

Statistical appendix Atradius Payment Practices Barometer

Eastern Europe – key survey results



Statistical appendix

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Note to the reader: when showing the survey results, rather than adjusting the outcome so that it totalled 100%, we have chosen to leave the individual results as they were to allow for the most accurate graphic representation possible.

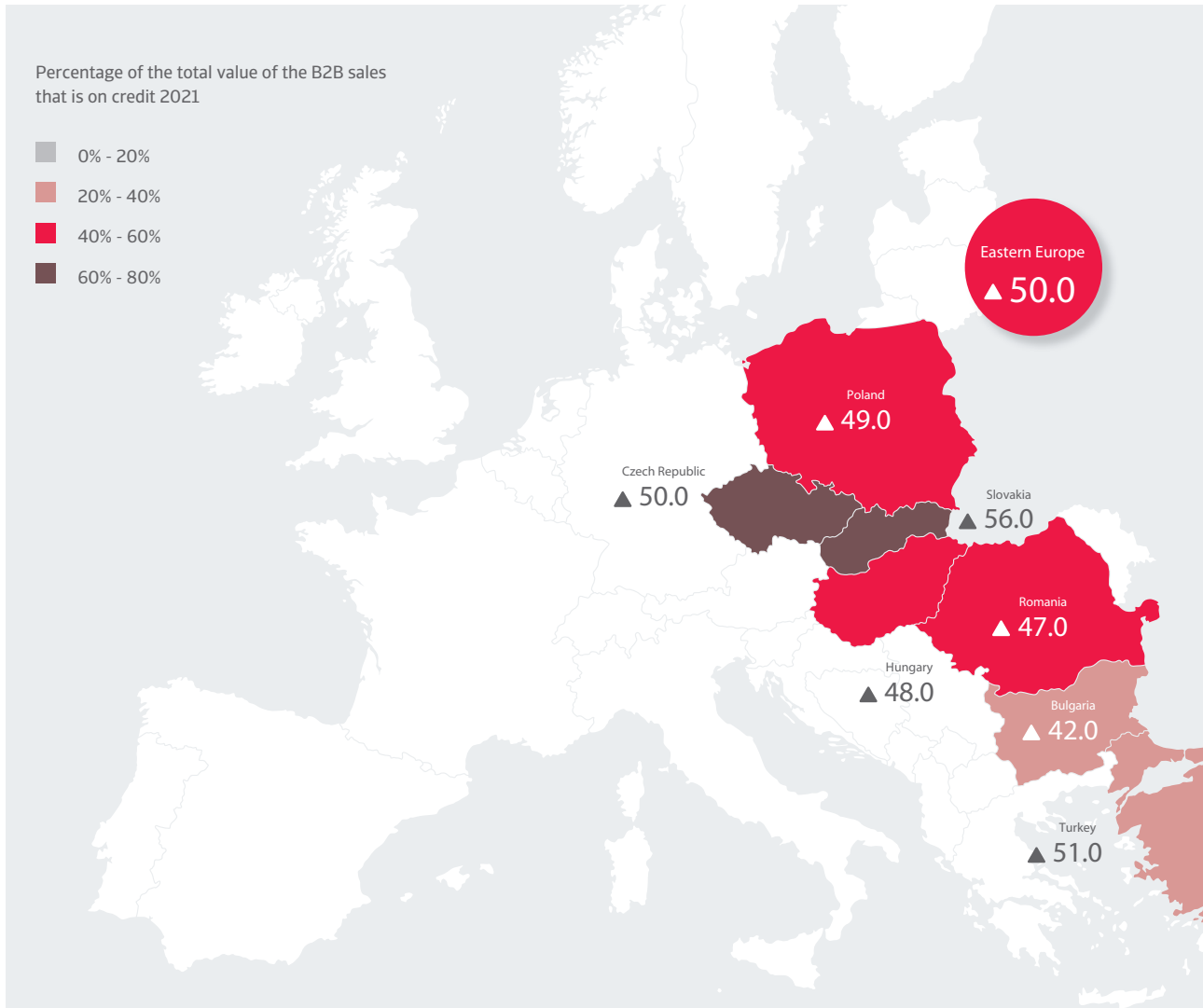
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Eastern Europe: proportion of total B2B sales made on credit



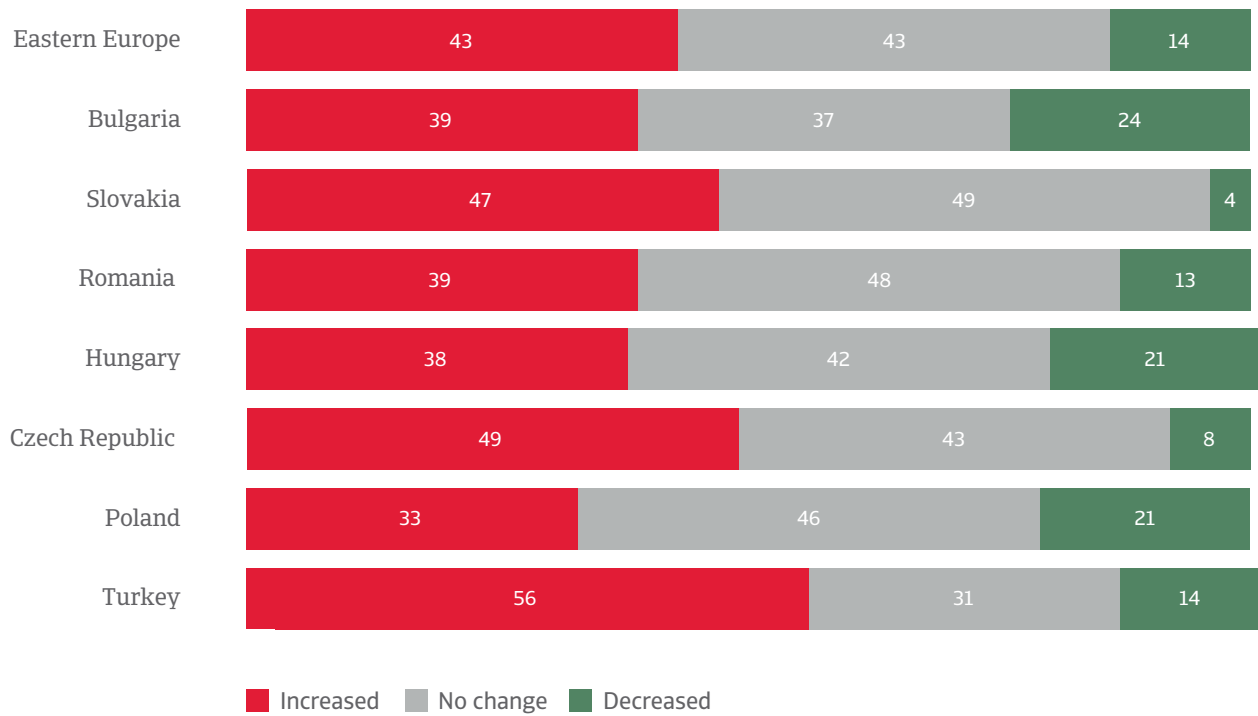
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

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
2021	51%	52%	43%	46%	53%	46%	46%	50%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

Eastern Europe: change in the proportion of B2B sales on credit over the past 12 months (% of respondents)



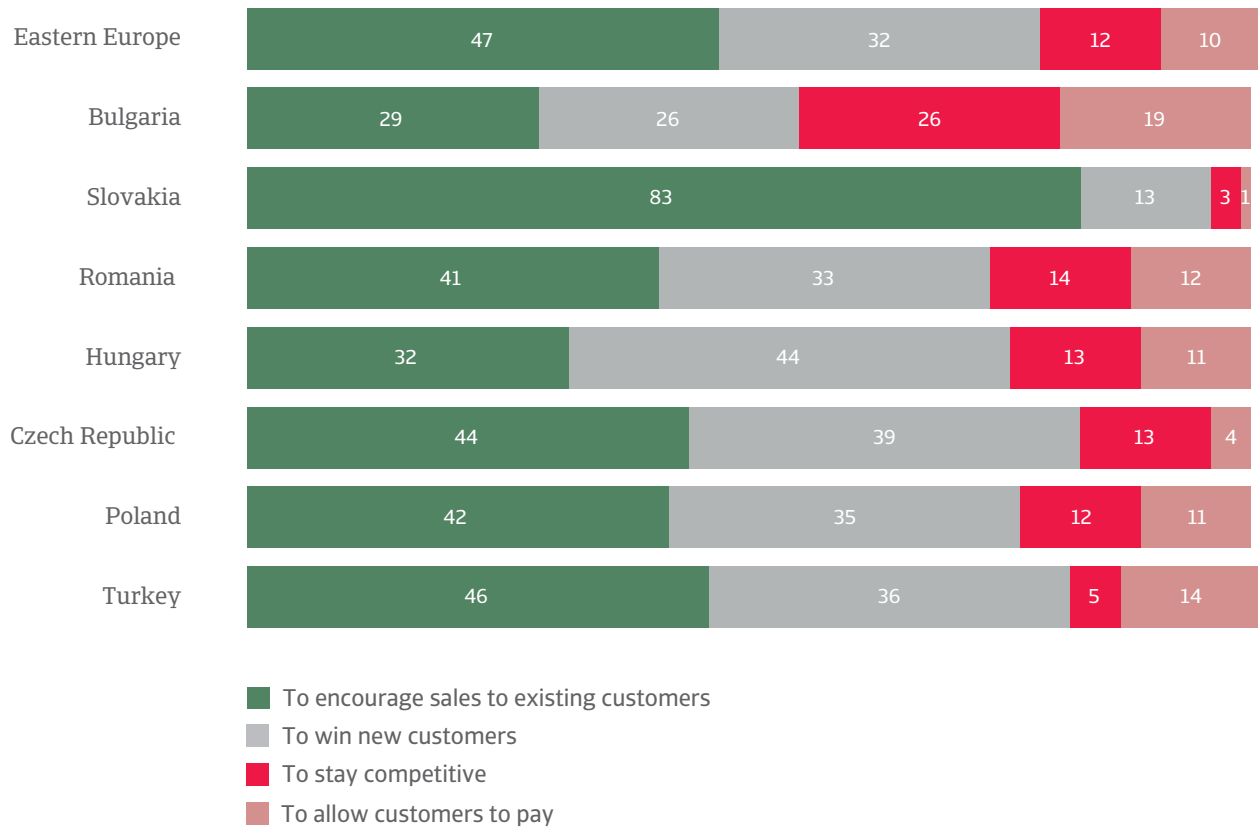
Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

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	49%	45%	36%	27%	41%	41%	45%	46%
No change	41%	42%	45%	48%	41%	41%	45%	45%
Decreased	5%	10%	11%	12%	8%	11%	8%	7%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

Eastern Europe: main reasons businesses offered more trade credit to B2B customers over the past 12 months (% of respondents)



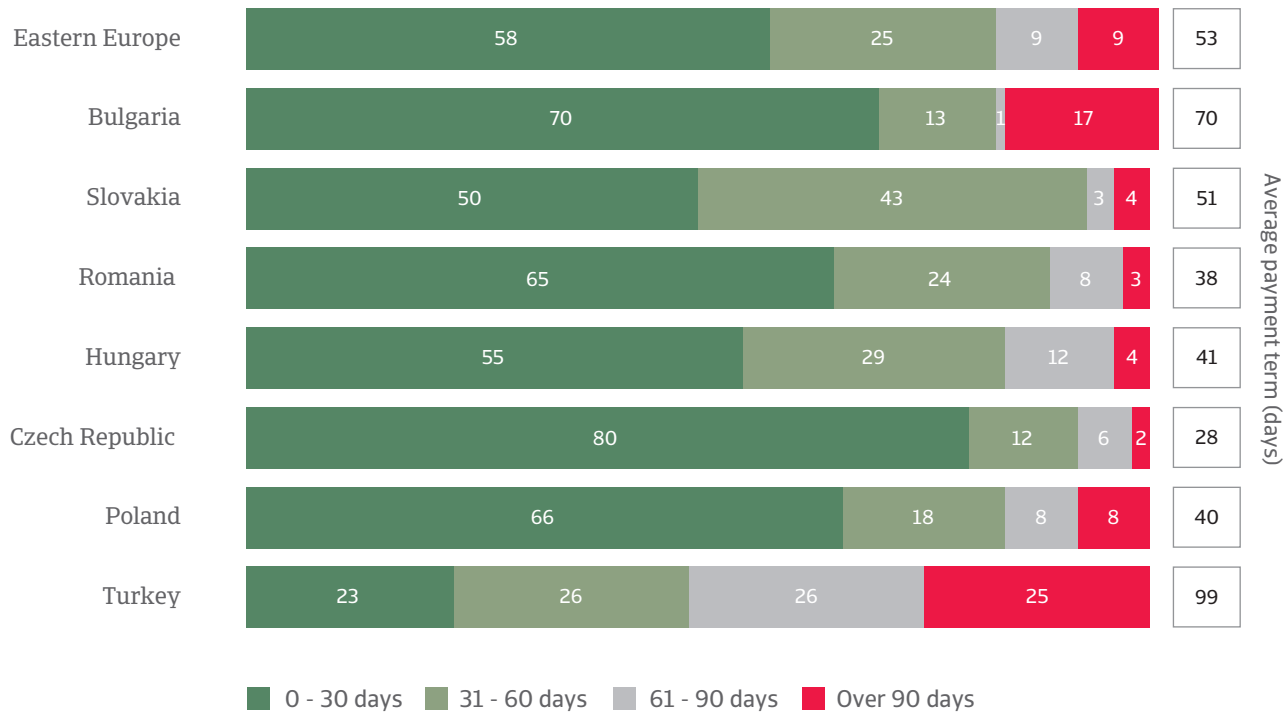
Sample: all interviewed companies (active on domestic and export markets)
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By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
To encourage sales to existing customers	52%	45%	36%	36%	57%	40%	36%	40%
To win new customers	29%	34%	41%	28%	25%	41%	39%	33%
To stay competitive	10%	9%	17%	19%	9%	15%	13%	13%
To allow customers to pay	9%	11%	4%	15%	9%	3%	10%	13%
I don't know/I'd rather not say	0%	1%	2%	2%	0%	0%	2%	0%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

Eastern Europe: payment term (average days) set for B2B customers over the past 12 months (% of respondents)



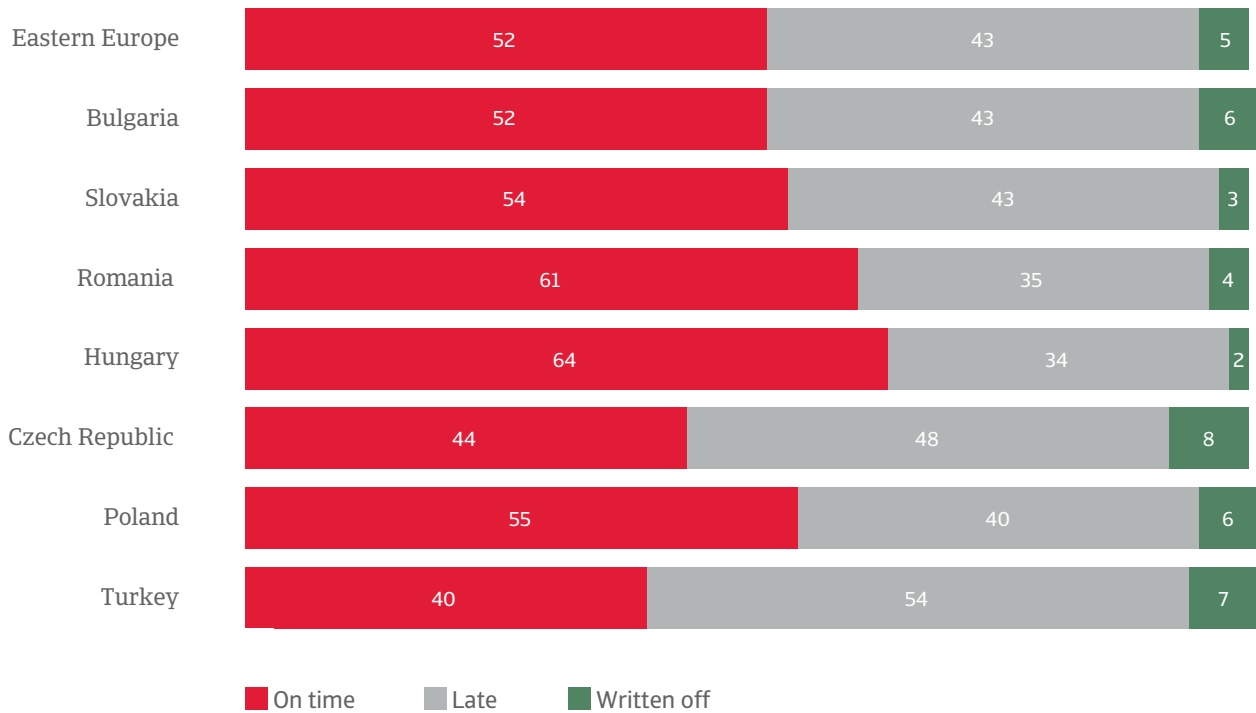
Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

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	56%	47%	74%	73%	49%	71%	63%	63%
31 - 60 days	30%	27%	11%	14%	32%	20%	19%	16%
61 - 90 days	5%	16%	9%	6%	10%	5%	8%	13%
Over 90 days	9%	10%	6%	6%	9%	3%	10%	9%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

Eastern Europe: % of B2B invoices paid on time, late and written off as uncollectable over the past 12 months (% of respondents)



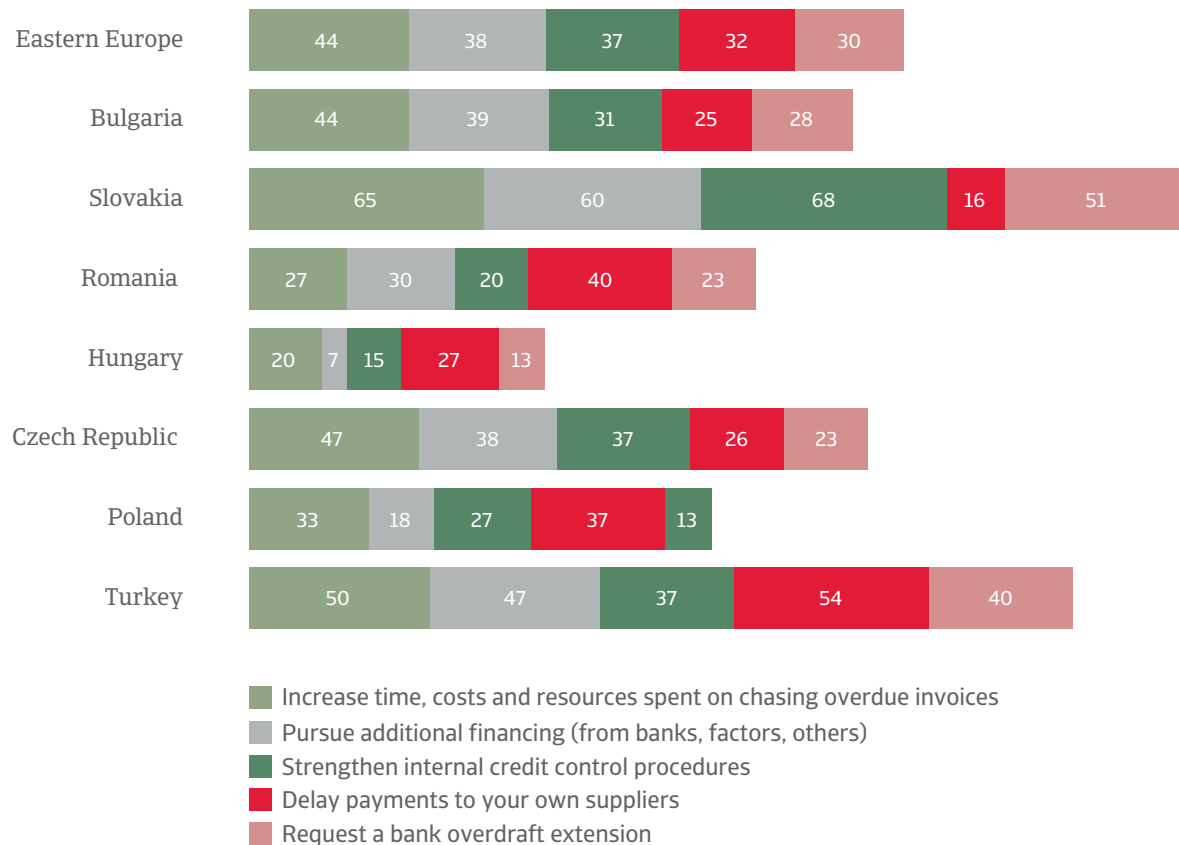
Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

By business sector / by business size

2021	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
On time	51%	52%	54%	57%	56%	50%	48%	51%
Late	44%	43%	41%	38%	40%	44%	44%	45%
Written off	5%	4%	6%	5%	4%	5%	7%	4%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

Eastern Europe: measures most often undertaken by businesses to manage liquidity issues due to B2B customers late payments (% of respondents)



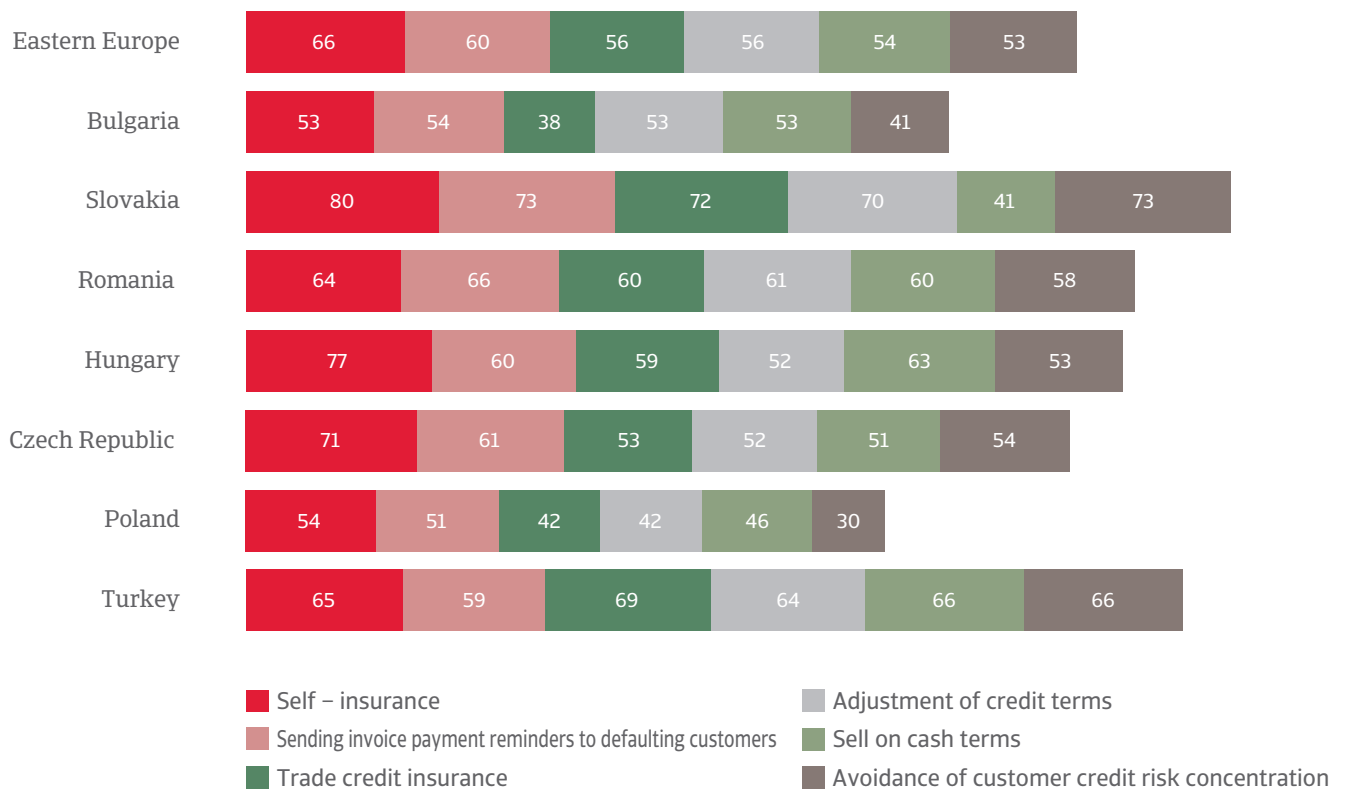
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By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Increase time, costs and resources spent on chasing overdue invoices	47%	49%	35%	34%	45%	36%	46%	47%
Pursue additional financing	45%	38%	25%	26%	39%	27%	41%	43%
Strengthen internal credit control procedures	44%	36%	28%	21%	30%	30%	46%	46%
Delay payments to your own suppliers	26%	36%	41%	39%	29%	38%	31%	39%
Request a bank overdraft extension	34%	33%	21%	18%	30%	20%	32%	35%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

Eastern Europe: customer credit risk management tools most often used by businesses polled in the region (% of respondents)



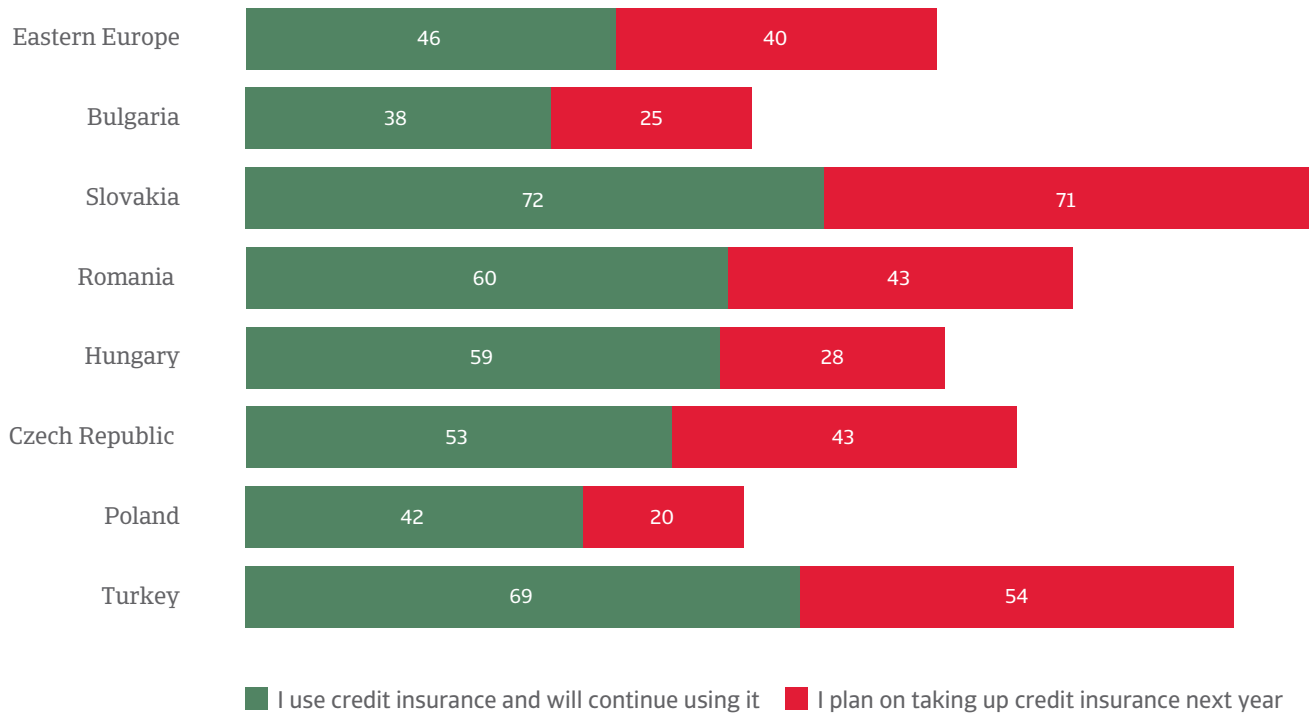
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By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Self – insurance	72%	69%	58%	49%	56%	64%	77%	84%
Sending invoice payment reminders to defaulting customers	64%	59%	55%	58%	57%	57%	61%	73%
Trade credit insurance	56%	63%	48%	51%	52%	55%	58%	68%
Adjustment of credit terms	61%	58%	44%	47%	51%	52%	62%	66%
Sell on cash terms	50%	61%	55%	50%	43%	55%	66%	70%
Avoidance of customer credit risk concentration	56%	57%	44%	47%	50%	48%	58%	61%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

Eastern Europe: trend in use of trade credit insurance over the coming 12 months (% of respondents)



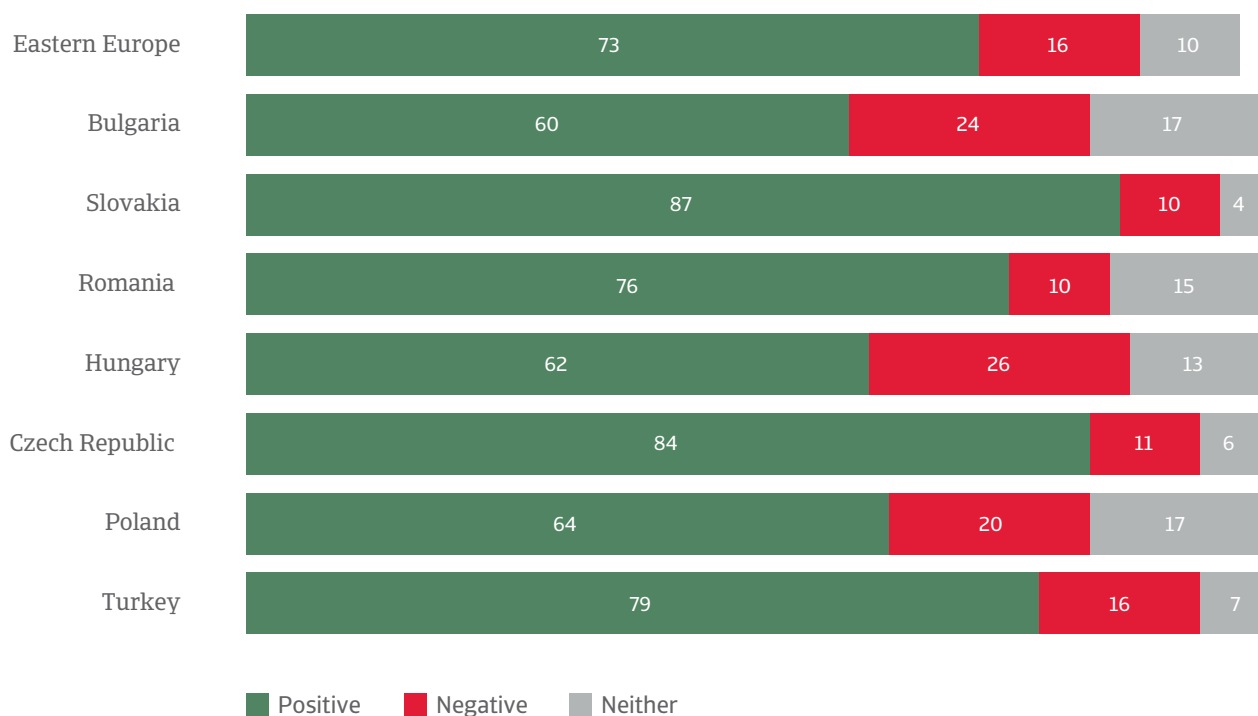
Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

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
I use credit insurance and will continue using it	56%	63%	48%	51%	52%	55%	58%	68%
I plan on taking up credit insurance next year	47%	41%	32%	25%	36%	36%	45%	49%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

Eastern Europe: business growth expectations in 2022 (% of respondents)



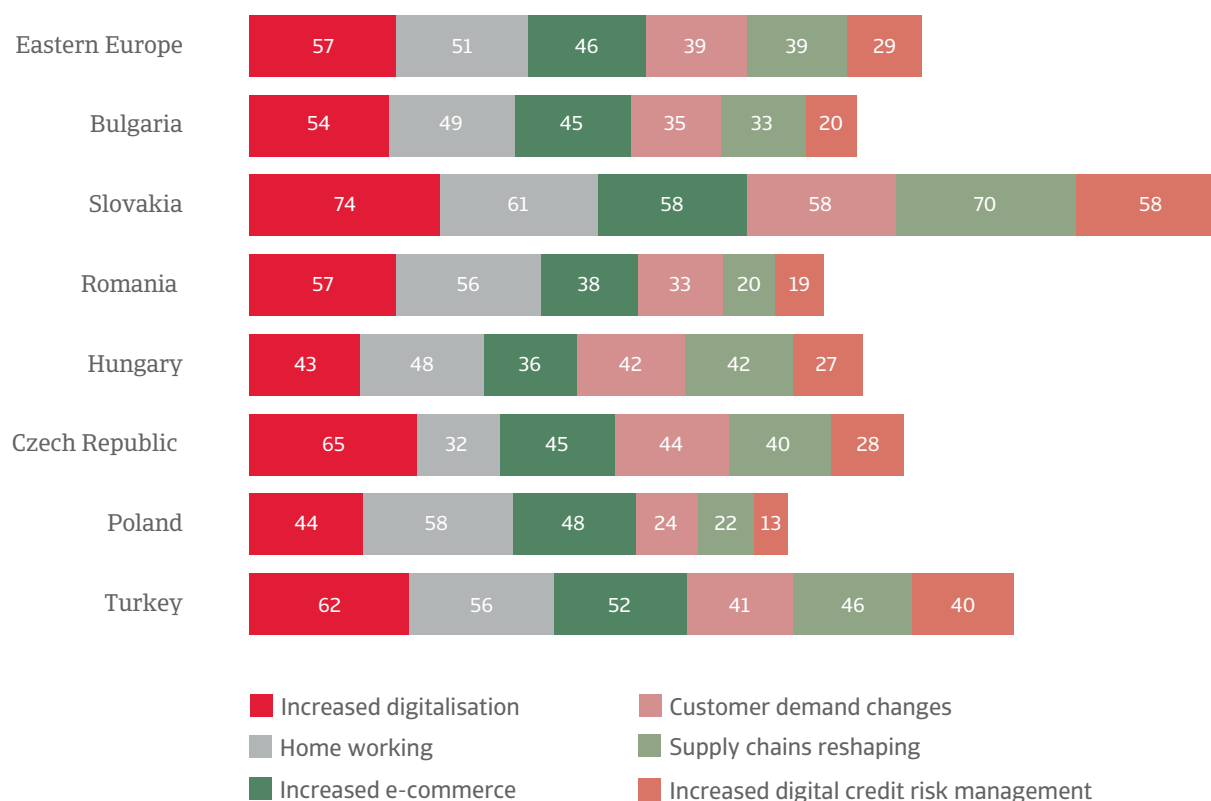
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

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
Positive	79%	71%	72%	55%	67%	77%	77%	80%
Negative	12%	20%	17%	24%	18%	13%	15%	15%
Neither	9%	10%	11%	21%	15%	9%	8%	6%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

Eastern Europe: pandemic-induced changes in the way of doing business expected to become a permanent feature of business operations (% of respondents)



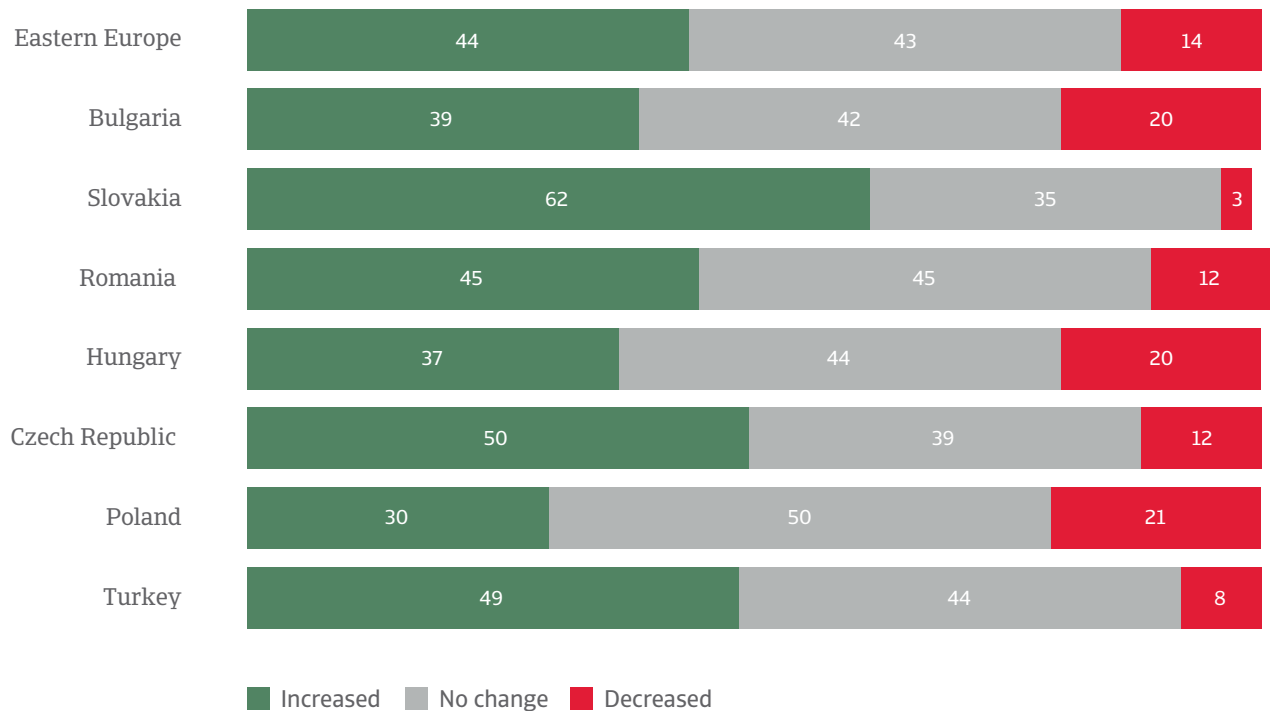
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By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Increased digitalisation	61%	56%	52%	49%	54%	54%	59%	63%
Home working	50%	50%	54%	54%	59%	49%	37%	54%
Increased e-commerce	50%	43%	43%	42%	46%	45%	46%	48%
Customer demand changes	42%	38%	33%	38%	39%	35%	38%	47%
Supply chains reshaping	43%	39%	33%	28%	35%	34%	49%	37%
Increased digital credit risk management	33%	33%	22%	16%	29%	22%	28%	40%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

Eastern Europe: expected DSO trend in 2022 (% of respondents)



Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

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	52%	43%	37%	29%	40%	46%	48%	48%
No change	38%	47%	45%	46%	43%	36%	44%	44%
Decreased	10%	11%	17%	25%	16%	17%	8%	8%

Sample: all interviewed companies (active on domestic and export markets)
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Eastern Europe: top ten risks businesses expect to face in 2022 (% of respondents)

Protraction of the pandemic



Slower or no rebound of the domestic economy



Prolonged downturn of the global economy



Increase in insolvencies



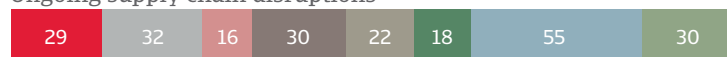
Slower or no rebound of certain industries



Liquidity shortfalls



Ongoing supply chain disruptions



Restriction of movement of goods



Political instability



Cyber and fraud risks



■ Eastern Europe
 ■ Turkey
 ■ Poland
 ■ Czech Republic
■ Hungary
 ■ Romania
 ■ Slovakia
 ■ Bulgaria

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

Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

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
Protraction of the pandemic	48%	51%	60%	68%	60%	57%	40%	48%
Slower or no rebound of the domestic economy	46%	40%	32%	42%	40%	36%	45%	44%
Prolonged downturn of the global economy	41%	35%	46%	49%	43%	37%	40%	40%
Increase in insolvencies	41%	35%	37%	43%	44%	36%	31%	39%
Slower or no rebound of certain industries	38%	38%	36%	37%	39%	35%	38%	36%
Liquidity shortfalls	34%	29%	30%	29%	31%	28%	29%	39%
Ongoing supply chain disruptions	33%	27%	24%	24%	30%	22%	29%	33%
Restriction of movement of goods	32%	26%	27%	24%	32%	25%	26%	26%
Political instability	27%	22%	29%	37%	34%	30%	14%	25%
Cyber and fraud risks	27%	19%	24%	23%	26%	24%	19%	25%

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

Source: Atradius Payment Practices Barometer Eastern Europe – November 2021

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