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.



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 communitybased 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