How Businesses Are Responding to COVID-19

The emergence of COVID-19 is having a widespread and unexpected impact on individuals, communities, and businesses – both in the U.S. and around the world. While the negative impacts of COVID-19 are what is most often reported, businesses across industries are using this moment to provide innovative protections for employees, their families, and communities, and to transform their businesses to support customers and suppliers. These acts of leadership exemplify what businesses are doing to address health issues for the greater community.

**Stakeholders**

**Employees**
- Offer paid leave to employees whose schedules are impacted by school closures
- Assess employees’ COVID-related health needs and establish wellness resources to support those needs
- Provide employee bonuses to spend at small and medium local businesses

**Families**
- Provide free back-up child care for essential workers
- Expand or enhance employees’ health-related benefits, including waived copays for COVID-related telehealth services
- Pay for health insurance coverage for furloughed employees

**Suppliers**
- Continue paying suppliers so they can pay hourly workers
- Establish a relief fund for suppliers’ workers facing financial hardships
- Expedite payments to suppliers
- Offer rent relief to small business partners

**Customers**
- Waive customer late fees and defer payment deadlines
- Provide credits for insurance premiums
- Coordinate shopping hours to reduce crowd sizes and offer contactless product delivery
- Repurpose manufacturing processes to produce PPE and other medical equipment
- Waive COVID-19 treatment cost-sharing for enrollees

**Communities**
- Provide emergency grants for community-based organizations providing critical services to families in need
- Establish disaster relief funds for local governments and healthcare institutions
- Provide virtual volunteering opportunities for employees to support impacted populations

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