

ABSL Cross-check survey outcomes

War Conflict in Ukraine

Data in this report are based on a survey ran among ABSL members in March 2022

Impact on centers' operations is expected to grow

36% of centers

Have operations in the zones of conflict

29% of centers

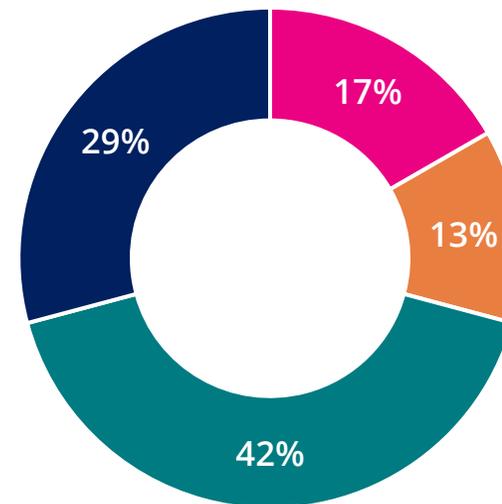
Report significant or moderate impact on operations

42% of centers

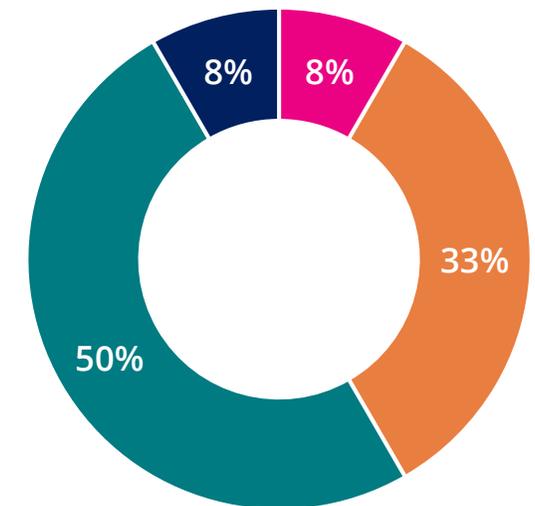
Expect a long-term significant or moderate impact on operations

- Significant impact
- Moderate impact
- Low impact
- No impact

Impact experienced so far



Impact expected long-term



Highlights: What impact are centers currently observing or expecting?



In real estate, significant impact on construction costs due to higher energy costs

Significant stress for employees

Tension between Russian vs Ukrainian/other employee nationalities

The problem now is the cyber war we are encountering. It can impact the availability of our collaborators.

The threat of further escalation has the propensity to restrict attractiveness of relocation to CZ, thus shrinking expat labor pool

We expect similar as COVID impact - problems with logistics, components etc.

Worsened position of CEE as a location for business services and IT centralization and outsourcing





Top 3 concerns:
Safety & Wellbeing
Business continuity
Cybersecurity

The business services leaders are now predominantly concerned about the wellbeing and safety of their employees both in the Czech Republic and for many also in Ukraine and Russia.

After this the concerns relate to the continuity of their business operations including cybersecurity, political and economical situation or helping refugees.

The most immediate concerns and priorities of business services leaders related to the current situation



Centers are providing support locally in the conflict zones

96% of centers

Provide support to their Ukrainian employees in the CZ

88% of Czech centers

With operations in Ukraine provide direct support to their Ukrainian colleagues

Top 5 types of support provided



Most often by helping to:

- ✓ Relocate colleagues from zones of conflicts
- ✓ Find accommodation for local colleagues' family and friends
- ✓ Find work for their family and friends

Lean processes, digitalization and long-term strategies would be appreciated

64% of centers

Would welcome a faster process for residence and work permits

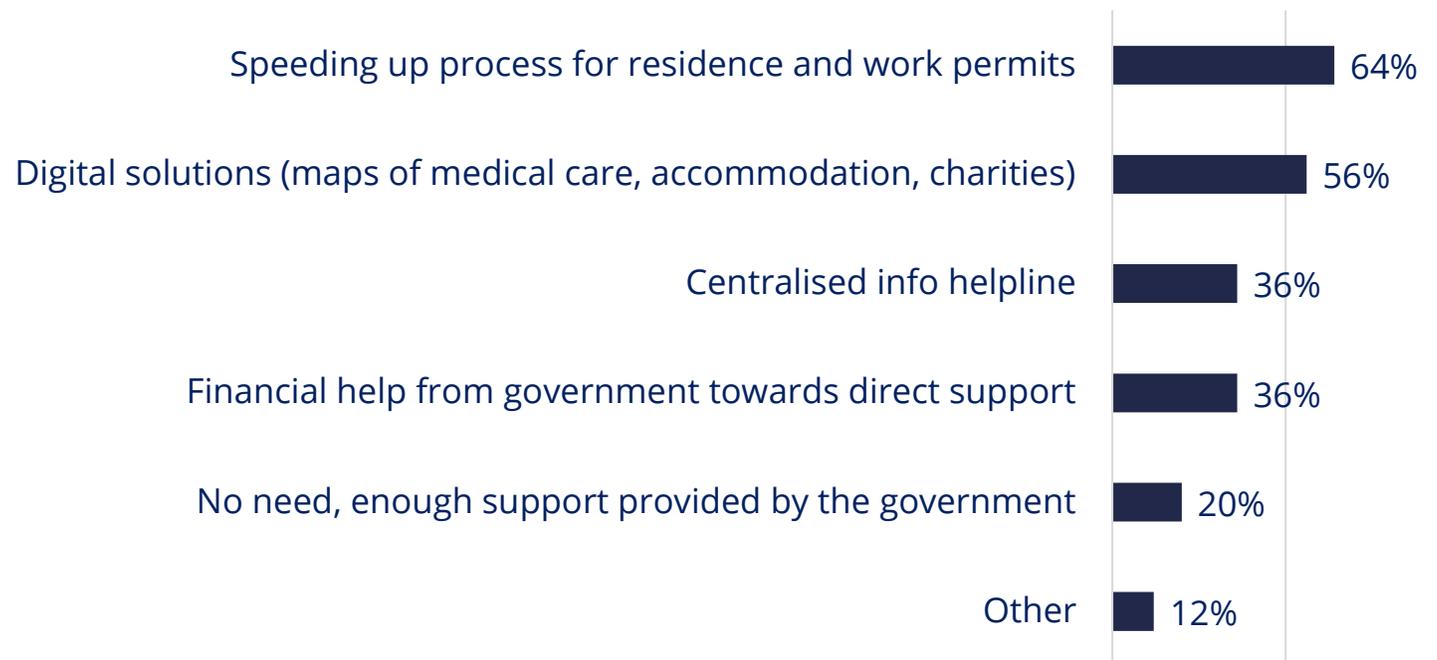


Czech Government is actually doing very well in this crisis, so this is very positive.



Ensure a long term plan to deal with this situation - we can expect up to 250,000 refugees in CZ for many months, even years. Government needs coordinated plans to house, educate, employ these numbers and ensure ongoing social support.

What kind of support would centers welcome from the Czech government in coming months?



Skilled Ukrainians are beginning to enter business services

24% of centers

Report an increase in the number of candidates from Ukraine

20% of centers

Now prioritize recruiting skilled Ukrainian citizens or other nationalities impacted by the war conflict



We are very keen to support Ukrainians with work but we are waiting for clarity from the Czech government on work permits.

Impact on recruiting activities in business service centers

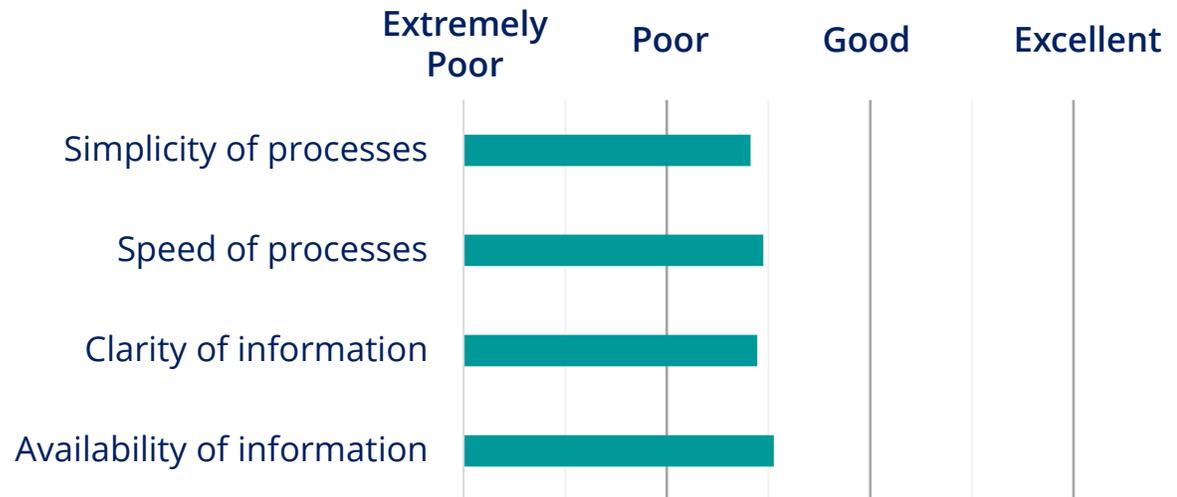


Government activities are appreciated, room for improvement exists

58% of centers

Find the quality of available information to be good

How do business services leaders see the information and processes associated with employing candidates from the zones of conflict?



“Extremely poor as no visible fast track route available to support impacted citizens

“The Czech government is doing in weeks what would usually take years...while much is missing, it is good considering the timelines.

“Hard to find, specially in English language.

“Government is doing what it can to speed up access of Ukrainians to the Czech labor market.

Personal contacts are the best channels, ABSL could help in coordination

Most effective channels for recruiting candidates from the zones of conflict

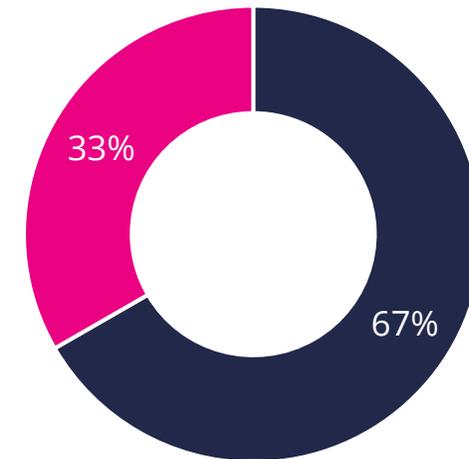


ABSL could support identifying potential candidates with suited skills to work in business services.



Promote the sector among potential candidates

Do you see a role for ABSL to support and coordinate recruitment opportunities into the business services sector over the coming months?



■ Yes, ABSL should support and coordinate these recruitment opportunities

■ No, there is no need for ABSL's involvement

Thank you

