



INDUSTRY REPORT: COVID-19 IMPACT

Country Specific Assistance benefiting the Tourism and Hospitality Sector

Introduction

The global economy is under enormous strain as it deals with the fallout from the COVID 19 virus. All industries and all sectors are affected, but none more so than hospitality.

By its very nature the hospitality business is entirely dependent on the movement of people and a fall-off in demand of this magnitude has never been experienced before. Hotels, restaurants, airlines, resorts, bars and all other businesses related to travel and tourism have come to a grinding halt.

About 20 years ago, many mature societies observed a shift in behaviour. This shift was families and individuals spending more on travel and experiences than they spent on household goods.

What is positive about this crisis is that for the first time travel and tourism has been named specifically as an industry that is vital in any functioning economy and in fact many economies derive a considerable amount, if not the majority of their GDP from travel and tourism related activities.

Many governments recognise this and have put extraordinary measures in place to try and protect these businesses. There is a recognition that, certainly in the short term, these businesses need to be mothballed and supported as opposed to being closed down. This makes very good business sense as the expense and time spent ramping these businesses back up to efficient levels is a lot more expensive. This of course is predicated on the exceptional circumstances lasting around three months as opposed to 6 months or longer.

It will come as no surprise of course to see that some governments are more supportive than others. This is for a variety of reasons, not least of which some countries are unable to afford the levels of support required. We decided to start collating these industry support measurements on a country by country basis so that we can create a best practice benchmark that shows the different approaches. Hopefully once this crisis passes we will be able to look at the various measures adopted and figure out which was the most effective and why. It would be wonderful if this was the last such crisis in our lifetimes, but it seems more likely that it won't be. As long as we learn as much as we can about how to keep entire economies and industries afloat, what works and what doesn't work, we will be in much better shape to deal with the next one.

Our goal is to update this report on a weekly basis as we obtain more information, please circulate and look out for further editions.

We have made a comparative compilation of benefits extended by several nations for the hotel sector, and for tourism. The compilation will be updated for information from other countries as sector specific information becomes available.

James Chappell Global Business Director, Horwth HTL



AMERICAS: Argentina (New)

	Policies & Benefits
Wages & Staff Welfare	 50% salary paid by government for most sectors (which includes Tourism related activities) up to a maximum amount defined per sector Unemployment Insurance Fund has been reinforced. Emergency Family Income (IFE) fund for unregistered workers and low income self-employed people (USD150 per family) Monthly extra payment to health personnel (USD80) Dismissals due to any cause, including force majeure, and suspensions are prohibited for a period of 60 calendar days
Taxes	Up to 95% reduction Employer contributions payment to the Argentine Integrated Social Security System. (SIPA)
Loans	 Online product purchases incentives through 12 fixed installments plans Loans to small and medium-sized companies for the salary payments Loans to guarantee production in key sectors
Others	 Eviction of commercial and residential tenants made illegal for 6 months Price freezing for rental contracts Maximum prices for essential goods, food and medicines Utility outage due to nonpayment have been temporarily suspended Assistance to Argentines abroad

AMERICAS: Chile (New)

	Policies & Benefits
Labour	 Suspension of labour contracts without terminating them. Employer must still pay social security for the Employee and Employee receive payments from unemployment insurance funds to replace the lost wages Flexibility to reduce the daily, weekly and monthly schedule
Тах	 Up to three months grace period for VAT and Corporate Taxes payments** Stamp Tax reduced to 0 for 6 months Extension of deadlines for sworn statements Anticipation of Tax refunds Acceptance of expenses due to the emergency Flexibility on Tax debts**
Loans	 Government Guaranteed loans through commercial banks for all companies with sales lesser than UF 1,000,000 (ap. USD \$ 34,000,000)** Loans have a preferential interest rate (considering inflation it tends to 0) and grace period for up to 6 months
Others	Several measures to secure liquidity of the capital market, especially banks

^{*} Benefits are of general application (all industries, not specifically tourism)

^{**} Benefits depends on the size of company and are limited to medium and small companies



AMERICAS: Brazil (New)

	Policies & Benefits
Wages	 Flexibility of wages and working hours for 3 months - reductions in 25%, 50% or 70%; In return, the worker will receive a portion of the unemployment insurance price paid by the Federal Government. The amount is proportional to that paid by the company; for example: If the employer reduces the salary, the government pays 50% than the worker would receive unemployment insurance. The measure applies to micro / small companies in addition to large companies and for any type of salary; In some cases, negotiation can be done between the employer and the employer preached, without the help of unions; Whoever receives a minimum wage, will have full compensation replacement; Employment contracts can also be suspended for two months; Companies with annual gross revenue below R \$ 48 million can sustain 100% of their contracts. employees will receive 100% of the unemployment insurance. Companies with revenues above RS 4.8 million will have to pay 30% of the salary, and the government will bear 70% of the benefit.
Credit Line for Salary Payment	 The credit line allows small and medium-sized companies to pay their payment for two months during the coronavirus pandemic. The operation will be made by BNDES, with the participation of private banks and the Central Bank (BC). The expectation is to reach 12.2 million employees from 1.4 million companies in the country. The money will be lent by banks to companies with annual sales between RS 360 thousand and RS IO million. The measure meets an important demand from the tourism sector, one of the most affected by the situation. About 80% of the segment tourism is formed by micro and small companies. Whoever receives the loan will not be able to fire employees for two months and the money will be deposited directly into the worker's account, limited to two minimum wages. The total amount of the credit line will be R \$ 40 billion. 85% (RS 34 billion) subsidized by the National Treasury. For companies, a six-month grace period will be offered, and payments can be done in up to 36 months, with an interest rate of 3.75% per year. The BNDES also expanded the working capital offer for companies with annual growth of up to R \$ 300 million until September 30, 2020, with a financing limit up to R \$ 70 million per year. At least R\$ 5 billion will be available for support to small and micro companies. In addition, the bank also announced the possibility of granting the suspension of loan repayment terms of up to six months contracted with BNDES, in direct and indirect modalities to the companies affected by the crisis - a measure known in the market as standstill. In direct operations, the suspension request must be sent to the BNDES. In indirect operations. The interruption should be negotiated with the financial agent, granting the financing. The total term of the credit will be maintained and default interest will be incurred during the suspension period.



AMERICAS: Brazil cont. (New)

Taxes	 The government decided to extend the deadline for payment of federal taxes under the Simples Nacional for 6 months. The measure also applies to Individual Microentrepreneurs (MEIs). The state and municipal taxes (ICMS and ISS) of Simples were extended for 90 days. The deadline for submitting the Declaration of Socioeconomic and Tax Information (Defis) for the Simples Nacional companies and the Simplified Annual Declaration for the Individual Microentrepreneur (DASN-Simei) for the calendar year 2019 has also been postponed. The mandatory contributions to the S System will be reduced by 50% for 3 months. The estimate is that companies will stop paying R \$ 2.2 billion in the period. The MP that relaxed labor laws also authorizes companies and employers of domestic workers to postpone, in three months, the deposit of the Employees' Severance Pay Fund (FGTS). The obligation to pay for the periods of March, April and May, with maturity in April, May and June, is suspended, and the payment can be made only from July, in 6 fixed installments. The 90-day extension of the validity of the Negative Debt Certificates (CND) and of the Positive Certificates with Negative Effects (CNEND) was also announced, both related to federal Tax Credits and the Union's Active Debt. These two certificates are necessary for legal entities to carry out a series of activities, such as, for example, participating in tenders or obtaining financing. The government also reduced the collection of the Tax on Financial Operations (IOF) on credit operations to zero. The IOF for credit operations is 3% per year. It was also announced the postponement of contributions to Pis-Pasep, the payment of Cofins contributions that are levied on companies revenues - and also the employers contribution to Social Security. According to the IRS, these contributions would be due in April and May, and will be postponed for payment in August and October.
Loans	 The Ministry of Tourism will facilitate access to credit lines for micro, small, medium and large entrepreneurs. The change occurred after signing of an ordinance, on March 19, which promoted a series of changes that facilitate access to credit. such as reducing interest rates and postponing payments. At Actions aim to help the sector to go through the financial difficulties resulting from the ncoronavirus pandemic. The Ministry also accelerated the release of R \$ 381 million by the Ministry. Through Fungetur with the 17 financial institutions accredited for financing. Entrepreneurs will have: Reduction in interest rates from 7% to 5% per year; Expansion of the grace period from 6 months to 1 year; Possibility of investing 100% of the funds in working capital. In addition to Fungetur, companies in the tourism segment will also be included in credit lines available from Banco do Brasil, BNDES and Caixa Económica Federal. Tourism Minister Marcelo Álvaro António has been meeting with representatives of these banks to design actions that streamline the access of credit lines for businessmen in the sector. The goal is to give one more alternative businessmen in the sector to guarantee cash flow and maintain thousands of jobs in the country.



AMERICAS: USA (New)

	Federal Assistance Programs benefiting the Tourism & Hospitality Sector
Wages and Staff Welfare	 Initial direct stimulus payment of up to \$1,200 per qualifying individual, \$2,400 per qualifying couple and \$500 for each dependent (up to age 17). Via the CARES Act of March 27, 2020, laid off employees received standard weekly unemployment wage/salary benefits (based on a percentage of historical salary) plus a \$600 per week additional benefit until the end of July 2020 (which provides total unemployment benefits for some that are in excess of their pre-Covid 19 wages). CARES Act provides the option of extending unemployment compensation to independent contractors and other workers who are ordinarily ineligible for unemployment benefits. CARES ACT waives certain restrictions/penalties on employee retirement fund early withdrawals. CARES Act provides mortgage, foreclosure, and eviction relief for certain residential and multi-family borrowers with Federally-backed mortgages, subject to various restrictions. Multi-family borrowers, who can document hardship from COVID-19, may request forbearance for one, 30-day period. Upon request, that period can be extended for two, additional 30-day periods. Residential borrowers may request forbearance (a suspension of payments) for one, 180-day period and the Act also establishes a 120-day moratorium on residential evictions, whose mortgages are Federally-backed. Other residential and commercial forbearance acts have been initialed on a state by state basis and vary considerably. Free COVID-19 testing.
Taxes, Loans and Other	 Paycheck Protection Program (PPP): To encourage small businesses to avoid layoffs/furloughs and to rehire employees already laid off, most businesses with 500 or fewer employees including nonprofits, sole proprietorships, self-employed individuals and independent contractors, and certain businesses with more than 500 employees that meet SBA size standard determined for each industry, are eligible for forgivable loans up to \$10 million to be used for payroll and certain other operating expenses. For businesses that retain employees and maintain payroll for an eight-week period following the receipt of the loan proceeds, up to the full amount of these loans is eligible for forgiveness. At least 75% of the forgiven amount must have been used for payroll costs. Business are eligible to submit applications under this program through June 30, 2020. For the portions of loans that are not forgivable, these loans have a fixed interest rate of 0.50% per annum and a terms of 2 years. The Coronavirus Economic Stabilization Act under the CARES Act provides the largest potential impact to provide liquidity to covered businesses, including in the hospitality sector. The primary restriction is that eligible borrowers must agree to cap all employee compensation (including salary, stock, and bonuses) for a period ending one year after the loan is repaid and they must retain at last 90% of existing workforce, at full compensation and benefits until September 30, 2020. SBA Economic Injury Disaster Loans (EIDL Program): An eligible small business located in a region designated by the SBA as a Disaster Area (currently is every region) can apply for up to \$2 million in SBA Disaster Loans. These loans can have terms up to 30 years and provide for low interest rates at 3.75% per annum for small business and 2.75% per annum for nonprofits. 50% Employee Retention Credit for Employers Closed Due to COVID-19: The CARES Act provides eligible employers with a refundable payroll tax credit e



AMERICAS: USA cont. (New)

	Pending legislation – HEROES Act (benefiting the Tourism & Hospitality Sector)
	This \$3 trillion COVID-19 legislation, called the HEROES Act, has passed the House of Representative and has headed to the Senate, where if passed (unlikely) President Donald Trump also has said he will veto it the next vote is not expected until after Memorial Day (May 25).
Wages and Staff Welfare	 Some highlights of the HEROES Act, as they exist in the House of Representative version, and as they pertain to the Hospitality Industry include: provides additional direct payments of up to \$1,200 per individual; provides for an extension of unemployment insurance benefits (including \$600 per week bonus) until January 2021; modifies and expands the Paycheck Protection Program (including an extended period covered to use loan and an expansion of approved loan uses); establishes a fund to award grants for employers to provide pandemic premium pay for essential workers; expands several tax credits and deductions; extends and expands the moratorium on certain evictions and foreclosures; and requires employers to develop and implement infectious disease exposure control plans.



AMERICAS: Dominican Republic (New)

	Policies & Benefits
Wages	 Beginning on May 20, the Employee Solidarity Assistance Fund (FASE), which consists of state aid over RD \$ 8,500 per month for each employee suspended from work, will be extended for another month. In addition and in order to support more workers, some provisions for both firms and employees have been made more flexible. This program impacts more than 2.3 million households, representing an injection of up to RD \$ 20 billion into the economy. In addition to the FASE and Stay at Home programs, the Government announced the launch of a new initiative to protect independent workers, called "Pa' Ti " and aimed at independent workers unable to work due to the social distancing measures. A monthly transitional transfer of 5,000 pesos will be provided to their bank accounts, this only applies if a person is not already a beneficiary of any other program, especially of the "Stay at Home" initiative.
Taxes	 One-month extension, until May 29, for the declaration and payment of companies' income tax. In addition, the payment can be divided into four equal and consecutive installments, without penalty. Reduction of the value of the installments of all current payment agreements by 50%, thereby doubling their term. Provision of late payments regularization options to taxpayers, without penalties. Exemption of Social Security and related Payment during the month of April. Postponement of ITBIS declaration and payment for 10 days, payment can be made in four equivalent installments, without penalties. The Ministry of Finance and General Directorate of Internal Taxes allows small and micro-enterprises ITBIS payment on a quarterly basis instead of monthly.
Loans	 Increase of resources released from legal reserve funds to RD \$ 30,133.4 million, for facilitating loans granted to households and productive sectors Reduction of the Monetary Policy Rate by 100 basis points to promote a drop in interest rates Collaboration of Central Bank, Superintendence of Banks and Association of Commercial Banks of the Dominican Republic, micro and small enterprises will have access to financing funds at lower interest rates. With the technical support of multilateral organizations, this endorses a portfolio of up to RD \$ 125,100 million pesos, made up of active loans and new loans aimed at small and micro-enterprises. The Govt will give guarantees for up to 50% of the chosen portfolio, whilst the bank assumes the remaining 50%. More than 210,000 micro & small companies which as of February 29, 2020 received A and B rated commercial loans.
Other	 'Stay at Home' program subsidizes 1.5 million households, which are identified as poor/vulnerable and mostly working in the informal sector. The program will transfer RD \$ 5,000 pesos per month to 811,003 families that currently benefit from 'Comer es Primero', plus an additional up to RD \$ 7,000 to households with a member over 60 years of age or with a health condition. This intervention involves resources of RD \$ 16,981.7 Mn. From Wed May 20, 2020, the reopening of companies, with reduced staff, will be allowed, as well as the return to operation of public transport, with a limit of 30% of total capacity. Over the course of the next two weeks, in micro-enterprises, with up to 10 persons employed, up to 5 employees or not more than 50% of total staff will be allowed to work simultaneously. In small enterprises, with between 10 and 50 employees, a minimum of 10 people and not more than 50% of total employees may work. Medium & large companies can operate with a maximum of 25% of their personnel. The public sector will re-open with 50% of the personnel; the incumbents are authorized to increase this percentage if needed.
Tourism	Postponement of application rates to Advance Price Agreements to the tourism sector so that it can have the resources to meet its commitments.



Asia Pacific: Australia

	Policies & Benefits
Wages	Government will pay AUD 1,500 fortnightly per employee from 30-Mar-20
Aid	 AUD 1 billion to support sectors including tourism which are disproportionately affected by economic impact of COVID-19 Support will include waiver of fees at specified tourist places of interest

Asia Pacific: China

National	Policies & Benefits
Travel Agencies	80% of the travel agency deposit is temporarily returned to licensed tour agencies, and the total amount is around 8 billion RMB by Feb 25th.
Trasportation, Catering, Accommodation & Toursim	 The maximum carryover period for the loss incurred in 2020 is extended from 5 years to 8 years. Income from general service industries and public transportation is exempted from value added tax.
Cities	Policies & Benefits (Detailed policies and amount varies amongst cities)
Financial Support	 Provide bail-out funds for qualified tourism enterprises especially for SMEs. Offer tax & fee reduction, e.g. reduction of VAT and reduced/delayed social security payments.
Employment	 Subsidize tourism SMEs that offer employment opportunities/did not lay off workers. Offer subsidies for enterprises that provide training programs.
Rent & Utilities	 Provide rent reduction directly or provide subsidies for landlords that offer rent reduction. Implement utilities subsidies or extend payment deadline.
Loans & Financing	Encourage financial institutions to provide low-interest loans, loan extensions and loan renewal support with interest subsidies from the government.
Consumption	 Provide coupons in different fields: traveling, catering, accommodation and entertainment. Launch 2.5-days-off per week in several cities.
Tourism	 Encourage Class-A tourism attractions to be free of charge to the public. Encourage travel agencies to attract domestic tourists. Offer subsidies for tourism promotional campaigns. Encourage online tourism development.
Hotels	Subsidize hotels on special room rate offer.s
Events	 Extend convention center rental payment deadline. Offer subsidies for events including waiving venue rental fee.



Asia Pacific: Hong Kong

	Policies & Benefits
Wages	 Government will pay 50% monthly salary for every local employee (salary up to HK\$9,000) for six months First Payout from June 2020
Rental Concessions	Govt. Rental concession for Apr-Sep '20 to increase from 50% to 75%
Metro Train Fares	Train fares to be lower by 20% for six months from 1 July 20
Airlines	Airlines and aviation operators to get aid of HK\$ 2 billion

Asia Pacific: Taiwan

	Policies & Benefits
Tourism & Travel Sector	 Travel agencies, hotels, amusement parks, B&Bs, and tour guides, are eligible for paid training programs at the minimum hourly wage of NT\$158 for 120 hours, which would provide for up to NT\$18,960 for each worker furloughed during the pandemic. Travel agencies, hotels and amusement parks could apply for loans up to NT\$50 million each, while B&Bs will be eligible for loans up to NT\$16 million each. Self-employed workers/freelancers, tour guides eligible for a subsidy of NT\$30,000. Ministry of Transportation & Communications earmarked NT\$1.5b to aid hotels and B&Bs. Hotels would receive NT\$200,000 and NT\$10 million as part of the plan, depending on their size, while B&Bs and those that have received the Taiwan Host certification from the Tourism Bureau would receive between NT\$50,000 and NT\$100,000 respectively. The nation's five largest travel agencies, which typically arrange 500 tours annually, would receive a subsidy of up to NT\$25 million. Mid-sized travel agencies and hotels would be eligible for loans ranging from NT\$150 million to NT\$500 million, which are to be provided through additional funding of NT\$150 billion package for mid-sized companies that the central bank announced last week.

Asia Pacific: Indonesia

	Policies & Benefits
Total Aid	IDR 500 billion (USD32m budget for social protection programs for tourism players)
Wages & Employment	189,000 workers in hospitality industry proposed to receive the Pre-Employment Card to improve the competency, productivity and competitiveness of the workforce, as well as to reduce the living cost due to the COVID-19 pandemic.
Taxes	 Employees income tax (Pajak Penghasilan - PPh) Article 21 to be borne by the government Accelerated value added tax (VAT) refunds 30% reduction for the income tax (PPh) Article 25 instalments
Others	 Providing accommodation and transportation for medical personnel Empower SMEs through fabric masks and ready-to-eat dishes program



Asia Pacific: Malaysia

	Policies & Benefits
Total Aid	 Govt will pay 50% monthly salary for every local employee (up to HK\$9,000) for six months First Payout from June 2020
Wages	Reduction of Employee Provident Fundto 4% from 7%-11%, estimated cash in hand of \$2.2 billion
Taxes	 Deferral of monthly tax debts for 6 months from Apr-20 for all travel agencies, hotels, airlines and businesses in the tourism industry Hotels Exempt from Service Tax from Mar-20 to Aug-20 Tax free tourism expenses up to \$226, for individuals from Mar-20 to Aug-20
Others	 Travel Discount Vouchers: Govt. collaboration with Airlines and Hotels to offer \$22 per person as discount vouchers \$6 million to promote Malaysian Tourism Skills Training: \$45 million for impacted sectors such as Hospitality and Tourism

Asia Pacific: New Zealand

	Policies & Benefits
Wages	 Government pays 78% of the weekly minimum wage per week for people working more than 20 hours per week and 46% of weekly minimum wage for people who work less than 20 hours per week. Subsidy paid as lump sum to employer to pass on to employees and covers 12 weeks Employers must make best endeavours to pay employees 80% of their normal income Business must have experienced 30% decline in actual or predicted revenue. If not, received subsidies need to be paid back
Taxes	 Businesses expecting to make a loss in the 2020 or 2021 tax years can apply for a refund of some or all the tax already paid for the year they were in profit. Businesses can now claim tax depreciation deductions for commercial buildings, previously tax depreciation on all building was at 0% Tax office will waive interest and penalty payments for businesses unable to pay their taxes on time due to the impact of COVID-19 Auckland Council has postponed the targeted rate for payable by hotels.
Loans	 A six month principal and interest payment holiday for mortgage holders and SME customers whose incomes have been affected by the economic disruption from COVID-19. Businesses with annual revenue between \$250,000 and \$80 million can apply to their banks for loans up to \$500,000, for up to three years. Government is guaranteeing 80% of the risk, while the banks are covering the remaining 20%.



Asia Pacific: Singapore

	Policies & Bo	Policies & Benefits			
	government (up to \$4,60 The 75% wil for April was	The "Circuit-Breaker" in Singapore has now been extended to 1 June. As a result, the Singapore government has extended the Jobs Support Scheme (JSS) wage subsidy of 75% for all sectors (up to \$4,600 gross salary) for May 2020, to be paid as an additional payout by the end of May. The 75% will be calculated on actual salary payments made in November 2019. (The JSS of 75% for April was based on October 2019 salary payments). Here's how the payments are being calculated and made:			
		5 .	Aviation & Tourism	Food Services	Others
	Payout	Payment Date	Computation of Payout: Capped at first \$4,600 of gross monthly wages. Based on:		
Wages	Payout 1	April 2020	+75% Oct '19 wages +75% Nov '19 wages +75% Dec '19 wages	+75% Oct '19 wages +50% Nov '19 wages +50% Dec '19 wages	+75% Oct '19 wages +25% Nov '19 wages +25% of Dec '19 wages
	Additional Payout	May 2020	+75% Nov '19 wages	+75% Nov '19 wages	+75% Nov '19 wages
	Payout 2	July 2020	+75% Feb '20 wages +75% Mar '20 wages +75% Apr '20 wages	+50% Feb '20 wages +50% Mar '20 wages +(75% Apr '20 wages -25% Oct '19 wages) ^{A1}	+25% Feb '20 wages +25% Mar '20 wages +(75% Apr '20 wages -50% Oct '19 wages) A1
	Payout 3	Oct 2020	+(75% May '20 wages -75% Nov '19 wages) A2 +75% Jun '20 wages +75% Jul '20 wages	+(75% May '20 wages -75% Nov '19 wages) A2 +50% Jun '20 wages +50% Jul '20 wages	+(75% May '20 wages -75% Nov '19 wages) A2 +25% Jun '20 wages +25% Jul '20 wages
	will be offset fro	A1: this adjustment is for the temporary JSS enhancement for the April 2020. Any negative quantum for a single employee will be offset from the overall JSS payout by the employer. A2: Any negative quantum for a single employee will be offset from the overall JSS payout by the employer.			
Taxes		100% property tax rebate for commercial properties including hotels, serviced apartments, tourist attractions and eateries for 2020			
Loans	 The Singacontractude posits The bill property of lease a 	The Singapore Parliament passed a bill earlier this month to assist those unable to fulfil contractual obligations such as loan/mortgage and commercial lease payments, and protects deposits for functions cancelled due to the circuit breaker measures (ie Wedding banquets).			



Europe: Croatia

	Policies & Benefits
Wages & Employement	 Supporting employees with fixed salary of \$580 per month (March to May, and further if needed) Government also pays Income Tax on this
Taxes	 Payment of tourist tax repealed, for duration of crises Income tax repealed – for duration of crises – for companies with > 50% revenue decline For other companies – with <50% revenue decline, income tax payments postponed
Under Consideration	 Repeal of various parafiscal fees e.g. concessions for tourist land, beaches, waterfronts Reduction of electricity costs

Europe: Cyprus

	Policies & Benefits
Tourism & Hotels	 The Tourism 'restart' period is set for 1st June. Promotional measures will include: Goverment guarantees for prepayments effected by tour operators and tourist (direct bookings) and will issue coupons valid until the end of 2021. Various subsidies have been given to Hoteliers (90% of staff cost) whilst a subsidy for energy and overhead costs is still under consideration. The target is only 30% of the comparative arrivals of last year and mostly countries with lower incidents of the pandemic.

Europe: France (Updated)

	Policies & Benefits		
Wages	 Compensation equal to 70% gross salary to employees for wages up to €6,927 gross monthly. Businesses will be fully reimbursed by the State up to Sept 2020 in the hospitality sector. Employees with minimum wage are 100% compensated. 		
Тах	Up to three months grace period for social charges		
Loans	 70% - 90% Govt's guarantee for loans granted to small & medium businesses - up to 25% of 2019 revenues BPI France Atout Loan up to €5 Mn without owner's guarantee and one-year holiday period 		
National Relaunch Plan for Touism	 Banque des Territoires, will allocate €1.7 Bn in treasury funding, equity and debt to support the French tourism industry in preparation to the Rugby World Cup 2023 and the 2024 Paris Olympics including: €800 M equity with a focus on sustainability and technology - €100 Mn in equity stakes up to €2 Mn in regional projects - €150 Mn allocated to social tourism - €300 Mn to modernize Spa & Ski resorts and marinas with equity stakes ranging from €2 - 15 Mn - €150 M€ to support mid-size operators A €700 Mn envelope for long term debt: €500 Mn for long term debt & €200 Mn guaranted loans Strategic support to local communities - €21 Mn credit granted to France Tourisme Ingénierie Banque des Territoires to launch a tourism platform during Q1 2021 consisting of data collection & mining, tourism economics and a focus on innovation €170 Mn postponed from 3 to 6 months for debt service of loans contracted with Banque des Territoires €93 Mn of emergency support to small businesses 		



Europe: Greece

	Policies & Benefits
Fiscal Policy	The Greek government has launched a fiscal package of economic support measures which will total EUR 3.8 billion, EUR 2.0 billion of which have already been announced by the government and another EUR 1.8 billion from a special fund of the European Union. • VAT on hygiene products will be reduced from 24% to 6.0% until the end of the year. • Enterprises shutting down operations will pay 60% of their rent for March and April. • The same measure will be valid for workers' primary residences, while a four-month suspension of tax payments and tax settlement tranches has been announced.
Monetary Policy	 Financing of enterprises in the form of return advance payment to deal with a reduction in turnover and payroll and non-payroll costs, estimated at around EUR 1.0 billion. An additional EUR 1.8 billion will be exploited immediately from the special European fund for actions to support liquidity, employment and workers' incomes. The Greek state will immediately pay all state arrears to the private sector. Banks will present interventions and measures covering enterprises and individuals along with financing instruments to support liquidity. The government has also taken measures to protect the stock exchange.
Employment	 Workers whose labour contracts are temporarily suspended will receive EUR 800 in April - the state will cover their social insurance and health contributions. All tax payment obligations are suspended for four months. This measure will cover around 500,000 workers at a cost of around EUR 450 million. Self-employed, personal enterprises, etc, all tax payments are suspended for four months.

Europe: Italy

	Policies & Benefits
Wages & Employement	 Total Employment Support - €10.4 billion includes: Freezing of layoffs for 2 months for all workers Extension of unemployment insurance
Taxes	 No work taxes for the next 2 months - €10 billion Total €2.4 billion reduction in taxes includes: Suspension of VAT 60% tax break on commercial rent 50% tax break on sanitization costs Deducibility of donations for COVID-19 Suspension of expiring tax payments demands and tax declarations
Loans	Government's Risk Share for loans up to €800,000 - 70-80%



Europe: Hungary (Updated)

	Policies & Benefits
Total Aid	• 1.5-3.0% of GDP capped at 22% (of which a significant component is the credit guarantee)
Taxes	 Companies in the most affected industries (tourism, F&B, sport, etc.) are exempt of payroll related expenses until 30.06.2020 Tourism tax exemption until 31.12.2020 Social security paid by the companies/pension contribution paid by employees/healthcare contribution paid by employees/tourism development contribution is suspended till 30 June '20
Loans	 All currently running loans and credits, whether for private individuals or companies, are given a grace period / payback and admin cost freeze until 31.12.2020. Loans and credits, whose agreement would terminate during this period, are to be automatically prolonged Approximately EUR1.7 billion special loan for hotel and tourism developments (to improve infrastructure by the time standard operation resumes)
Wages & Employment Welfare	 The state will pay 70% of net wages for hours that employees cannot work if companies can show a 15%-75% reduction in man-hours (capped at approx. EUR210/person) For Hungarians who have lost their jobs due to the pandemic, the state is offering a zero-interest student loan to cover living costs while paying 95% of the cost of retraining programs Loan package made available to retain staff (for maximum 9-month period) for 0.1% interest to be paid back in 2 years
Other	Non-residential rental agreements cannot be terminated until 30.06.2020 to protect tenants

Europe: Ireland

	Policies & Benefits
Wages	 Temporary COVID-19 Wage Subsidy Scheme for employers, 70% - 85% subsidy, subject to caps €410 per week COVID-19 Pandemic Unemployment Payment for employees and self-employed - €350 per week, up to 12 weeks Short Term Work Support for employees Illness benefit for Covid-19 absences (Enhanced Illness Benefit) €350 per week
VAT	 Suspension of interest on late payments of VAT liabilities for Jan/Feb and March/April 2020. The government has agreed with local authorities that they should agree to defer rates payments due from the most immediately impacted businesses including hospitality for three months, until end-May.
Loans	 3 month moratorium on repayments from all 5 major banks. SBCI Covid-19 Working Capital Loan Scheme originally €250m increased to €450m - Loans €25k to €1.5m SME Credit Guarantee Scheme - Loans of €10k up to €1m Local Enterprise Office - Business continuity voucher €2,500 for third party consulting costs to help with financial, planning, IT, development & HR Microfinance Ireland Loans - Various grants available for SMEs Financial grants specific for businesses including hospitality within Gaeltacht locations



Europe: Netherlands

	Policies & Benefits
Wages	Temporary emergency bridging measure for sustained employment, which compensates max. 90% salary costs for businesses that expect a min. 20% decrease in revenues in three consecutive months between March and July 2020. No personnel may be let go during that period.
Taxes	 3 months deferral of tax payments for most taxes, including payroll taxes, corporate income tax, VAT, insurance premium tax, betting tax, excise duty, consumer tax and environmental taxes (e.g. energy tax, waste tax) Reduced recovery interest rate to approx. 0% Deferral or suspending city taxes is discussed
Loans	 Increase of the business loan guarantee scheme (GO facility): 80% guarantee for loans of min. €1.5 million and max. € 150 million. Up to 90% of loans when the company is a SME.
Others	 Compensation of missed income due to closures of outlets is discussed Compensation for SME in sectors hit by government measures, including hospitality, for decline in revenue between March and June: € 4,000 net Government support for airline Air France-KLM (incl. Transavia) t.b.d. but expected

Europe: Spain

	Policies & Benefits
Wages	 €440 to temporary workers who lose their jobs. Furlough scheme provides for 70% of workers' wages. In return, companies must keep their jobs for 6 months from the lifting of the state of emergency. Plans underway to implement a minimum payment of €500 - €600 per month for those segments at greatest economic risk.
Taxes	 Deferral of Tax Debts for companies up to €30,000 for 6 months. Professionals and businesses with an annual turnover of up to €600,000 may delay their obligation to file and pay VAT, and company and personal income tax from April 20 to May 20.
Social Security	 Moratorium of 6 months for Social Security contributions payment – applicable to SMEs and self-employed workers; no interest on delayed payment.
Loans	 Government guarantee covers, in the case of the self-employed and SMEs, 80% of new loans and loan renewals. For other companies, 70% of new financing and 60% of renewals are guaranteed. Total commitment by the state to guarantees set at €100 billion. 1st tranche – total €20 billion to medium to large companies across sectors.



Europe: Portugal (New)

	Policies & Benefits
Tourism & Travel Sector	 Credit line for microenterprises in the Tourism sector (up to 10 jobs) and annual turnover or total annual balance does not exceed 2 million euros - total allocation of 60 million euros. Credit line for catering and similar - total allocation of 600 million euros. Credit line for travel agencies, tourist entertainment, event organizations and the like - total allocation of 200 million euros (already closed) Credit line for tourism companies (including tourist developments and tourist accommodation - micro, small, small mid cap and mid cap) - total allocation of 900 million euros
Wages & Employment	 Employer is entitled to social security support of 70% of 2/3 of the gross normal wage of each worker, up to a limit of € 1,333.5 per worker. If there is a reduction in the normal period of work or suspension of contract, workers are entitled to receive compensation of a minimum amount equal to two thirds of their gross salary. This compensation may not be less than € 635.00 or more than € 1,905.00. Companies without dependent workers: - Duration: 1 month, extendable monthly up to max of 6 months; limit between €438.81 and €635.00. Companies with dependent workers: - Extraordinary support for maintenance of employment contracts in a situation of business crisis Extraordinary financial incentive to support the normalization of the company's activity Temporary exemption from Social Security contributions, regarding the remuneration of the covered workers and members of the statutory bodies, during the lay off period. Extraordinary measures to support the economy and maintain employment: i) immediate payment of expenses already incurred and paid to suppliers will be promoted; ii) automatic deferral of benefits for incentive repayments will be instituted for a period of 12 months. This will make it possible to inject or save financing resources, in the order of 400 million euros.
Taxes	 Tax payment flexibility in 2nd quarter and management of tax litigation and ongoing proceedings. Deferral of payment of contributions to employers in the private and social sectors.
Credit Default	 Aimed at individuals, sole proprietors, IPSS, SMEs & companies in the non-financial sector. Moratorium aims to protect Portuguese families with home loans, and companies experiencing business failures, allowing them to postpone payment of liabilities to financial institutions. Moratorium will run until September 30, 2020.
Loans & Financing	 Treasury Support Credit Lines aimed at SMEs: Total allocation of 400 million; Maximum per company: 1.5 million euros. Will support start-up liquidity up to a max of 10 employees - potential coverage of 8 M € Extension of Start-up Voucher for 3 months to end - potential coverage of € 300,000. Assist start-ups less than 5 years old to fulfil commitments assumed with incubators and guarantee sustainability. Simplified voucher for immediate payment of € 1,500 in incubation services (including rent, telecommunications, others). Not refundable. Coverage potential of 4 M €. 'Mezzanine' funding for Start-ups - inject liquidity into companies involving average tickets between € 50,000 and € 100,000 of investment. This measure has a coverage potential of 10 M €. Launch of 'Portugal Ventures' - to facilitate reinforcement of start-up liquidity (bridge financing) with tickets from € 50,000. This measure has a coverage potential of 3 M €. 200M Fund - allows technological start-up and scaleups to be equipped with greater investment capacity, through co-investment with private investors, in digital, life sciences and biotech areas, with a public minimum of € 500,000 and a maximum of 5 M €. Co-investment fund for social innovation - allows companies to have a strong social impact with greater investment capacity, through matching between private operators and FIS with a public minimum of € 50,000 and a maximum of 2.5 M €. Potential coverage of 42M €.



Europe: United Kingdom (Updated)

	Policies & Benefits
Wages & Staff Welfare	 80% salary paid by government for hospitality workers on unpaid leave, only for companies who have not fired any staff Sickness benefit of £94.25/ week for self-employed sick workers Universal Credit standard allowance increased by £1000 Coronavirus Job Retention Scheme will continue until end of October Furloughed workers will continue to receive 80% of their current salary, up to £2,500 New flexibility will be introduced from August to get employees back to work/boost economy Government will be asking businesses to contribute, but no details
Taxes	 Pending VAT liabilities deferred till June end Future VAT liabilities waved off till end of the year Tax credit allowance to be increased
Loans	 Govt to provide £350 billion in loan guarantees across sectors Coronavirus Business Interruption loan scheme is interest free for 12 months 3 month mortgage holiday without credit repercussion
Others	 Eviction of commercial and residential tenants made illegal for 3 months Grants of £10k - £25k for small hospitality businesses

Africa: Ivory Coast (Updated)

	Policies & Benefits
Wages	 Pending VAT liabilities, taxes and social charges deferred till July (exemption for small companies in the hospitality and tourism sector) No rent increase for at least three months
Taxes	 Future tax controls suspended till July Possibility for tourism and hotel companies to defer payments on capital income for 3 months
Aid	Establishment of a support fund for the private sector for an amount of 415 million USD.
Authorizations	 Lifting of the curfew and the measure on the closure of hotels and restaurants (in line with the barrier measures) from 15 May 2020 Continuation of the closure of bars, nightclubs, cinemas and places of entertainment until 31 May 2020; Authorization of gatherings within the limit of 200 persons and in compliance with the barrier measures from 15 May 2020; Maintaining the isolation of Greater Abidjan until 31 May 2020.



Africa: South Africa (New)

	Economic Relief Measures - Tourism Sector Interventions
Tourism Relief Fund	The Tourism Relief Fund provides one-off capped grant assistance to SMME's in the tourism value chain. Capped at R50 000 per entity, grants can be utilised to subsidise fixed costs, operational costs, supplies and other pressure cost items. Only entities owned by South Africans were eligible and applications were assessed in accordance with the country's Broad-based Black Economic Empowerment framework. As such many foreign owned tourism entities were not eligible to apply. Categories eligible include:
	 Accommodation: Hotels, Lodges, B&B's, Guest Houses and Backpackers Hospitality & related services: Restaurants (not attached to hotels), Conference venues (not attached to hotels), Professional catering and Attractions Travel services: tour operators, travel agents, tourist guiding, car rental & coach operators. The fund has R200 million and funding is capped at R50 000 per entity.
	Economic Relief Measures - National Treasury
Loans	 The loan guarantee scheme is an initiative to provide loans, guaranteed by government, to businesses with an annual turnover of less than R300 million. Funds borrowed through this scheme can be used for operational expenses such as salaries, rent/lease agreements, contracts with suppliers, etc. Government and commercial banks are sharing the risks of these loans. Initially, the National Treasury has provided a guarantee of R100 billion to this scheme, with the option to increase the guarantee to R200 billion if necessary, and if the scheme is deemed successful. Debt Relief Finance Scheme - a soft-loan facility aimed at assisting existing SMME's to keep them afloat during the Covid-19 pandemic for a period of 6 months from April 2020. Restructuring of SEFA-funded loans - geared towards SEFA-funded SMME's. Payment holiday will be given to qualifying SMME's for a maximum of 6 months. Business Growth/Resilience Facility - SMME's who manufacture/supply hygiene, medical products, and food items. Offers working capital, stock, bridging finance, order finance and equipment finance. The funding amount will be based on the funding needs of the actual business. Spaza Support Scheme - Aims to strengthen Spaza shops as locals' convenient access to basic goods, as well as facilitate bulk buying opportunities, and realise the potential for Spaza shops to serve as a market for locally manufactured goods. Agricultural Disaster Support Fund: for smallholder and communal farmers - Smallholder/communal farmers with a minimum turnover of R20 000, but not exceeding R1 million pa. South African citizens who have already been farming for at least 12 months. Farmers producing: Poultry, Vegetables, Fruits, Other livestock, Winter field crops



Africa: South Afric cont. (New)

	Economic Relief Measures - National Treasury
Taxes	Tax compliant businesses can apply to the South African Revenue Service for the tax relief measures. Introduction of a tax subsidy to employers of up to R500 per month for the next four months for those private sector employees earning below R6,500 under the Employment Tax Incentive. This will help over 4 million workers. Following an address by the President on 21 April 2020, this amount was increased to R750 per month at a total cost of around R15 billion. The South African Revenue Service will accelerate the payment of employment tax incentive reimbursements from twice a year to monthly, in order to get cash into the hands of tax compliant employers as soon as possible Tax compliant businesses with a turnover of R50 million or less will be allowed to delay 20% of their employees' tax liabilities over the next four months, as well as a portion of their provisional corporate income tax payments without penalties or interest over the next six months. This intervention is expected to assist 75 000 small and medium term enterprises. However, following an address by the President on 21 April, the proportion of employees' tax that could be deferred was increased to 35% and the gross income threshold for both deferrals was increased from R50 million to R100 million, providing total cash flow relief of around R31 billion with an expected revenue loss of R5 billion. Smaller VAT vendors that are in a net refund position will be temporarily permitted to file monthly instead of once every two months, thereby unlocking the input tax refund faster and immediately helping with cash flow. SARS is working towards having its systems in place to allow this in May 2020 for Category A vendors that would otherwise only fle in June 2020. The filing requirement and the first carbon tax payment are due by 31 July 2020. To provide additional time to complete the first return, as well as cash flow relief in the short term, and to allow for the utilisation of carbon offsets as administered by the Department of Mineral Resources and
Wages	 From 1 May 2020, there will be a four-month holiday for skills development levy contributions (1% of total salaries) to assist all businesses with cash flow. This provides relief of around R6 billion. Any UIF contributing business who is unable to pay salaries as a result of the lock down period and/or any employee who is a contributor (works more than 24 hours a month) and there is an employer and employee relationship. Companies are encouraged to apply on behalf of their employees. A Temporary Employer Relief Scheme (TERS) was implemented by the South African Government following the Presidential address on 23 March. The TERS is administered by the UIF and is available to any contributing business who is unable to pay salaries as a result of the lock down and/or any employee who is a contributor. The benefit is available to Employees who are laid off and do not receive a salary or receiving a reduced salary ie: an Employer could top-up an Employee's salary. Alternatively, Employers can apply on behalf of their Employees where the Employer has closed the whole or part of its business for a period of three months or less as a result of COVID-19.





AFRICA EUROPE LATIN AMERICA

Ivory CoastAndorraArgentinaRwandaAustriaBrazil

South Africa Croatia Dominican Republic

Cyprus Mexico

ASIA PACIFIC France

Australia Germany MIDDLE EAST
China Greece UAE & Oman

Hong Kong Hungary

India Ireland NORTH AMERICA
Indonesia Italy Atlanta
Japan Netherlands Denver
Malaysia Norway Los Angeles
New Zealand Poland Miami

New Zealand Poland Miami
Singapore Portugal Montreal
Thailand Serbia New York
Spain Norfolk
Switzerland Orlando

Turkey Toronto

United Kingdom