

# Consumer and retail sectors

Grant Thornton Survey Findings

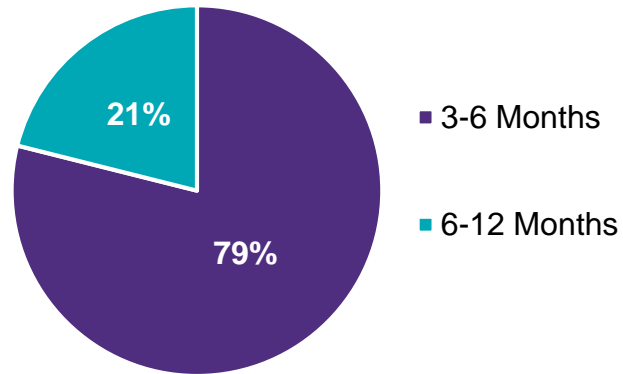
April 2020



# Survey findings: Sales in Consumer and retail sectors (1/2)

In your assessment, when are you likely to see restoration of your sales performance?

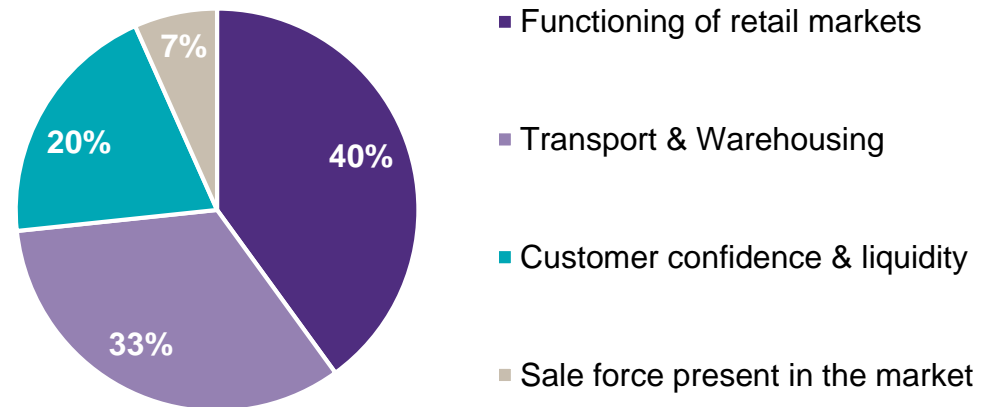
% of respondents



79% of the respondents see restoration of sales performance in 3-6 months

What are the top challenges for restoration of normalcy in sales? (Rank 1 being highest)

% of respondents – selecting rank 1 (highest)



40% respondents ranked “Functioning of retail markets” as the top challenge for restoration of normalcy in sales

# Survey findings: Sales in consumer and retail sectors (2/2)

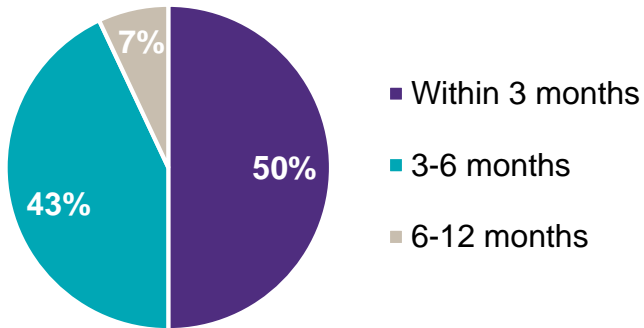
For the following list of 20 consumer categories, please indicate whether sales are likely to – increase, remain same or decrease over the next 6 months

% of respondents responding increase/ decrease/ remain same on each category				Increase	Decrease	Remain same	
Category	Increase	Decrease	Remain same	Category	Increase	Decrease	Remain same
Groceries, fruits & vegetables	57%	-	43%	Entertainment & Books	38%	46%	16%
Medicines and pharmaceutical products	84%	8%	8%	Cinema Theatres	8%	84%	8%
Personal care products	28%	36%	36%	Home furnishings & furniture	-	69%	31%
Vacations & travel	-	100%	-	Mobile Phones	31%	38%	31%
Food takeaway & delivery	46%	54%	-	PCs & Laptops	61%	8%	31%
Dining out	15%	85%	-	Toys & Games	23%	23%	54%
Clothing & footwear	31%	69%	-	Consumer & Kitchen Appliances	17%	25%	58%
Luxury goods & accessories	15%	85%	-	Fitness & Wellness	64%	14%	22%
Education	38%	-	62%	Energy & Utilities	46%	8%	46%
Automobile purchase	15%	77%	8%	Financial Products	77%	15%	8%

# Survey findings: Supply chain in consumer and retail sectors

In your assessment, when are you likely to see restoration of your supply chain and production?

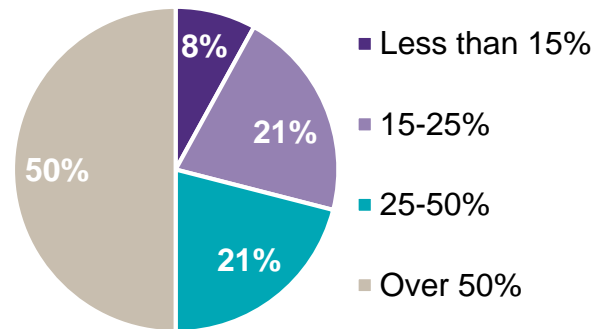
% of respondents



50% of the respondents see restoration of supply chain within 3 months

To what extent is your production and supply of products affected in the month of April?

% of respondents



50% of the respondents see over 50% of their production and supply getting impacted in April

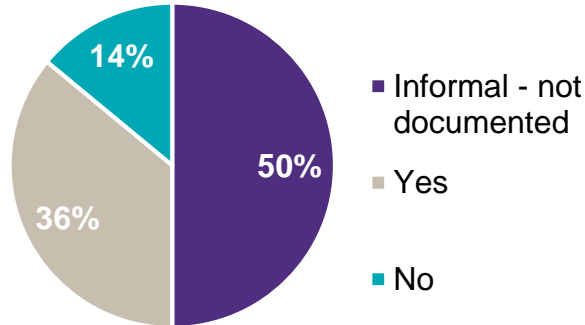
How are you addressing your supply chain challenges? (Please allocate weightages to the following options)

Options	Weightage (total 100%)
Adding additional vendors	25%
Modifying product formulations or product packaging, basis available sourcing	13%
Introducing new products	20%
Limiting production for certain products	28%
Other	14%

# Survey findings: Operations in consumer and retail sectors

Does your organization have a formal Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) in place?

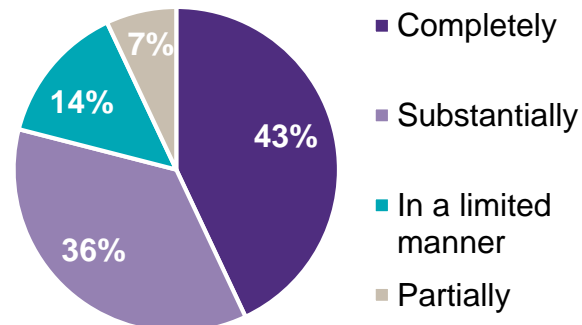
% of respondents



50% of the respondents do not have a formal BCP/DRP in place

Are all your statutory obligations (returns, filings, deductions) for income tax, GST, PF / ESI and TDS up to date?

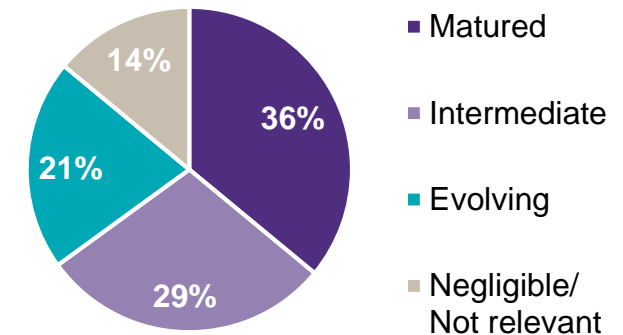
% of respondents



43% of the respondents have statutory obligations up to date

How would you rate your current preparedness on cyber security?

% of respondents



Only 36% of the respondents rate their cyber security preparedness as 'Matured'

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