How is the MedTech Industry in Asia responding to COVID-19
Survey Results
Key Insights

87% of all survey respondents indicated that COVID-19 has indeed disrupted their business operations in Asia Pacific.

Given the recent restrictions on business travels and countries in this region going into lockdown,

- 25% of the organisations surveyed shared they have been conducting HCP trainings and meetings via digital means only.
- 19% are using a combination of both teleconferencing and in-person meetings albeit in smaller groups.
- 31% have temporarily halted all meetings and trainings.

To facilitate “Work from Home” arrangements, close to 70% of organisations found videoconferencing tools such as Zoom, WebEx and Skype for Business (or a combination of these tools) to be the most effective when managing teams.

62% of those surveyed found email to be the most popular tool to communicate information pertaining to COVID-19 within their organisations here in Asia Pacific.
Respondent Demographics

What is the size of your company in Asia Pacific?

- 50 people or fewer: 17.6%
- 51 - 199 people: 17.6%
- 200 - 999 people: 17.6%
- 1,000 - 4,999 people: 29.6%
- 5,000 people and more: 18%

In which location are you physically based in?

- ASEAN: 12.5%
- China: 18.8%
- Japan: 56.2%
- South Korea: 12.5%
- Australia: 18.8%
- India: 12.5%
- Singapore: 12.5%
- Elsewhere in SEA: 12.5%
Survey Questions

What business function are you in?

<table>
<thead>
<tr>
<th>Business Function</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service</td>
<td>6.3%</td>
</tr>
<tr>
<td>Finance</td>
<td>12.5%</td>
</tr>
<tr>
<td>HR</td>
<td>12.5%</td>
</tr>
<tr>
<td>IT</td>
<td>12.5%</td>
</tr>
<tr>
<td>Marketing</td>
<td>6.3%</td>
</tr>
<tr>
<td>R&amp;D</td>
<td>6.3%</td>
</tr>
<tr>
<td>Sales</td>
<td>74.9%</td>
</tr>
<tr>
<td>Supply chain</td>
<td>74.9%</td>
</tr>
<tr>
<td>Others</td>
<td>74.9%</td>
</tr>
</tbody>
</table>

In APAC, which of the following measures is your company taking to ensure a healthy workforce?

<table>
<thead>
<tr>
<th>Measure</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work from home (Optional)</td>
<td>12.5%</td>
</tr>
<tr>
<td>Work from home (Mandatory)</td>
<td>50.0%</td>
</tr>
<tr>
<td>Travel restrictions</td>
<td>37.5%</td>
</tr>
<tr>
<td>Office temperature screening</td>
<td>37.5%</td>
</tr>
<tr>
<td>Mask and hand sanitizer</td>
<td>37.5%</td>
</tr>
<tr>
<td>All of the above</td>
<td>50.0%</td>
</tr>
<tr>
<td>Some of the above</td>
<td>37.5%</td>
</tr>
<tr>
<td>Others</td>
<td>37.5%</td>
</tr>
<tr>
<td>No comment</td>
<td>37.5%</td>
</tr>
</tbody>
</table>
Survey Questions

In APAC, what is the main communication platform your company uses to connect with staff on COVID-19?

- Emails: 62.4%
- Newsletters: 6.3%
- Town halls: 6.3%
- Social media: 6.3%
- Others: 25.0%
- No comment

With organisations now allowing employees to work from their homes, which of these communication technologies have you found to be the most effective in facilitating remote working arrangements?

- Zoom: 18.8%
- WebEx: 12.5%
- Skype For Business: 6.3%
- BlueJeans: 6.3%
- Combination of the above: 31.1%
- Others: 31.3%
- I don't know
- No comment
Survey Questions

Currently, how are you communicating with customers?

- BlueJeans: 25%
- Emails: 6.3%
- Skype For Business: 6.3%
- WebEx: 6.3%
- Zoom: 6.3%
- Combination of platforms: 49.9%
- Telephone: 12.5%
- Face to Face: 12.5%
- Others: 12.5%
- No Comment: 6.3%

Given the current travel restrictions, how are you currently conducting HCP training and meetings in APAC?

- Still in person but in smaller groups: 6.30%
- Via digital means only: 25%
- Combination of the above: 18.80%
- Stopped for now: 31.10%
- I don't know: 18.80%
- No comment: 18.80%
Survey Questions

To what extent has COVID-19 disrupted your operations in APAC?

- To a great extent: 37.5%
- Somewhat: 49.9%
- Not very much: 6.3%
- Not affected: 6.3%
- No comment: 6.3%

To find out more about the survey methodology and how it was administered, please get in touch with the APACMed Secretariat:

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Thank you.