

Case Study Research Impact of COVID-19 Pandemic on Business Registries

The European Business Registry Association (EBRA), together with our peer organizations International Association of Commercial Administrators (IACA), Corporate Registers Forum (CRF) and ASORLAC, is seeking member feedback on the impact of the Covid 19 Pandemic on business registries.

Therefore, we ask that you briefly answer the following questions by close of business on 2 April 2021. We are looking for descriptive and specific answers, but please quantify wherever possible.

We will publish the Case Studies in full, and we will provide short commentary identifying themes and common threads across organizations.

Should you need any clarifications or have any practical questions, please contact us at survey@ebra.be.

1. **COVID-19 in your country**

Please outline in general terms how COVID-19 has affected life and the economy in your jurisdiction.

2. **Impact of COVID-19 on workload and operations**

Please describe and possibly quantify the impact you have observed on workload and service times (e.g. number of new businesses, number of secured transactions filings, change in demand for specific documents, etc.). Please outline and describe any reorganization measures you have implemented to address the challenges related to everyday operations (e.g. remote work, virtual collaboration tools, mail filings, scheduled visits, personal protective equipment for employees, etc.).

3. **Impact of COVID-19 on development projects and strategy**

Please describe whether you have had to reschedule (accelerate or delay) any planned projects. Additionally, please provide details of sustainable, long-term interventions you have implemented to address immediate challenges (i.e. eID solutions, online filings, simplification of procedures, etc.). If any, please identify specific processes you had in place prior to the pandemic that you would say made you better prepared to cope with the new challenges.

4. **COVID-19 and companies**

In this section please describe the measures that your organization and/or the authorities in your jurisdiction have undertaken to simplify doing business in your country and adjust to the public health recommendations (e.g. removing administrative procedures, holding annual shareholder meetings online, extended filing deadlines, etc.)

5. **The “New Normal”**

Please share your organization’s vision for the “New Normal”. In this section, please explain any initiatives or projects you are planning to undertake in order to be better prepared for preserving business continuity and maintaining service quality in the medium and long term.

6. Please share anything else you find relevant in the context of coping with the Covid 19 pandemic that you haven’t mentioned before.

7. Please provide contact details for the author of the case study for your jurisdiction. Please be advised that the contact details will be published and shared together with the content.