



Member Survey Insights

**Institute of Plumbing South Africa (IOPSA) and  
Plumbing Industry Registration Board (PIRB)**

# Market Outreach Process and Methodology

Members of IOPSA and PIRB were sent a link to the online survey



The survey was sent to 1633 businesses with 340 response received (21% response rate).



Online standardized form used to capture data to allow for comparison

**Important Note: this survey was completed before any lock down extensions were announced**



## Sample Questions

What are the current realities and your top concerns and challenges?

Are you accessing government support programmes and mechanisms? ( Yes/no, why not and what are the challenges/concerns)

Way forward after lockdown? What is top of mind for you? What are the key issues and what additional support would be useful?

Local procurement - ability to replace imported procurement with local production and how easily? What support would be required?

Current and envisaged (after lockdown) labour position (payment of salaries/wages, job losses)?

# Overview and Headlines



92% of respondents qualify as essential services, only 78% are operational with most operating at capacity levels of 50% and less. The vast majority have experienced significant drops in revenue

Microenterprise /  
SME



Qualify as  
Essential Services



Accessing  
Economic Relief



73% of businesses expect a **drop in revenue greater than 50%**



48% **operating at less than 25% capacity**, and 11% up-to 50%



Main concerns: **Maintaining cash flow** and payrolls. **Business closure**



Challenges for those operating: **Staff safety** at work and **transport**



**+80% need information and guidance** needed – to access economic support



53% report difficulties in **sourcing materials and supplies**

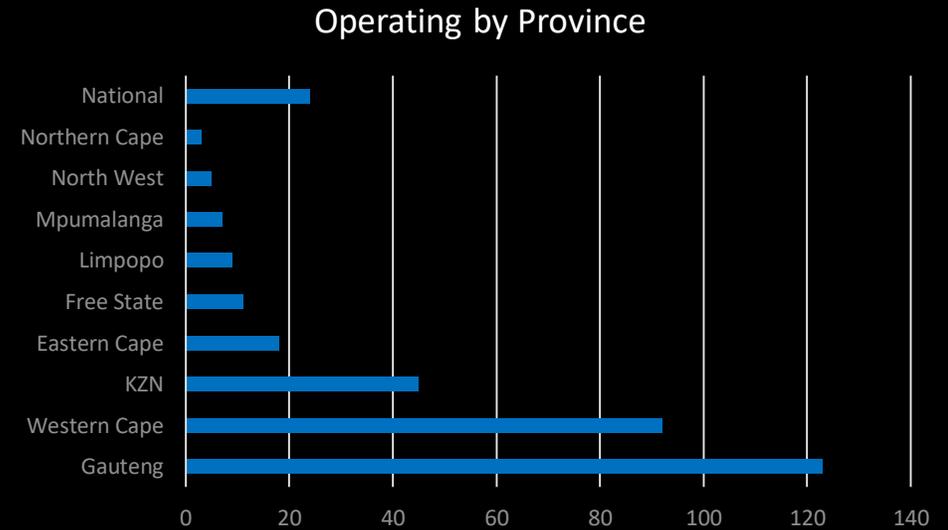
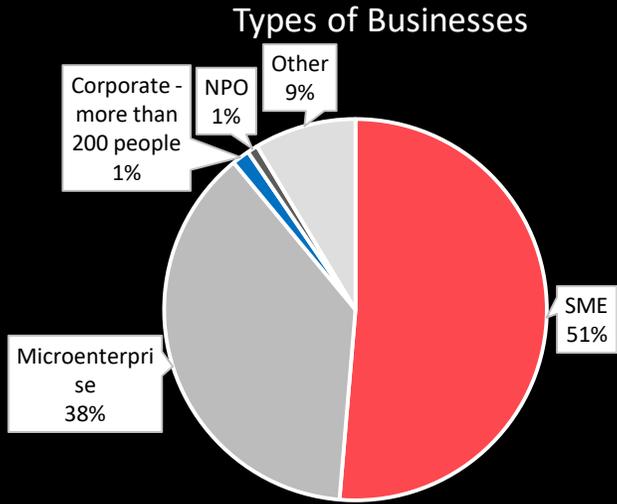
- Insights in this report are drawn from a quantitative, online survey
- 1633 members surveyed during the week of April 6th, 2020
- A total of 340 responses

*"I suggest the various Building Councils meeting with each other to select a team of 'active hands on PLUMBING representatives' in order to arrange a 'PLUMBING Q&A' with Government - and afterwards give written, step-by-step feedback and guidelines via e-mail to the PLUMBING industry's 'not so sharp blue collar pencils'...WITHOUT confusing the chaos even more!!!"*

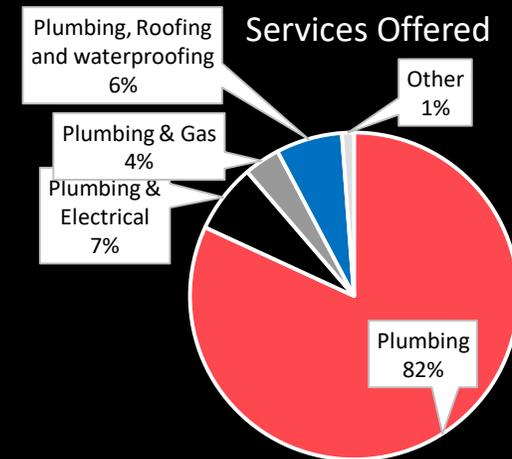
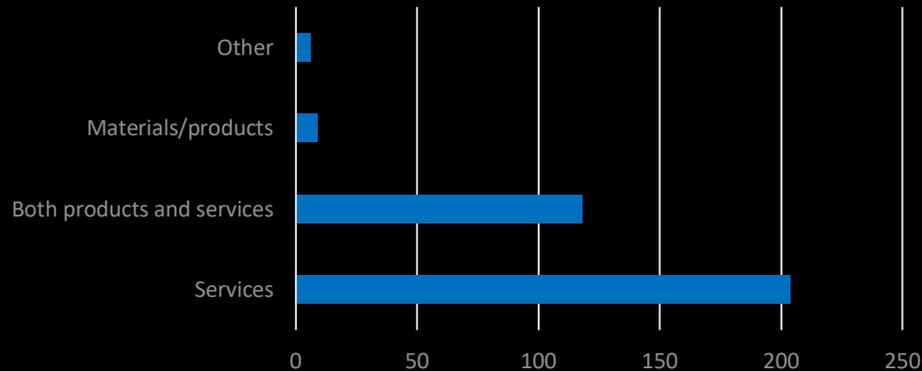
*"After lockdown the virus wont disappear, There will still be major risks. How do we then start working with staff who have been exposed or working in customers houses who have been exposed? Am thinking of retrenching staff and keeping one staff member who stays alone in his own house. Less risks of exposure. Customers who have lost their jobs in paying for our services. Another concern."*

# Geographic spread and types of businesses

Of 340 businesses, 51% are SMEs and 33% are microenterprises



Does your company provide products or services?

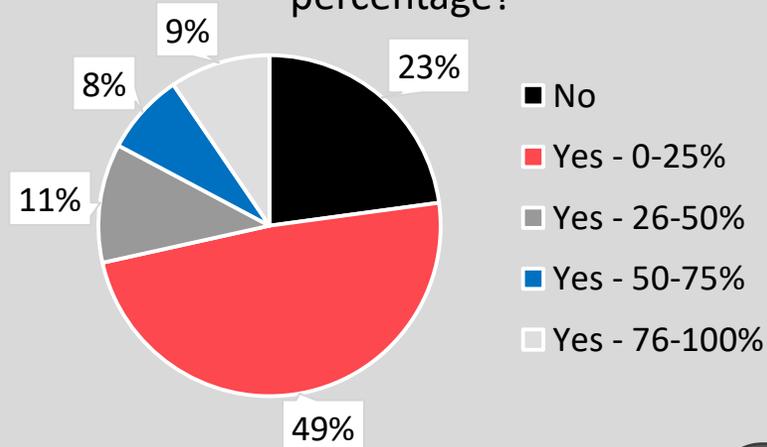


# Impact on Business Operations

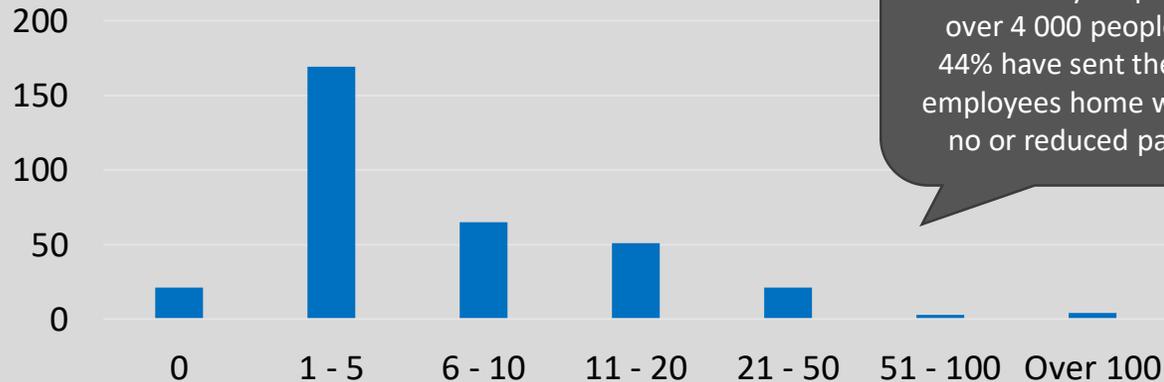


Despite plumbing being an essential service, the majority of businesses are either not operating or are operating at less than 25% capacity due to reduced demand. 73% of respondents believe they will suffer a decrease in turnover of over 50%.

Are you currently operational? If yes, what percentage?

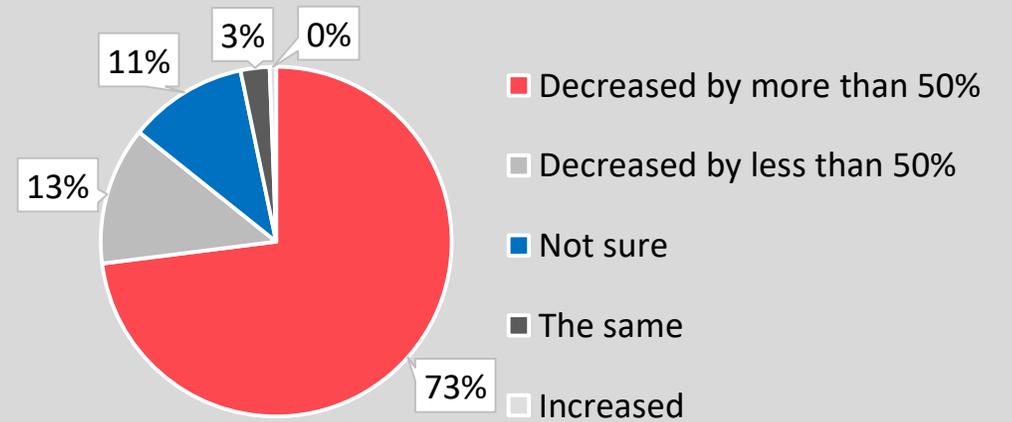


Number of Employees



These businesses collectively employ over 4 000 people, 44% have sent their employees home with no or reduced pay

Estimated effect of lockdown on average turnover/sales



In terms of compliance, 210 of 340 businesses are registered with CIPC and are UIF compliant while 38% are not UIF compliant and 17% are not registered at CIPC so are less likely to access the government support mechanisms.

# Major Challenges now and post-lockdown

82% of respondents are worried about cashflow, and other issues include payroll, reduced customer base, procurement, and safety.



Issues	Current Concern?	Future Concern?	Severity
<b>Maintaining Revenue/cashflow:</b> The loss of revenue is already felt, and/or anticipated, by almost all employers and will continue to be an issue after lockdown.	✓	✓	 <p>82% of respondents felt this was a serious current challenge</p>
<b>Maintaining Payroll:</b> Most of the respondents run small businesses and payroll is a major concern	✓	✓	 <p>54% of respondents list maintaining payroll as an issue</p>
<b>Reduced customer base:</b> While plumbing is an essential service, these businesses have experienced significantly reduced demand. This could be due to businesses being closed.	✓	✓	 <p>47% are worried about their customer base</p>
<b>Procurement of material and supplies:</b> With some of the usual international trade cut off, plumbers do seem to see procurement as a challenge	✓		 <p>53% of respondents are worried about this</p>
<b>Security and Safety:</b> Worries about security of the physical spaces as well as staff is top of mind for several employers	✓	✓	 <p>31% of plumbing businesses are concerned about call outs</p>
<b>Potential business closure and staff retrenchments</b>	✓	✓	 <p>~25% feel that closure and retrenchments are real possibilities</p>

53% of businesses are facing issues with procurement due to suppliers closing and lack of stock

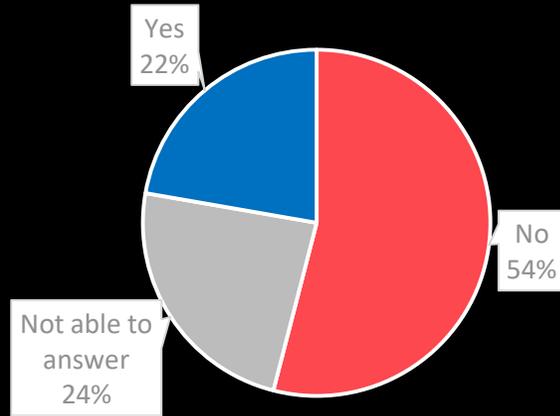


# Access to Support

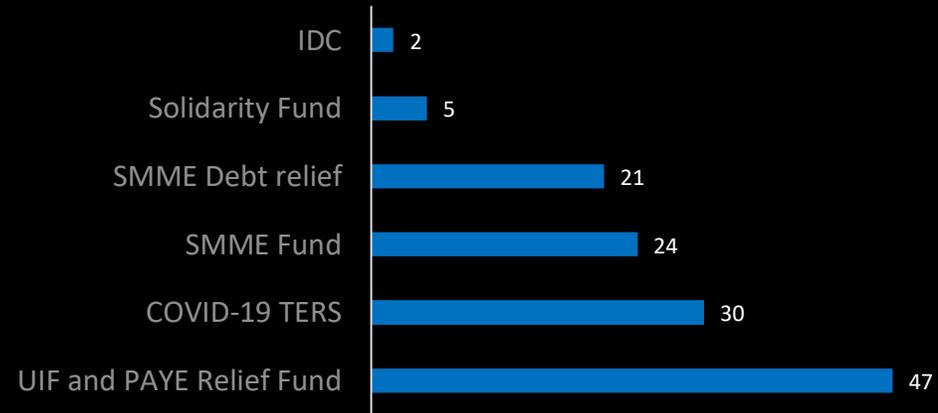
Of 337 businesses, only 22% are accessing any form of government support.



Are you accessing any government support mechanisms/economic aids?



Which economic aids are you using?  
(76 respondents, some accessing multiple)



## Reasons for not accessing govt. support

1. Skeptical of the process or the support
2. Didn't know about it
3. Aren't eligible (questions around whether sole proprietors are eligible)
4. Don't have capacity to manage it

## Ideas for additional support?

1. Help with application for grants
2. Tax/VAT Relief
3. Provision of safety equipment
4. To hold off on any PIRB and IOPSA renewal increases this year.



**These insights were powered by  
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