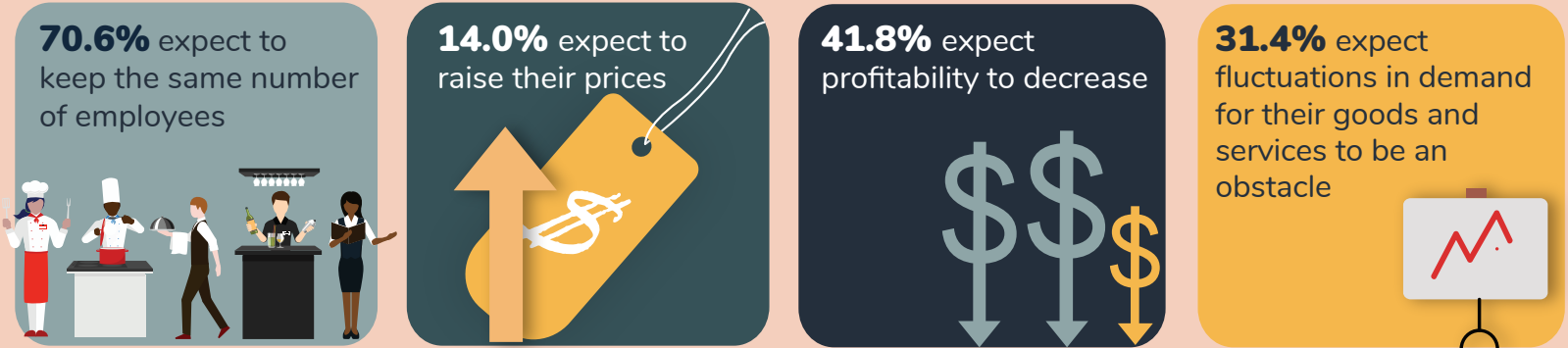


Business conditions in Canada, first quarter of 2021



Business expectations over the next three months



Workforce challenges and changes

Over the next three months...

24.1% of businesses expect that recruiting and retaining skilled employees will be a challenge



19.5% of businesses expect that shortage of workers will be a challenge

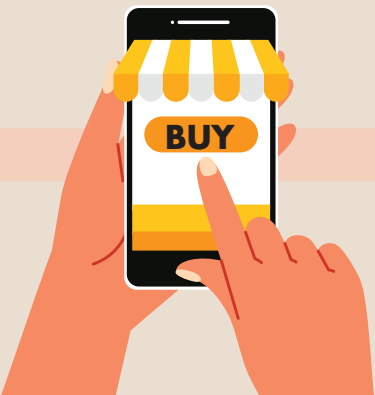


Over the next year...

16.3% of businesses plan to provide training to current employees in a different skill set

8.0% of businesses plan to hire staff with technical skills that current employees lack

9.4% of businesses plan to hire staff with knowledge or non-technical skills that current employees lack



Online sales

17.6% of businesses made sales online in 2019

21.6% of businesses made sales online in 2020

Revenues



31.0% of businesses reported that revenues were down 30% or more in 2020 compared with 2019

Business survival

21.3% of businesses reported that they can continue to operate at their current level of revenue and expenditures for **less than 12 months** before considering **laying off staff**

10.3% of businesses reported that they can continue to operate at their current level of revenue and expenditures for **less than 12 months** before considering **closing or declaring bankruptcy**

39.9% of businesses reported that they were unable to take on more debt

