government and local government's management of the COVID-19 crisis.

A total of 203 companies participated in the poll, composed of 159 European companies and 44 non-European enterprises that do business with Europe. The ECCP also undertook interviews with company executives to delve into recommendations on ensuring business continuity and economic recovery.

Through this endeavour, the ECCP seeks to address the COVID-19 implications that businesses are being faced with, as well as proactively work with the Philippine government and other stakeholders in tackling this health crisis and reviving the Philippine economy.

## KEY FINDINGS

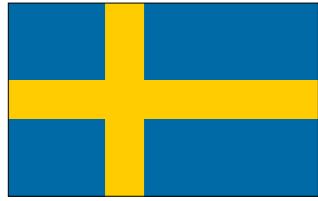
- Nearly all respondents indicated that their businesses are affected by the COVID-19 pandemic and the measures implemented due to the health crisis. More than half or 56.6% reported that these have created significant impact while 35.2% answered that they are moderately affected.
- Due to the effects of the pandemic, businesses were prompted to reconfigure processes towards digitalization of systems and automation; shift to alternative work arrangements such as work from home; and observe strict hygiene and sanitation protocols in the workplace and stores.
- In relation to COVID-19 related measures that have been implemented in the past few months, some of the key concerns of companies are restrictions in domestic and international travel; reduced demand for products or services; challenges in business cash flow; increased costs for human resources and health and safety compliance; and uncertainties affecting business and investment decisions.
- The ongoing health crisis has also affected companies' investment decisions. 57.2% of the respondents answered that their businesses have put on hold additional or will be delaying the implementation of investment decisions. On the other hand, 14.3% indicated cancellation or withdrawal of their initial investment decision or relocating their economic activities outside of the Philippines.
- 29 out of the 65 respondents that export their products to the EU indicated use of GSP trade preferences, with an average of 69.46% GSP+ utilisation rate. On the other hand, 74 companies import a portion or all of their total requirements from the EU.
- The key recommendations that have been presented to enhance the Philippines' competitiveness as an investment destination are simplifying the process of doing business in the Philippines; fast tracking infrastructure development; effectively controlling the spread of COVID-19 in the country; introducing tax breaks and economic stimulus packages; and applying a competitive corporate taxation regime.
- In terms of how the COVID-19 situation has affected trade activities, 64% responded that client orders have been reduced or cancelled, while only 8.7% indicated that there has been an increase in trade activities and orders. Trade with the EU is being restricted due to various reasons, with the most significant ones being transportation limitation, reduced demand from buyers, challenges in air cargo operations, and border closure.

Download a copy of the complete study here:  
<https://www.eccp.com/study-report-on-covid19>  
or scan the QR Code.





# BUSINESS OPPORTUNITIES



Swedish company, specialized in bolting solutions, is looking for potential distributors in the Philippines.

A Swedish company has been providing customers with high-quality, safe and innovative bolting solutions since 1982. They're offering solutions by brand - original wedge-locking technology, multi-jackbolt tensioning technology, permanent solution to lug wear, and Hydraulic bolting solutions.



German Cosmetics company is looking for one exclusive distributor in the Philippines.

A German cosmetics company with over 40 years of experience and a leader in marine cosmetics, is looking for one exclusive distributor in the Philippines. The products included are in the range of Anti-Aging Care, Young Care, Cosmeceuticals, Vegetarian Care, Men Care, and Sun Care.



Portuguese manufacturer of cork products is looking for prospective buyers.

A Portuguese company specializing in production and representation of cork related products is looking for a distributor for their fashion products, Moroccans, cork furniture and cladding products, and wall insulation.



Belgian manufacturer of lubricating oils is looking for financially strong business partners to distribute its products in the Philippines.

A Belgian Independent lubricants company has over 60 years of experience and expertise in lubricants with a core focus on passenger cars, light duty vehicles, heavy duty vehicles (on- and-off road), motorcycles and leisure boats.



British company is looking for distributors of their light-based beauty devices.

They are a global expert brand dedicated solely to design, develop, and manufacture light-based beauty devices. They are looking for local distributors of the most advanced IPL technology in the market - IPL (intense pulsed light) hair removal products for use in the home.

If interested in becoming a partner, we would love to talk to you. Please send us an email to [gigi.deleon@eccp.com](mailto:gigi.deleon@eccp.com) or visit [www.eccp.com](http://www.eccp.com) for more information. We are looking forward to hearing from you.

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## Premium Member



Eastern Communications is the premier telecommunications company in the Philippines. Pioneering the first data center in the country, Eastern Communications has built a reputation for trail blazing paths for connectivity in this part of the Pacific. Its 140-year legacy conveys long-standing partnerships with industry players, government agencies, institutions, small- and medium-sized enterprises, and, today, even households.

## Regular Members



BioGrow is the leading manufacturer of cocopeat based growing media in Sri Lanka, India, Brazil and the Philippines. The substrate created by growers for growers.



## British Embassy

Department for International Trade (DIT) helps UK-based companies succeed in the global economy. We also help overseas companies bring their high-quality investment to the UK's dynamic economy.



## Draka

First wire manufacturing company in the Philippines to use steam process in the production of XLPE automotive wires. ISO 9001-2001 & TS 16949 certified.



Iranun Foundation College, Inc. is a private school in Kapatagan, Lanao del Sur. The school is committed in providing educational opportunities to the residents in Kapatagan and nearby areas, especially the disadvantaged youth. It strives to be a medium of promoting peace and of having community service programs.



## Regular Members



Mead Johnson develops and markets safe, high quality, innovative products that help meet the nutritional needs of infants and children. With more than 70 products in over 50 countries, Mead Johnson products are trusted by millions of parents and healthcare professionals around the world.

## WHITE & CASE

White & Case is an international law firm that serves companies, governments and financial institutions. Our long history as a global firm means we are uniquely placed to help our clients resolve their most complex legal challenges wherever they are.



In over 100 countries worldwide our trucks are supporting a safer environment on airports, cities and villages, as well in military areas and (petro) chemical industries. We design, engineer, produce, test and re-design a safer tomorrow within our own production facility in Wanroij, The Netherlands.



Promote alternative livelihood from Marayag Lake as well as advocate for peace in their community.

## Traxerve, Inc.

Imports/register Natural Green and Nutrifluent & relies its marketing and distribution



Traxion exists to help elevate the social-impact quotient (SIQ) of every organization it works with. It is moving to initiate the change in the transaction landscape by building an ecosystem of enablers that will seamlessly transact and interoperate on a distributed network, using cashless forms of payment.

## Individual Members

- Allan Millar
- Francisco Milan
- Leonardo Bruge

## Associate Members



The As-salihein Integrated School Foundation, Inc. envisions to inculcate the mind and hearts of our learners to the total Islamic values as based on the life and guidance of Prophet Mohammad.



A leading business travel technology company, that specializes in the development of travel management systems for business companies and organizations.



The Bachelor's Degree of Binnor Pangandaman Integrated College is a three-year (trimester) program designed to provide an excellence-class bachelor's degree that is not only nationally accredited but also globally competitive, to produce graduates who will be professionally competent, morally upright and socially responsible contributors to national development.



To maintain Cotabato Light & Power Company's position as one of the most efficient electric utilities in the Philippines, dedicated to constantly improve customer service, and responsive to the needs of its team members and host communities.



CPCFI is an institution of higher learning founded in response to the persistent need of our youth for quality education and its existence is motivated by the philosophy that right education imbued with moral values is the best solution to human miseries.



ENTHUSIASTIC COLLEGE



Colegio De Upi, Inc. is offering the following courses that are accredited by TESDA: Electrical Installation and Maintenance NC II, BS in Criminology and BS in Information Technology.



Gani L. Abpi College Incorporated aims to maintain a high standard of education and to strengthen the Islamic faith.



## Associate Members



A German multinational automotive manufacturing company headquartered in Wolfsburg, Lower Saxony, Germany and indirectly majority owned by Austrian Porsche and Piëch families.



Marawi Islamic College is a non-profit, non-sectarian private school situated in the heart of Marawi City. MIC's flagship program is education courses but the quality of its other degree programs remain stable sustained by acquiring modern and timely teaching methodologies.



Illana Bay Integrated Computer College Inc. is a Higher Education Institution which undertake specialized training activities for TESDA accredited programs.



Growing seaweed for pharmaceuticals and reduction of methane for ruminants. Creating valued employment in poorer coastal communities.



Higher education providers for muslim needs in the Philippines



MAMISA is one of the most recognizable schools in Marawi City. Established in the year 2006, MAMISA is one of the pioneering schools in the Philippines to teach Arabic, English and Science Education.



Mahardika Institute of Technology, Inc. is a Higher Education Institution which undertake specialized training activities for TESDA accredited programs.



Menarco Development Corp. creates spaces and places that reward the Filipino with exemplary experiences that delight the head, heart and hands.

## Associate Members



Mindanaoan Integrated Academy is a higher educational institution committed to provide quality education and to be the center of excellence.



The Philippine Muslim Teachers' College (PMTTC) aims to be recognized as the premium educational institution in Mindanao at excellence with the country's leading learning institution offering tertiary education.



MULTISYS TECHNOLOGIES CORPORATION (MULTISYS) is a software engineering solutions firm that provides a wide range, cost-effective, and full scale service to tailor-fit and empower businesses.



**PRYCEGAS**

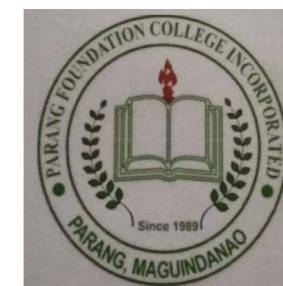
Pryce Gas LPG is very affordable, it gives comfort to the household end user and it provides safer operation than the other brand. Also it offers free delivery nationwide.



MMICA is named after the Muslim in Mindanao which hopefully may serve as a means in a continued search for quality, relevant and responsive education among the Muslim in the Philippines.



"Recognised as one of the best casual dining places in the Makati CBD, worth going to regularly due to its calming ambiance, exceptional service and very good quality of cuisine prepared to a high standard."



PARANG FOUNDATION COLLEGE



SAL Foundation College Inc. is a non-stock and non-profit higher educational institution of BARMM. it specializes in criminology and education.



## Associate Members



A SaaS end-to-end payroll automation company that provides enterprise payroll system software for small, medium and large businesses



VMC Asian College Foundation, Inc. is a Technical Vocational Institution which undertake specialized training activities for TESDA accredited programs such as Cookery NC II, Driving NC II, Electrical Installation & Maintenance NC II, Automotive Servicing NC II, Housekeeping NC II, Motorcycle/Small Engine Servicing NC II, Electronics Products Assembly and Servicing NC II, Automotive Servicing NC I, HEO (Backhoe Loader) NC II.



The mission of SKCI is to educate children to become good citizens and members of the Muslim Ummah.



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Thermal Aircon Solutions Corp. provides total air-conditioning systems preventive maintenance services, repairs, supply and installation of equipment and parts, and all inherent services.

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**JUNE** ...  
**INTERNATIONAL DENTAL EXHIBITION AND MEETING (IDEM)**  
 Dental Industry  
 19-August 19 | Digital Conference

**JULY** ...  
**IFAT IMPACT PANEL DISCUSSION**  
 15 | Digital Conference

**FURNITURE CHINA**  
 Furniture and Home Furnishings  
 08-Nov. 08 | Digital Tradeshow

**IE EXPO CHINA**  
 Environmental Technology Solutions  
 13-15 | Shanghai, China

**AUG** ...  
**GAMESCOM**  
 Interactive Games and Entertainment  
 27-30 | Cologne, Germany  
 Digital Conference

**IFAT IMPACT BUSINESS PERMIT**  
 08-10 | Digital Conference

**FURNITURE CHINA**  
 Furniture and Home Furnishings  
 08-12 | Shanghai, China

**MAISON SHANGHAI**  
 Home Furnishings  
 08-11 | Shanghai, China

**IE EXPO GUANGZHOU**  
 Environmental Technology Solutions  
 16-18 | Guangzhou, China

**THAIFEX-ANUGA ASIA**  
 Food & Beverages, Food Technology, and Retail & Franchise  
 22-26 | Bangkok, Thailand

**CHINA BREW CHINA BEVERAGE**  
 Beverage and Liquid Food  
 13-16 | Shanghai, China

**EXPO REAL**  
 14-15 | Hybrid (Physical Exhibitions + Digital Meetings)

**IFAT INDIA**  
 Environmental Technology Solutions  
 13-15 | Mumbai, India

**OCTOBER** ...  
**ANALYTICA MUNICH**  
 Laboratory Technology, Analysis, and Biotechnology  
 19-22 | Munich, Germany

**FENESTRATION BAU CHINA**  
 Windows, Doors and Facades Technology, Components, Prefabricated Units and Building Materials  
 29-November 1 | Shanghai, China

**YUMMEX MIDDLE EAST**  
 Sweets and Snacks  
 03-05 | Dubai, UAE

**ELECTRONICA**  
 Electronics, Components, Systems, Applications and Solutions  
 10-13 | Munich, Germany

**LOGITRANS TURKEY**  
 Logistics, Mobility, IT and Supply Chain Management  
 11-13 | Istanbul, Turkey

**ANALYTICA CHINA**  
 Laboratory Technology, Analysis, and Biotechnology, and Diagnostics  
 16-18 | Shanghai, China

**NOVEMBER** ...  
**BAUMA CHINA**  
 Construction Machinery, Building Material Machines, Mining Machines and Construction Vehicles  
 24-27 | Shanghai, China

**FOOD+LIFE**  
 Food and Beverage  
 25-29 | Munich, Germany

**DEC** ...  
**AUTOMATICA**  
 Smart Automation and Robotics  
 08-11 | Munich, Germany

For more information, contact us at (632) 8845-1324 or [jackie.diola@eccp.com](mailto:jackie.diola@eccp.com)

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