

Statistical appendix Atradius Payment Practices Barometer

Western Europe – key survey results



Statistical appendix

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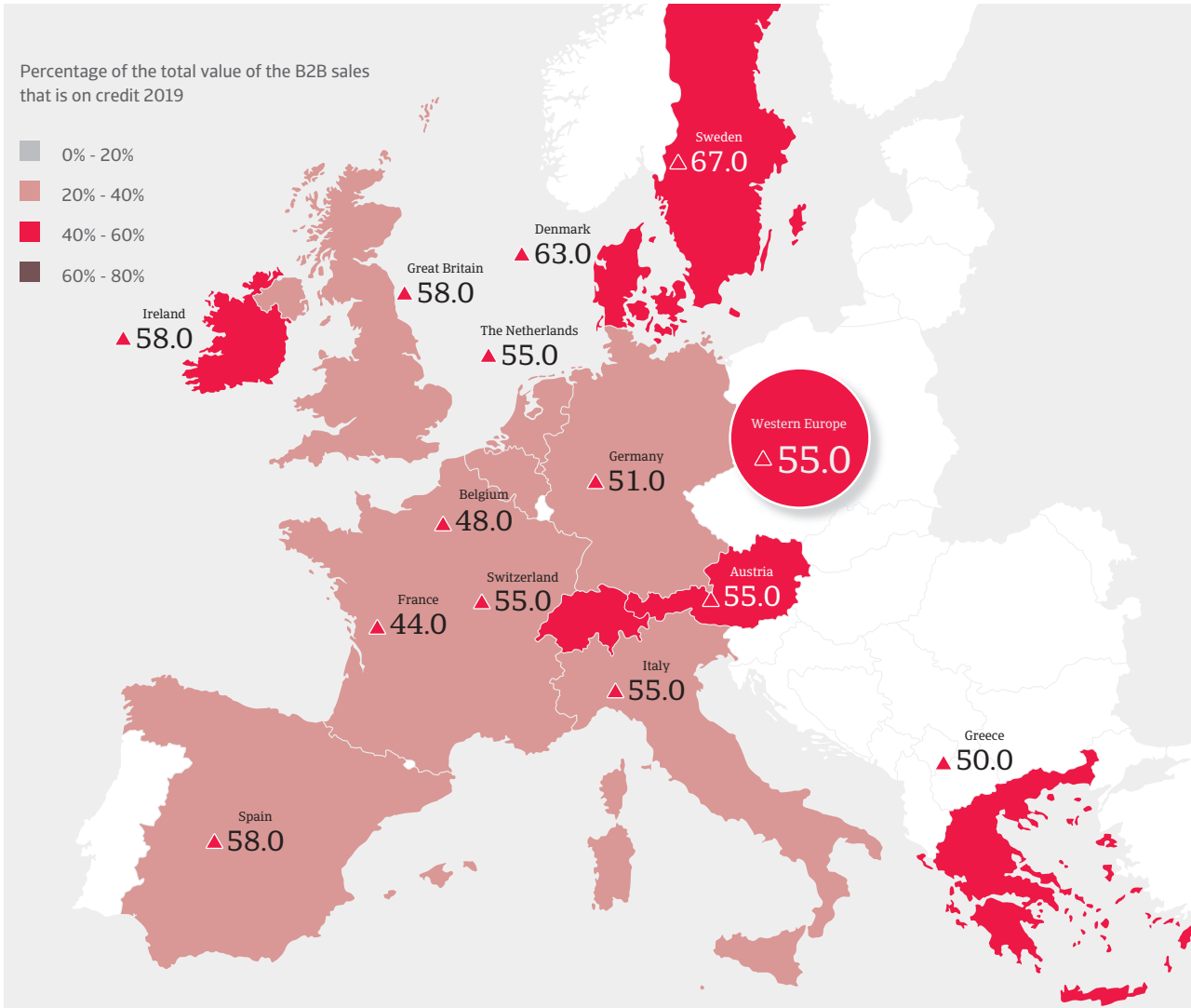
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Western Europe: proportion of total B2B sales made on credit



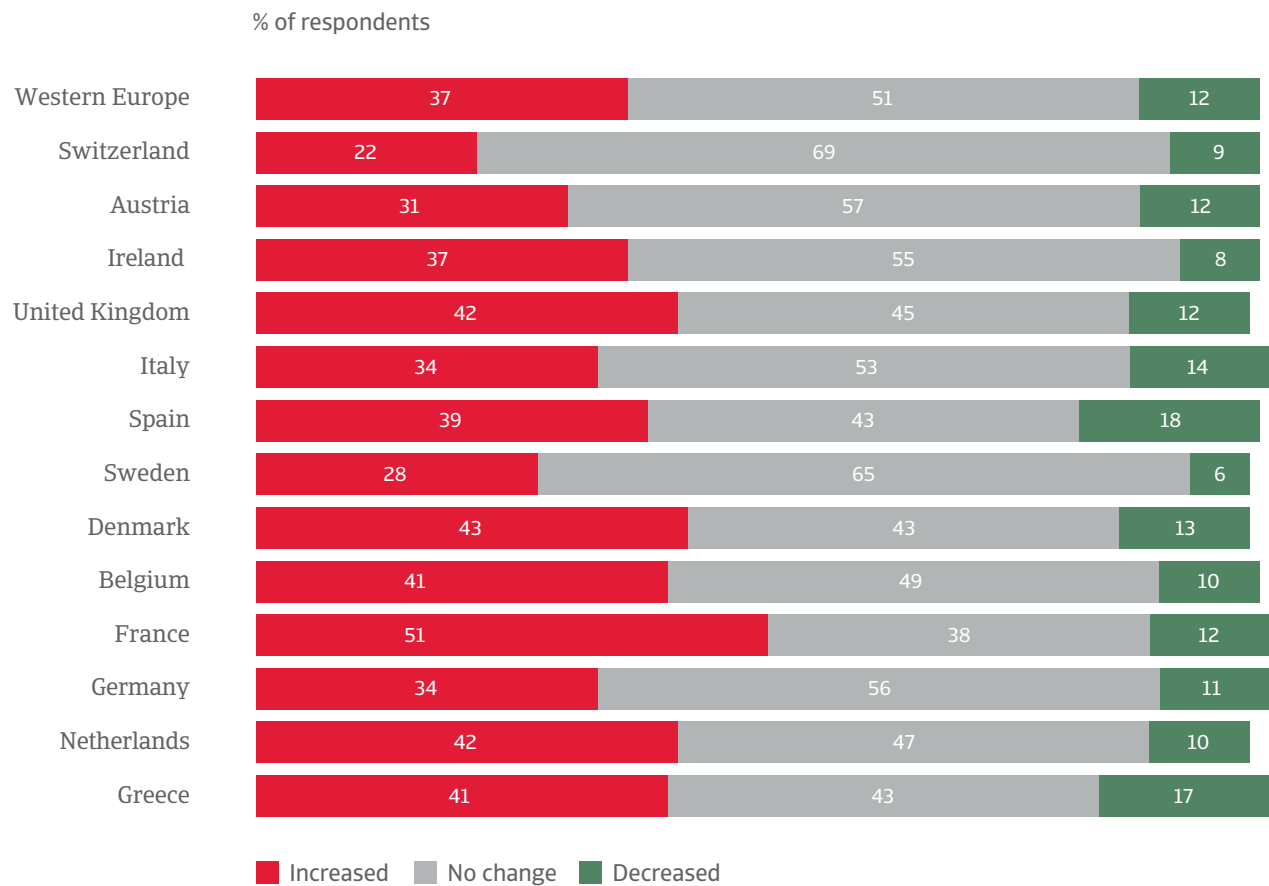
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

Manufacturing	Business sector			Business size		
	Wholesale / Retail / Distribution	Services		Micro enterprise	SME (Small/Medium enterprise)	Large enterprise
57%	54%	56%		53%	54%	59%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: change in the proportion of B2B sales on credit (comparison between the COVID-19 pandemic period and the period before the pandemic)



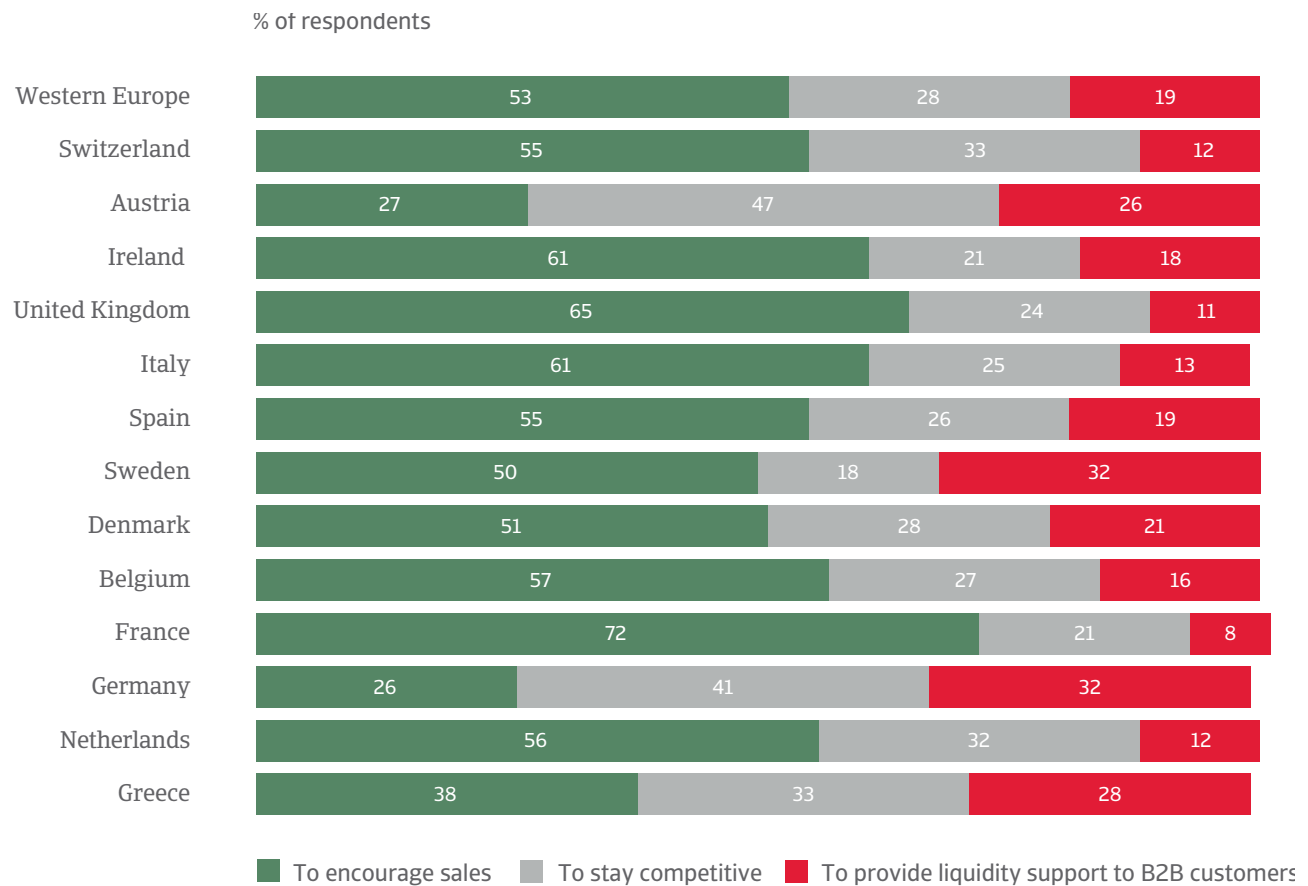
Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Increased	36%	39%	38%	36%	35%	34%	43%	39%
No change	54%	49%	48%	52%	51%	52%	48%	52%
Decreased	10%	12%	14%	12%	14%	14%	9%	9%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: main reasons businesses offered more trade credit to B2B customers during the COVID-19 pandemic



Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
To encourage sales	59%	52%	46%	51%	57%	49%	52%	55%
To stay competitive	26%	33%	31%	24%	27%	33%	29%	23%
To provide liquidity support to B2B customers	15%	15%	24%	25%	16%	18%	19%	21%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: main reasons businesses offered less trade credit to B2B customers during the COVID-19 pandemic



- Creditworthiness of the customer has deteriorated
- Payment behavior of the customer is poorer
- Lack of information on the customer's payment performance
- High economic risk in the customer's country
- Other (not specified)

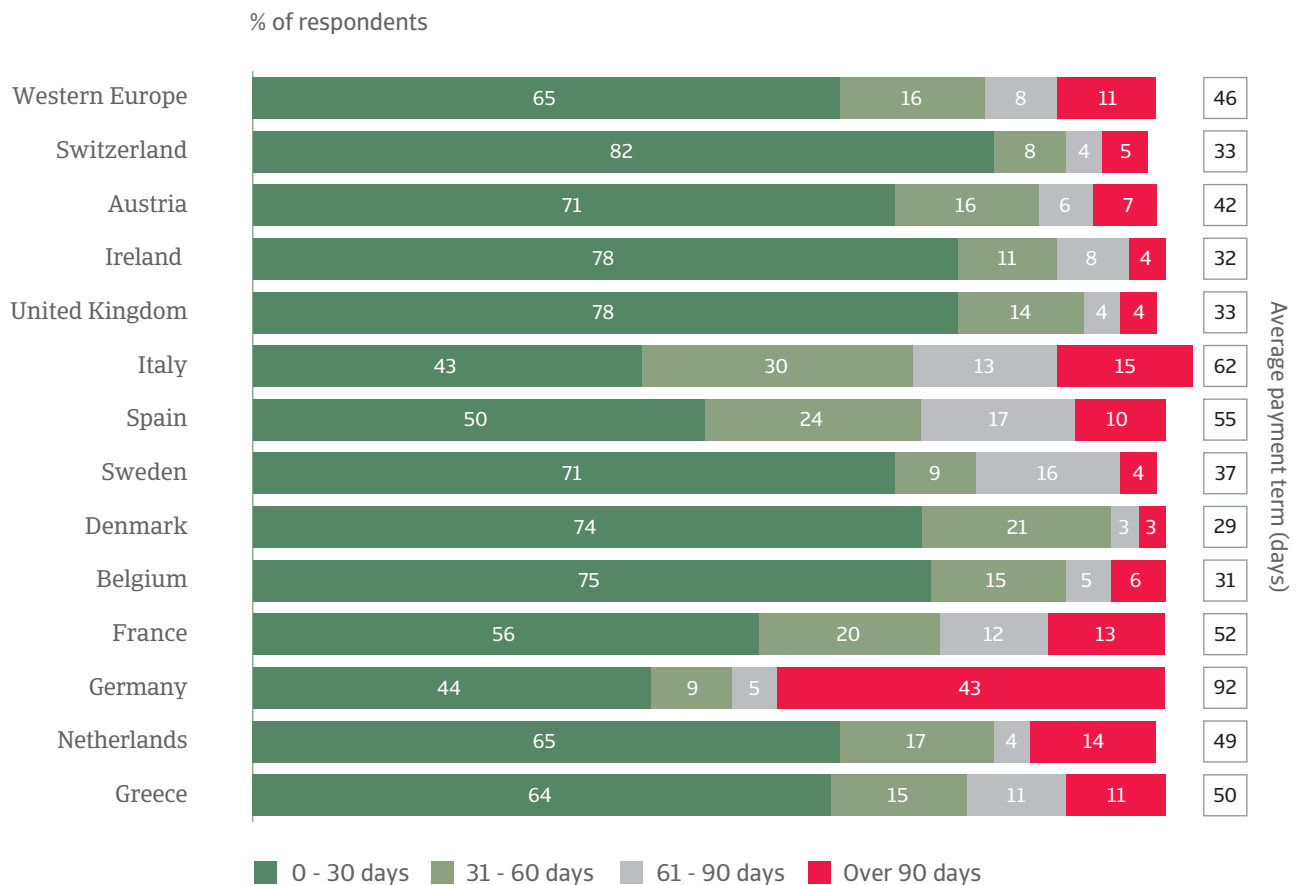
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Deteriorated creditworthiness of customer	31%	17%	34%	17%	22%	26%	33%	22%
Lack of info	24%	23%	4%	20%	24%	17%	10%	17%
Poorer payment behaviour of customer	18%	24%	25%	29%	22%	24%	29%	20%
High risk in customer's country	26%	35%	33%	25%	26%	29%	27%	41%
Other	1%	1%	3%	8%	6%	3%	1%	0%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: payment term (average days) set for B2B customers during the COVID-19 pandemic



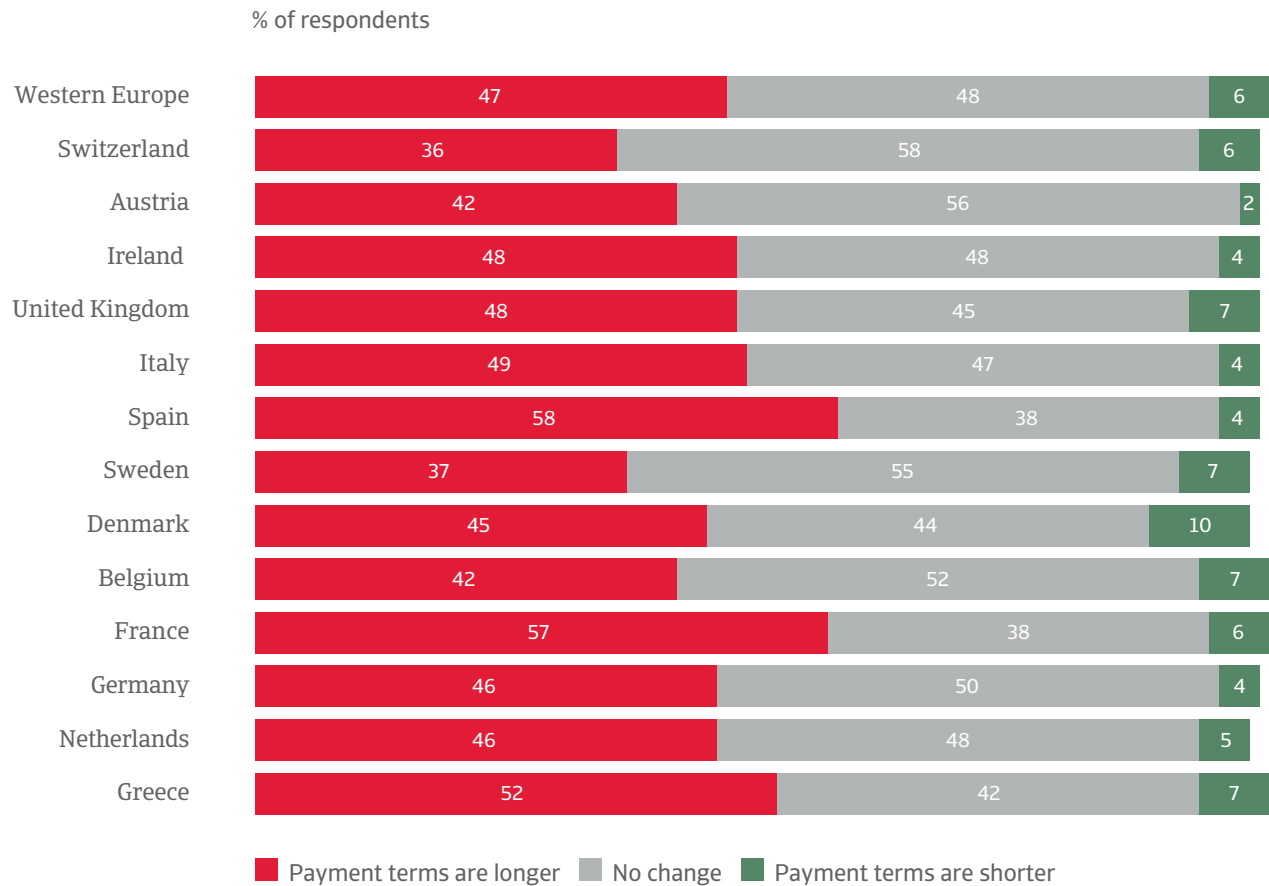
Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
0 - 30 days	55%	66%	75%	72%	75%	60%	65%	65%
31 - 60 days	18%	19%	14%	11%	11%	14%	23%	15%
61 - 90 days	9%	7%	7%	9%	5%	8%	6%	14%
Over 90 days	18%	8%	4%	8%	9%	18%	6%	6%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: variation of payment terms set for B2B customers during to the COVID-19 pandemic compared to before the pandemic



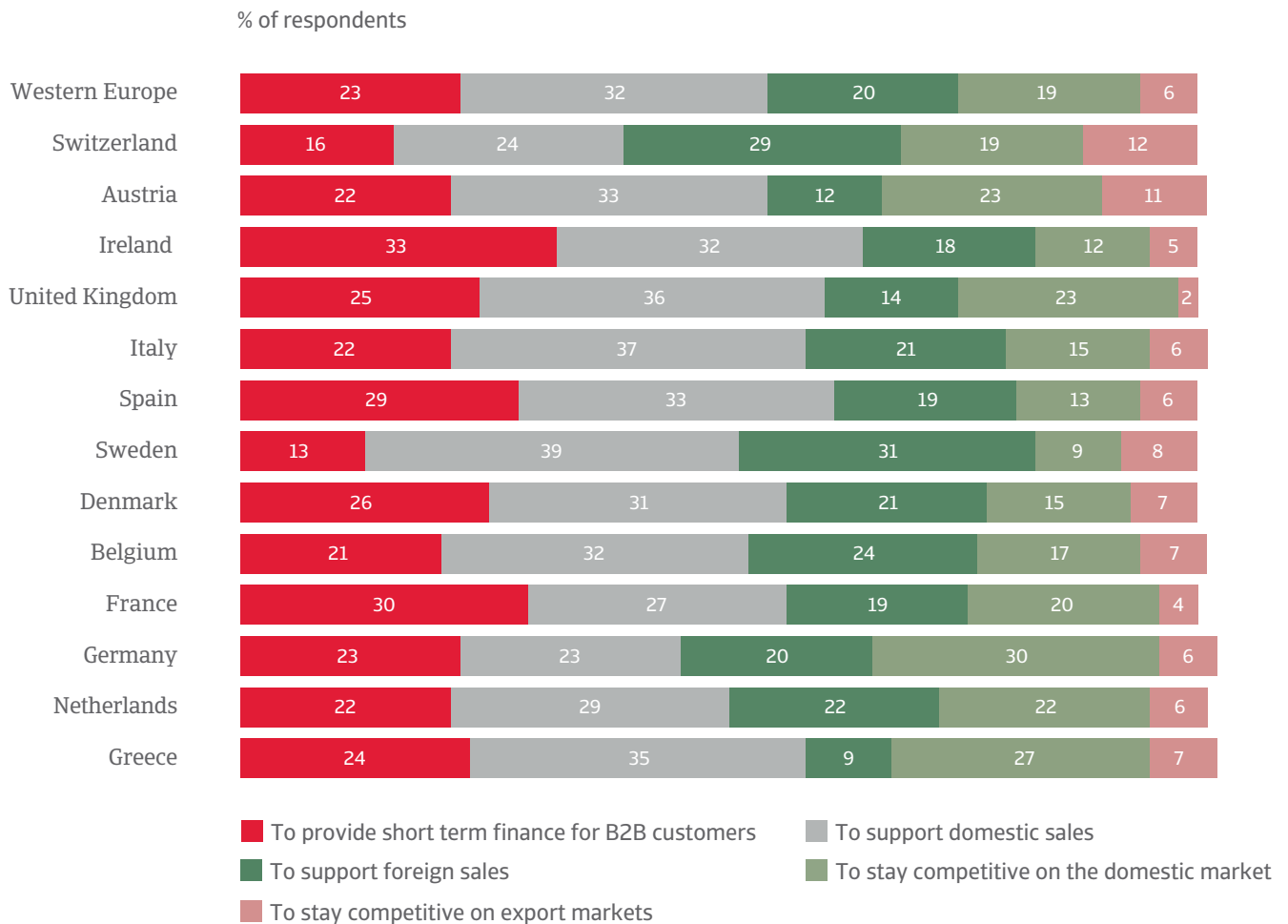
Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Longer	48%	48%	44%	46%	45%	48%	47%	46%
No change	46%	46%	50%	50%	49%	47%	47%	48%
Shorter	6%	6%	6%	4%	6%	5%	6%	6%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: main reasons considered when setting payment terms for B2B customers during to the COVID-19 pandemic



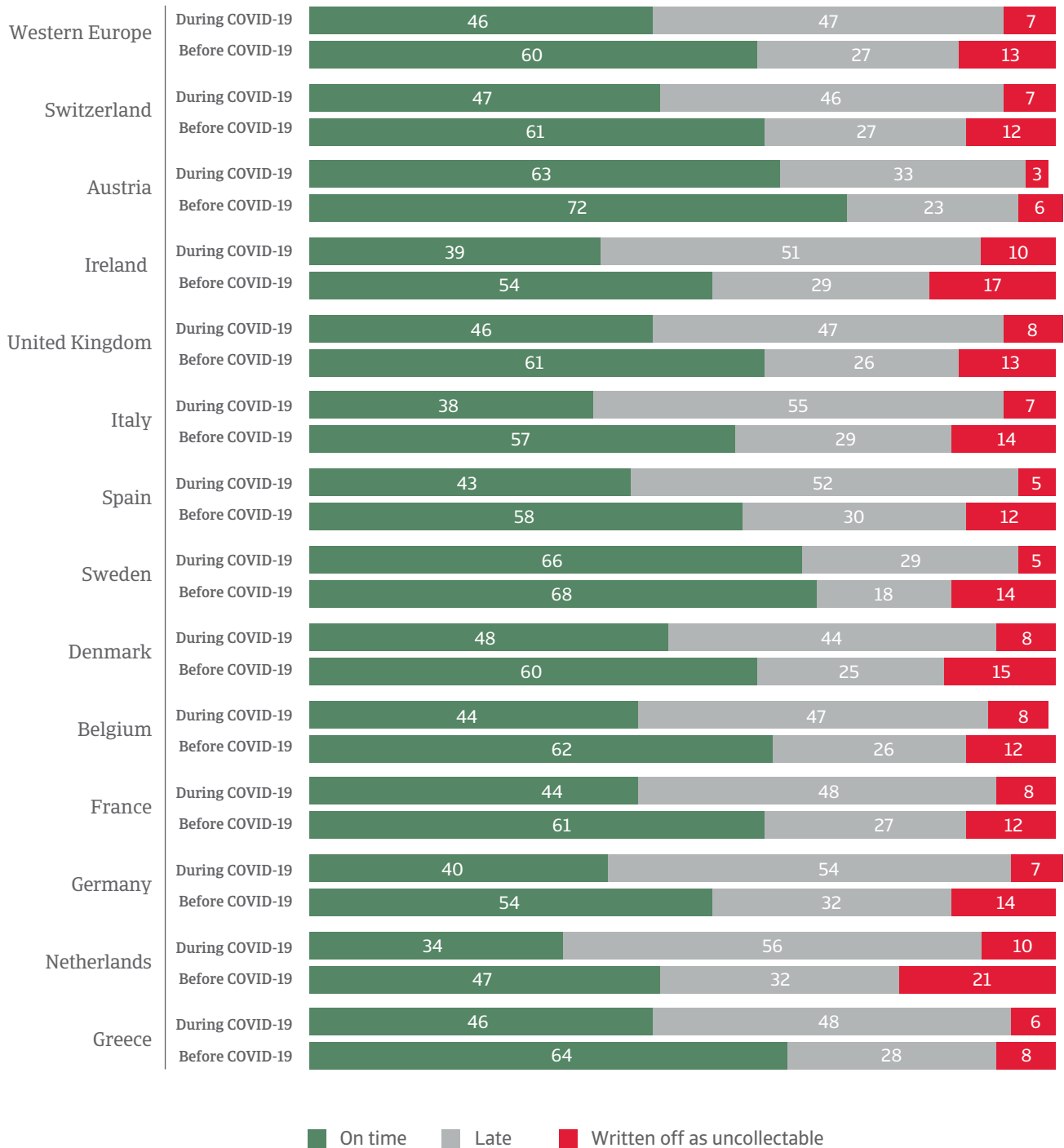
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 Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Short term finance to customers	25%	18%	24%	26%	22%	21%	25%	26%
Domestic sales support	27%	41%	32%	27%	31%	32%	31%	31%
Foreign sales support	22%	21%	19%	16%	16%	23%	21%	20%
To stay competitive domestically	18%	14%	20%	24%	24%	18%	18%	15%
To stay competitive abroad	8%	6%	5%	7%	7%	6%	5%	8%

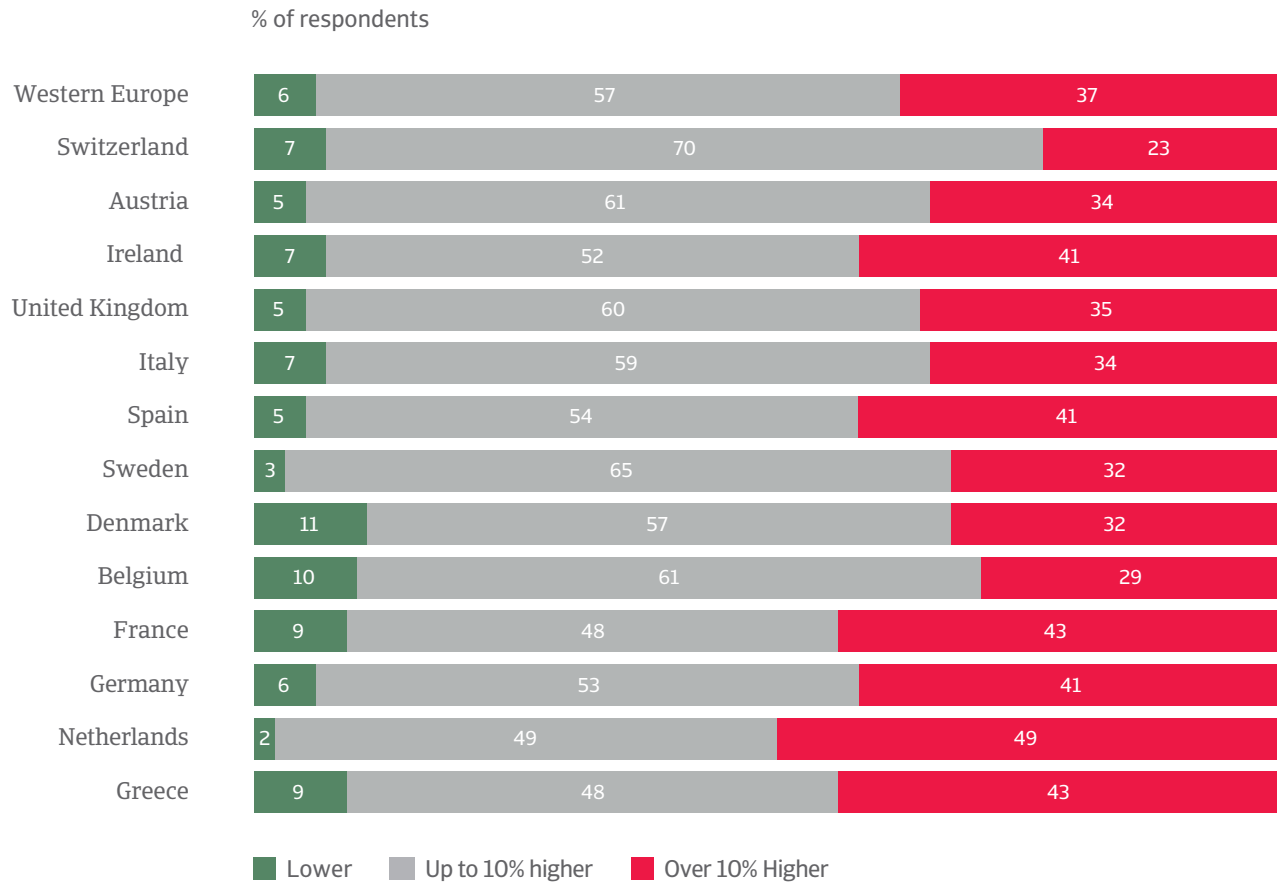
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: % of B2B invoices paid on time, late and written off as uncollectable during the COVID-19 pandemic compared to before the pandemic



Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: change of DSO due to impact of the COVID-19 pandemic-induced economic crisis on businesses



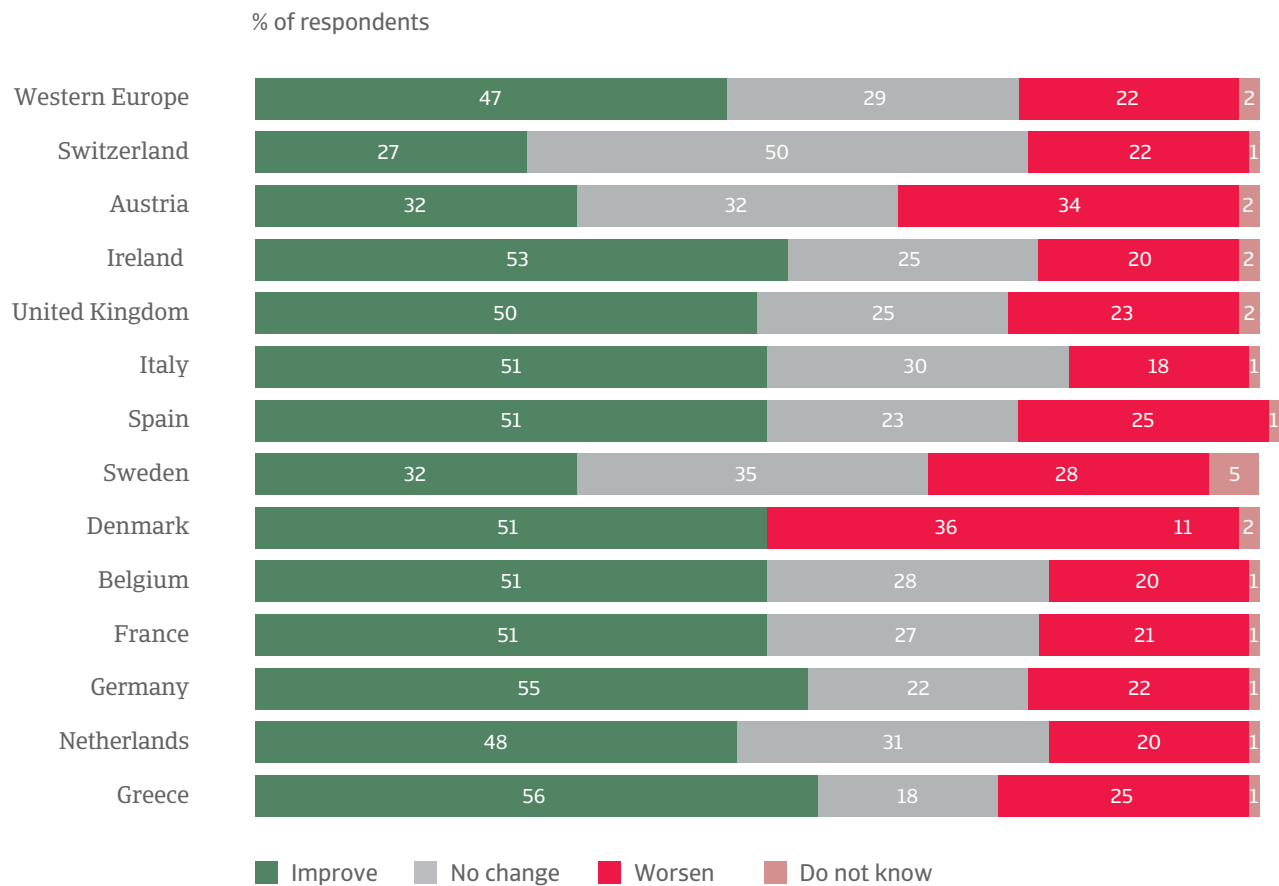
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Over 10% higher	37%	37%	37%	36%	39%	34%	37%	37%
Up to 10% higher	56%	59%	55%	56%	53%	58%	57%	58%
Lower	7%	4%	8%	8%	8%	8%	6%	5%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: expected changes in B2B customers' creditworthiness in 2021



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer Western Europe – November 2020

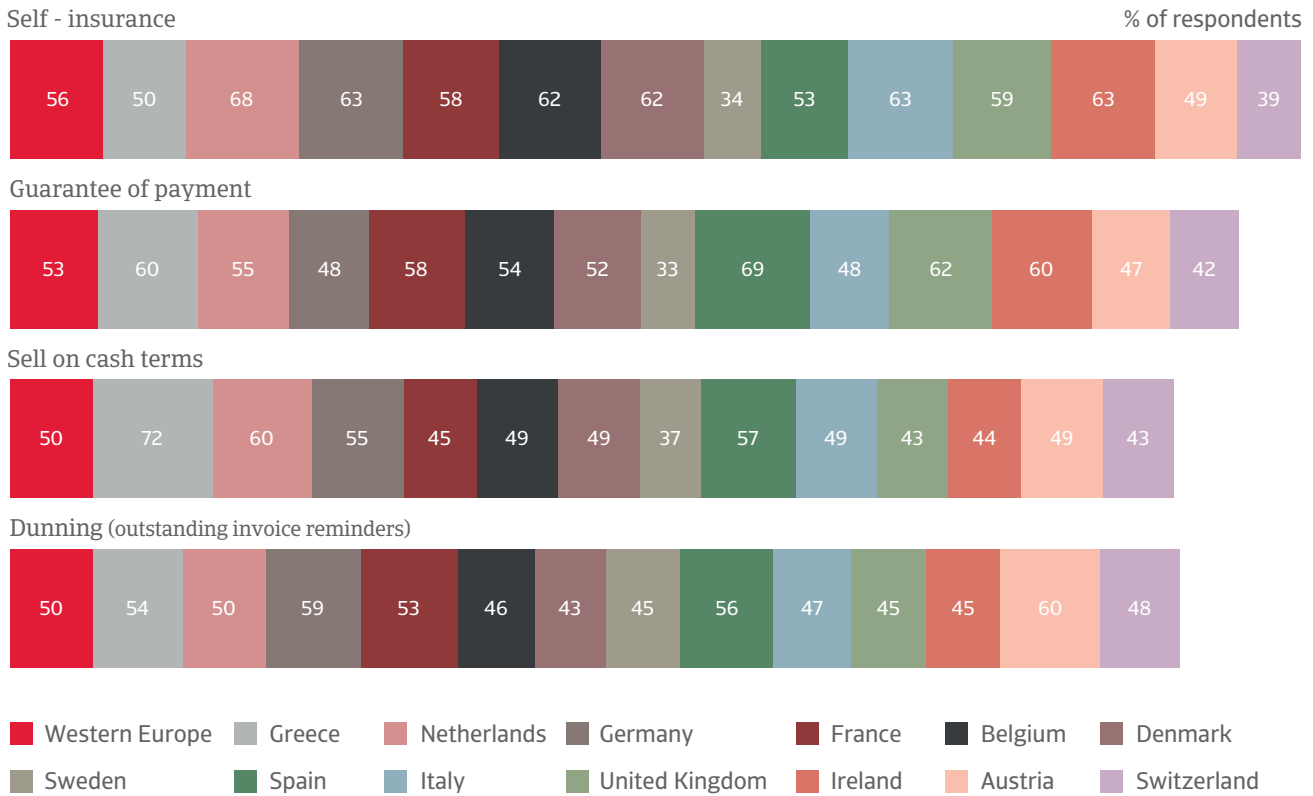
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Improve	49%	49%	44%	41%	47%	44%	51%	45%
No change	30%	28%	31%	28%	26%	32%	30%	28%
Worsen	19%	21%	23%	29%	24%	22%	18%	25%
Do not know	2%	2%	2%	2%	3%	2%	1%	2%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: top 4 credit management tools used to mitigate the risk of payment default from B2B customers during the COVID-19 pandemic



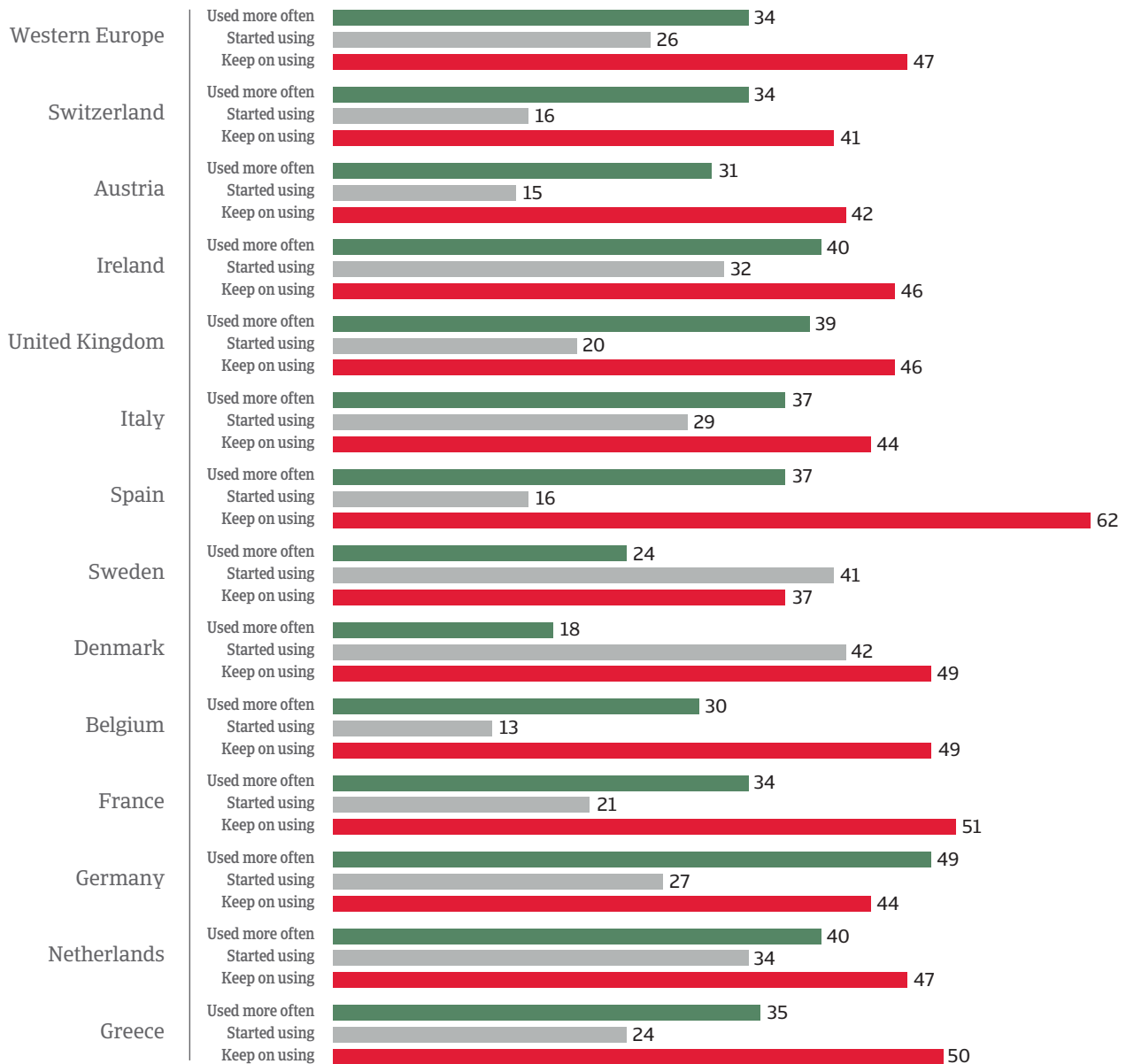
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Dunning	52%	45%	50%	52%	48%	48%	53%	51%
Self - insurance	57%	57%	59%	49%	53%	55%	56%	58%
Guarantee of payment	51%	52%	56%	53%	42%	55%	56%	58%
Trade credit insurance	46%	45%	47%	44%	34%	43%	54%	51%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: % of respondents reporting more frequent use or start of use of trade credit insurance during the pandemic / trend



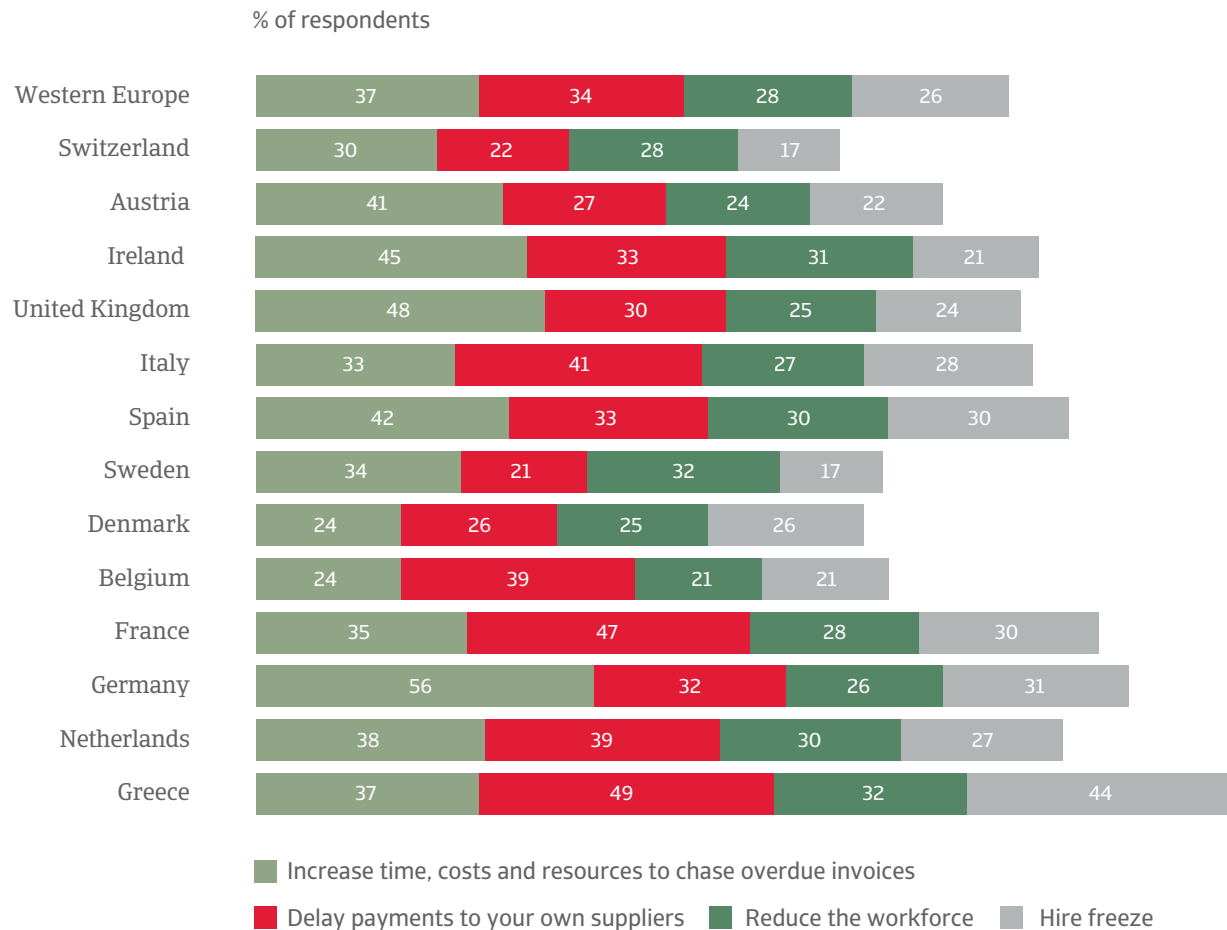
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Keep on using	48%	43%	50%	45%	36%	44%	54%	53%
Started using	29%	18%	32%	23%	25%	21%	23%	34%
Used more often	36%	38%	28%	33%	38%	37%	35%	29%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: top 4 measures undertaken by businesses to manage liquidity issues due to the impact of the COVID-19 pandemic



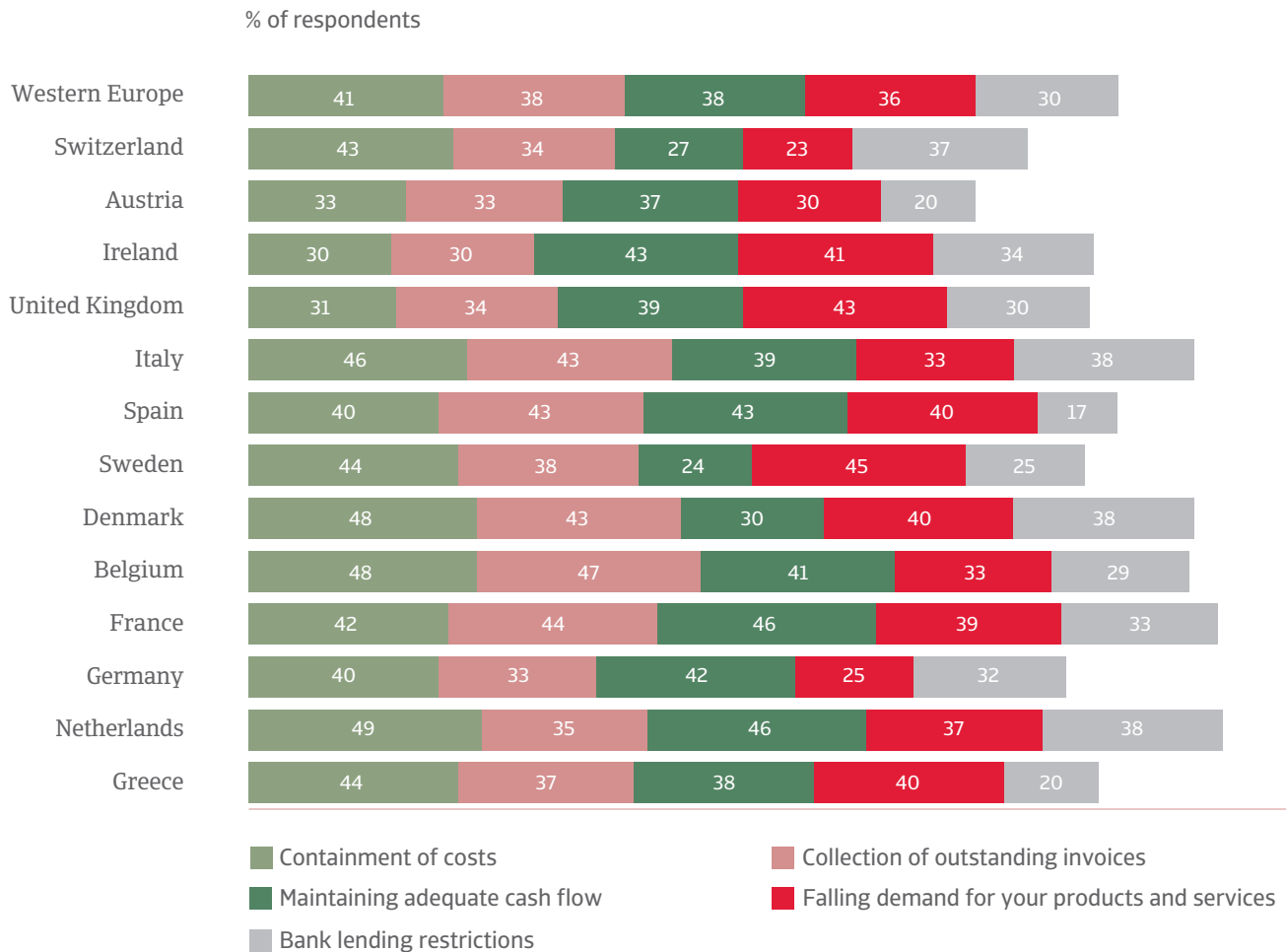
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Increase time, costs and resources to chase overdue invoices	39%	37%	36%	37%	27%	36%	41%	45%
Delay payments to your own suppliers	38%	33%	32%	29%	38%	35%	29%	32%
Reduce the workforce	25%	27%	34%	25%	24%	30%	28%	28%
Hire freeze	26%	30%	25%	22%	24%	27%	27%	25%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: top 5 challenges to business profitability in 2021



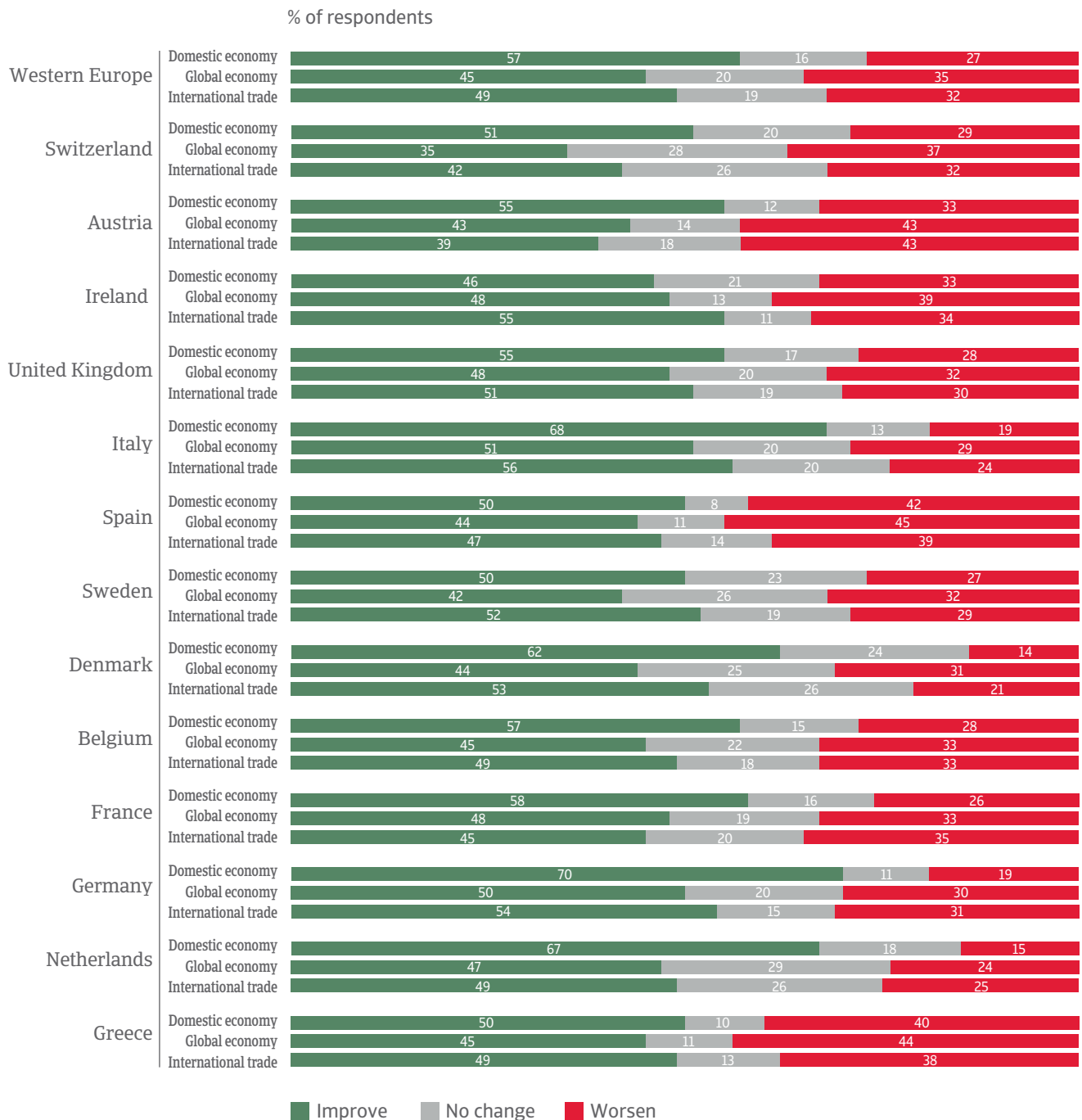
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Containment of costs					35%	43%	44%	42%
Collection of outstanding invoices	39%	44%	38%	29%	35%	39%	42%	36%
Maintaining adequate cash flow	41%	35%	40%	34%	36%	39%	38%	37%
Falling demand for your products and services	37%	36%	36%	35%	37%	34%	33%	41%
Bank lending restrictions	28%	35%	30%	28%	28%	36%	29%	27%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: expected changes in the domestic, global economy and in international trade in 2021



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: expected changes in the domestic, global economy and in international trade in 2021

By business sector / by business size

Domestic economy

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Improve	65%	54%	55%	48%	57%	57%	61%	52%
No change	14%	19%	16%	16%	14%	17%	14%	19%
Worsen	21%	27%	29%	36%	29%	26%	25%	29%

Global economy

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Improve	49%	46%	41%	43%	44%	44%	49%	46%
No change	21%	22%	21%	14%	20%	21%	19%	18%
Worsen	30%	32%	38%	43%	36%	35%	32%	36%

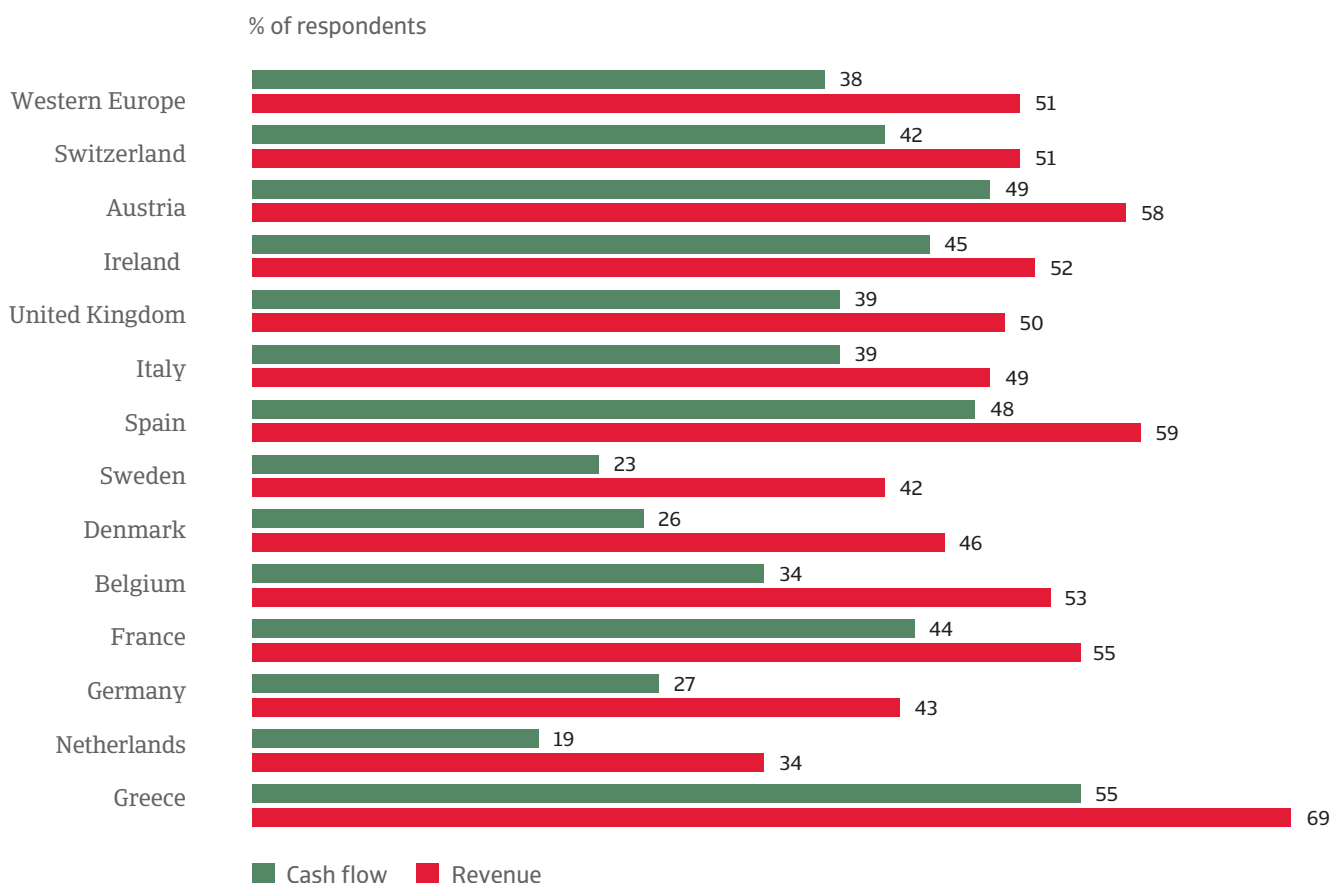
International trade

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Improve	55%	50%	45%	43%	45%	47%	51%	54%
No change	19%	21%	20%	17%	19%	21%	21%	15%
Worsen	26%	29%	35%	40%	36%	32%	28%	31%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: % of respondents reporting negative impact of COVID-19 pandemic-induced economic crisis on business revenue and cash flow



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

Cash flow

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Negative impact	34%	36%	40%	44%	41%	36%	39%	35%
No impact	41%	40%	33%	32%	40%	40%	32%	37%
Positive impact	25%	24%	27%	24%	19%	24%	29%	28%

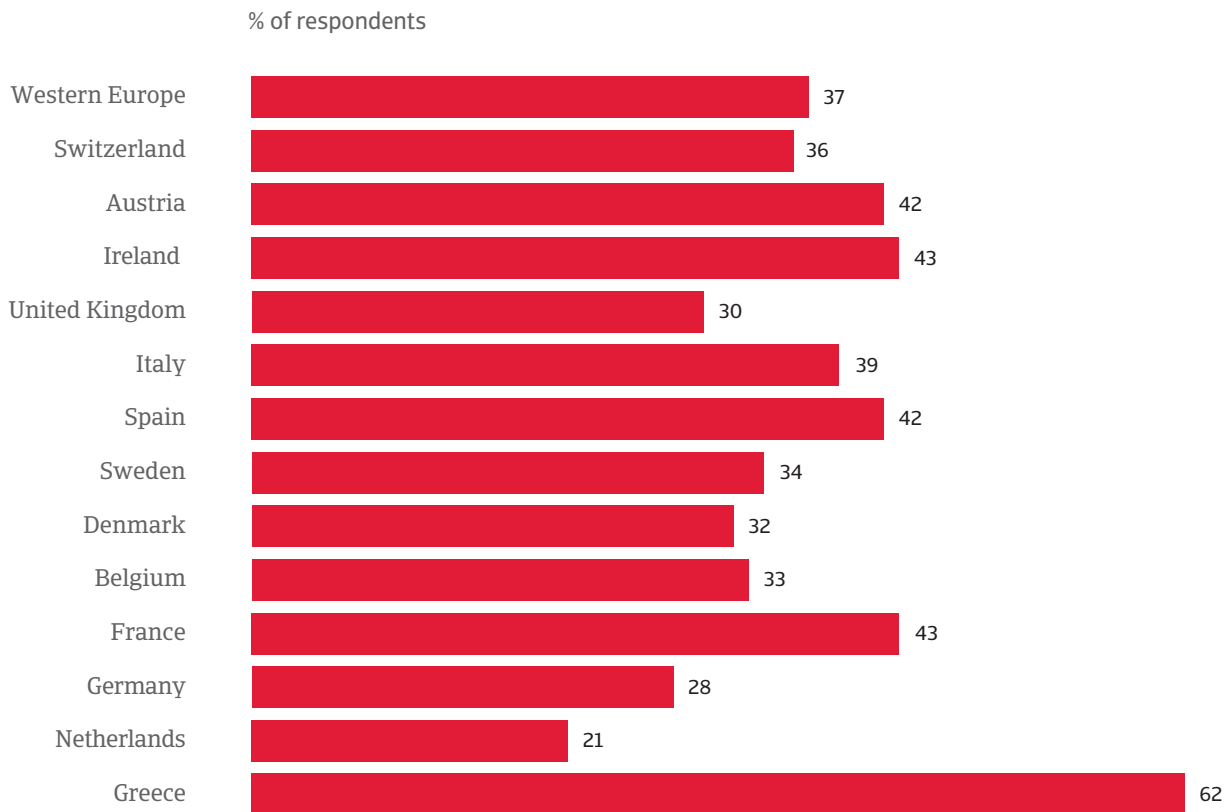
Revenue

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Negative impact	50%	51%	51%	52%	57%	49%	47%	49%
No impact	29%	31%	22%	25%	26%	29%	28%	25%
Positive impact	21%	18%	27%	23%	17%	22%	25%	26%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer Western Europe – November 2020

Western Europe: % of respondents reporting negative impact of COVID-19 pandemic-induced economic crisis on business profitability



Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Western Europe – November 2020

By business sector / by business size

Profitability	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Negative impact	34%	35%	40%	41%	42%	34%	36%	37%
No impact	36%	36%	29%	31%	30%	35%	34%	36%
Positive impact	30%	29%	31%	28%	28%	31%	30%	27%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Western Europe – November 2020

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Atradius N.V.
David Ricardostraat 1 · 1066 JS Amsterdam
Postbus 8982 · 1006 JD Amsterdam
The Netherlands
Phone: +31 20 553 9111

info@atradius.com
www.atradius.com