



FedEx SME Trade Index

Conducted and Prepared by Morning Consult

October 2020

Methodology

- This poll was conducted between **September 28 and September 29, 2020.**
- The poll was conducted among small business decision makers, which are defined as those who work for companies with less than 500 employees and hold a position of manager or higher. **1000 Small Business Decisions makers were interviewed in the US and 500 were interviewed in Canada.**
- Interviews were conducted **online** using a panel of respondents.
- These data are **not weighted**, though basic stratification parameters for gender and region were in place during the sampling process.
- Results from the full survey have a margin of error of plus or minus **3 percentage points.**

Economic and Trade Policy

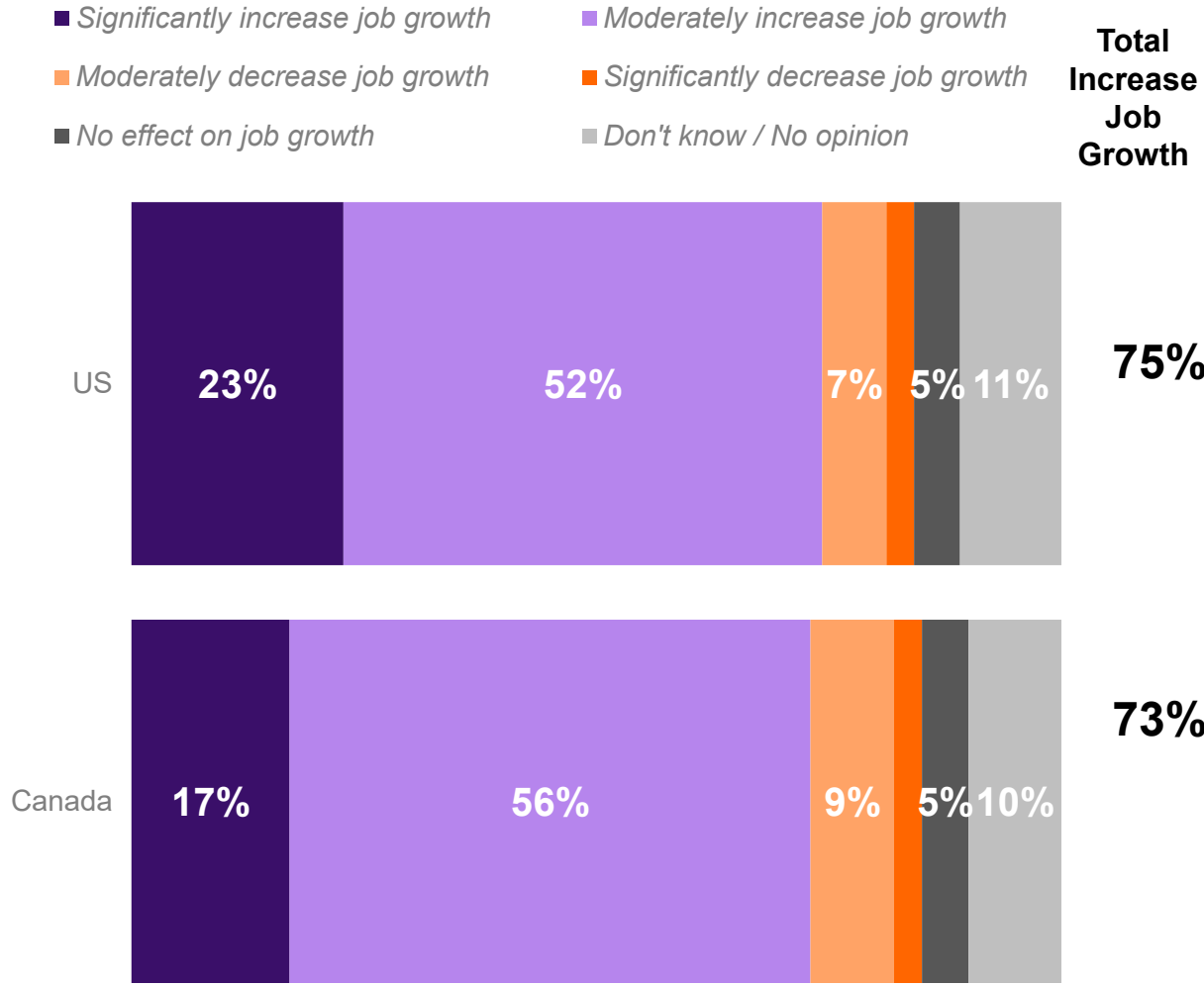
Three quarters of small businesses in the US (75%) and 73% in Canada think expanding trade and business opportunities between their country and customers in other countries will increase job growth.

*As indicated via the parenthesis, respondents in US were asked about the US and respondents in Canada were asked about Canada.



In general, how do you think expanding trade and business opportunities between (the United States/Canada) and customers in other countries will impact (United States/Canadian) job growth?

SMBs in US and Canada



Economic and Trade Policy

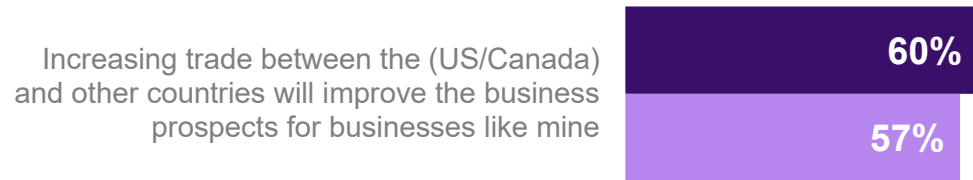
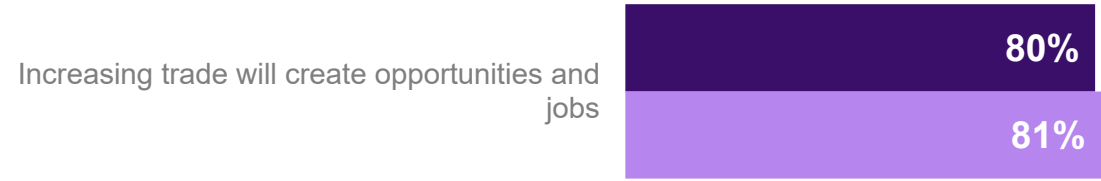
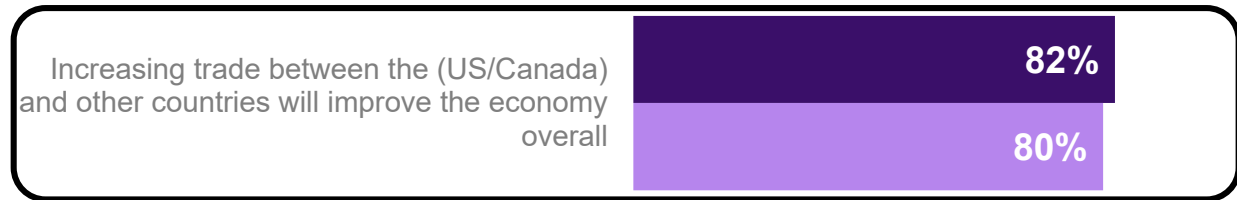
Four in five US small businesses (82%) and Canadian small businesses (80%) agree that increasing trade between their countries and other countries will improve the economy overall.

*As indicated via the parenthesis, respondents in US were asked about the US and respondents in Canada were asked about Canada.

Please indicate if you agree or disagree with the following statements... *Showing Percent Strongly/Somewhat Agree*

SMBs in US and Canada

■ US ■ Canada



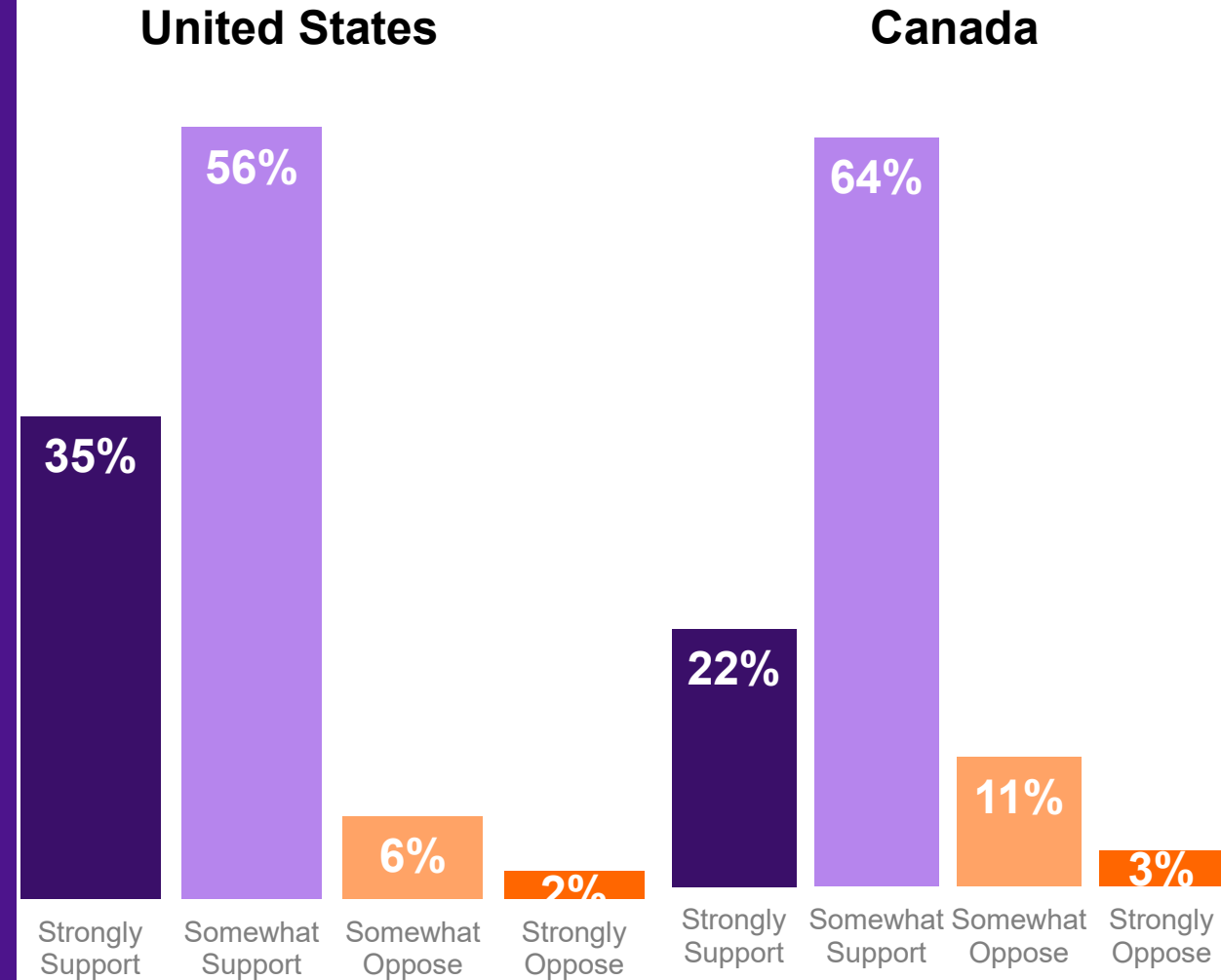
Economic and Trade Policy

91% of small business managers in the US and 86% small business managers in Canada support USMCA/CUSMA.

*As indicated via the parenthesis, respondents in US were asked about the US and respondents in Canada were asked about Canada.

Do you support or oppose the United States–Mexico–Canada Agreement, also known as (USMCA/CUSMA)?

SMBs in US and Canada



Economic and Trade Policy

More than four in five small businesses in the US (85%) and 82% of small businesses in Canada agree that programs addressing job retraining and skills upgrade need to be a priority for their country.

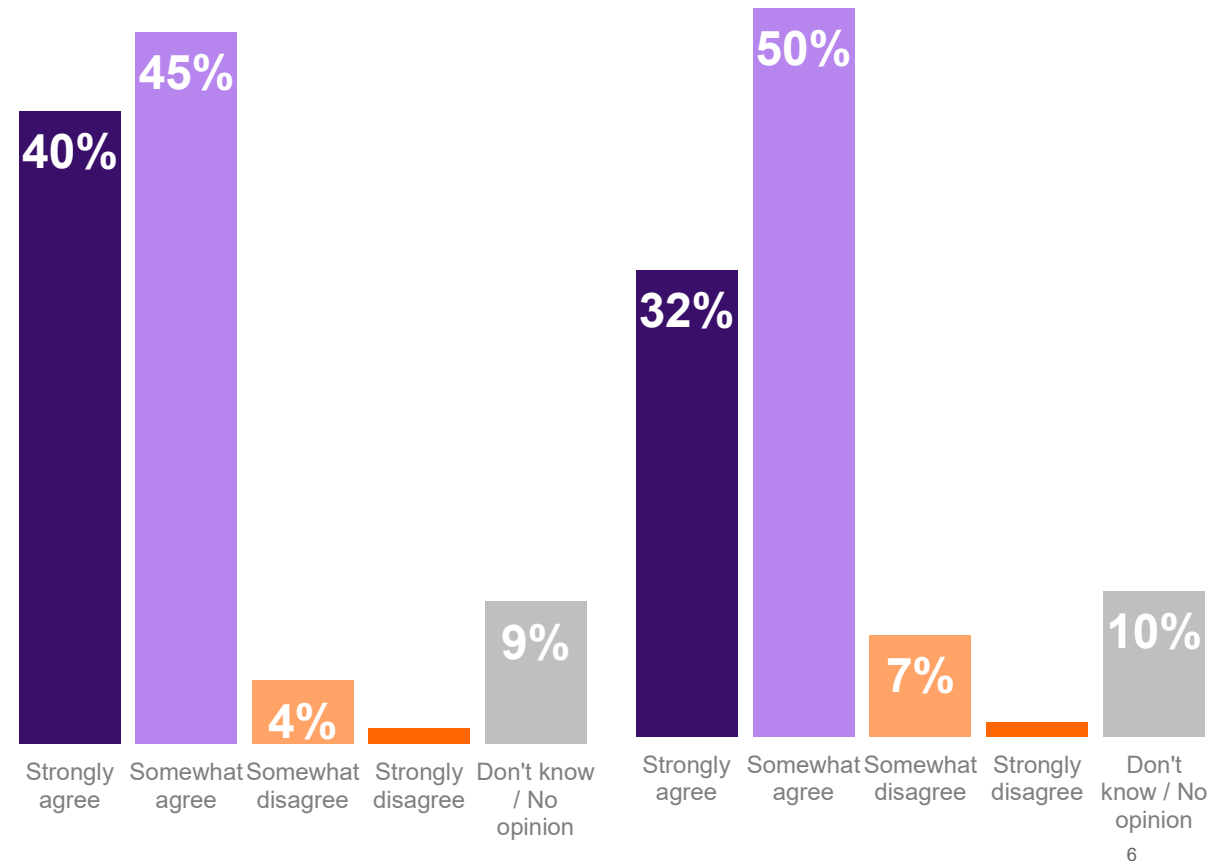
*As indicated via the parenthesis, respondents in US were asked about the US and respondents in Canada were asked about Canada.

How much do you agree or disagree with the following statement: “Programs addressing job retraining and skills upgrade need to be a priority for (the U.S./Canada) to compete globally.”

SMBs in US and Canada

United States

Canada



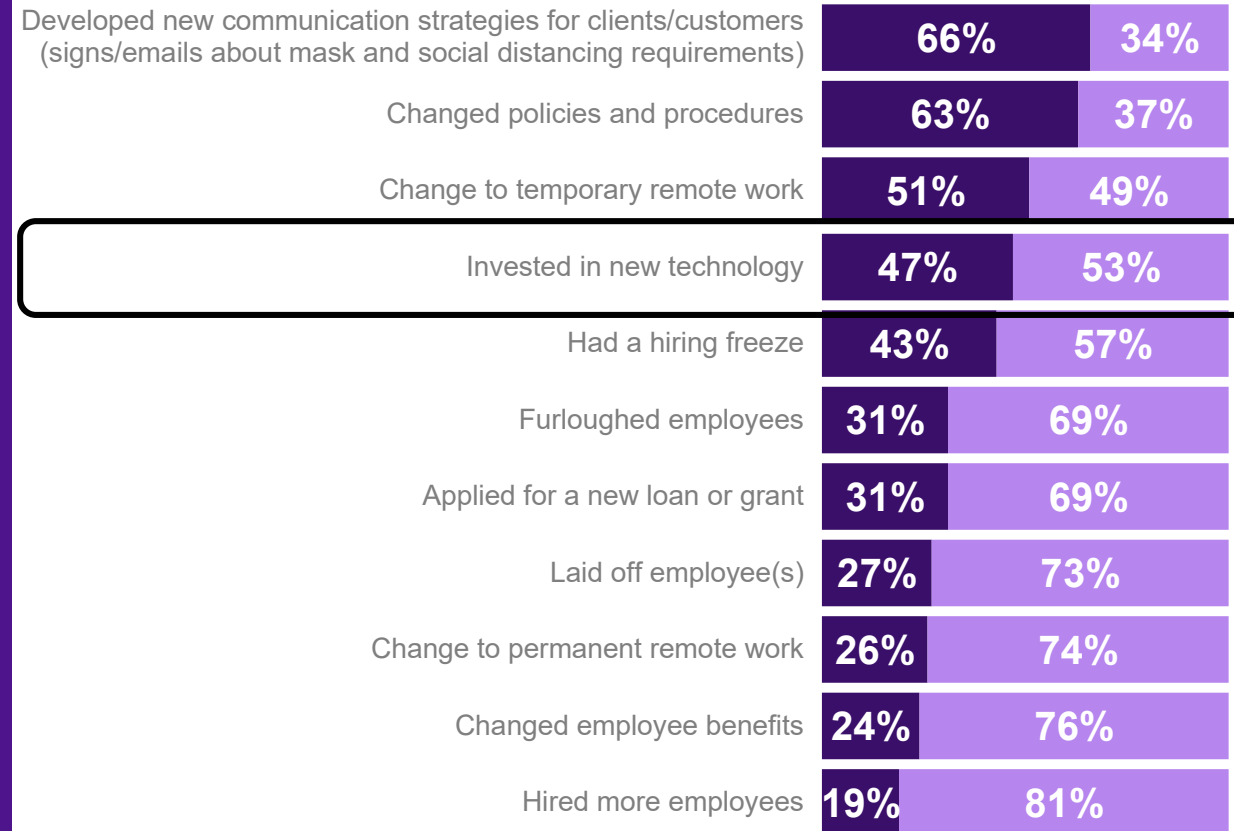
Small Businesses During Covid-19

Two in three (66%) of small businesses in the US say they've developed new communication strategies about mask/social distancing requirements. Half (51%) say they've changed to temporary remote work.

In what ways has your business had to change?

SMBS in the US whose business has changed since the start of the COVID-19 pandemic

■ Yes ■ No



Small Businesses During Covid-19

Having a clear plan for in-person interactions (80%) and utilizing technology to create better customer (74%) and employee (71%) experiences are seen as the most important for US small business success.



Thinking about your business's COVID-19 recovery, how important do you think the following will be to your success?

SMBS in US

