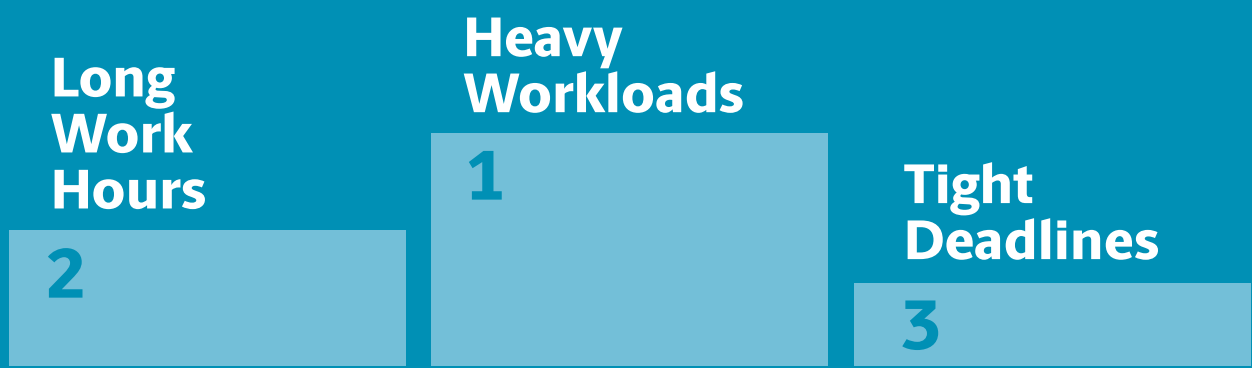


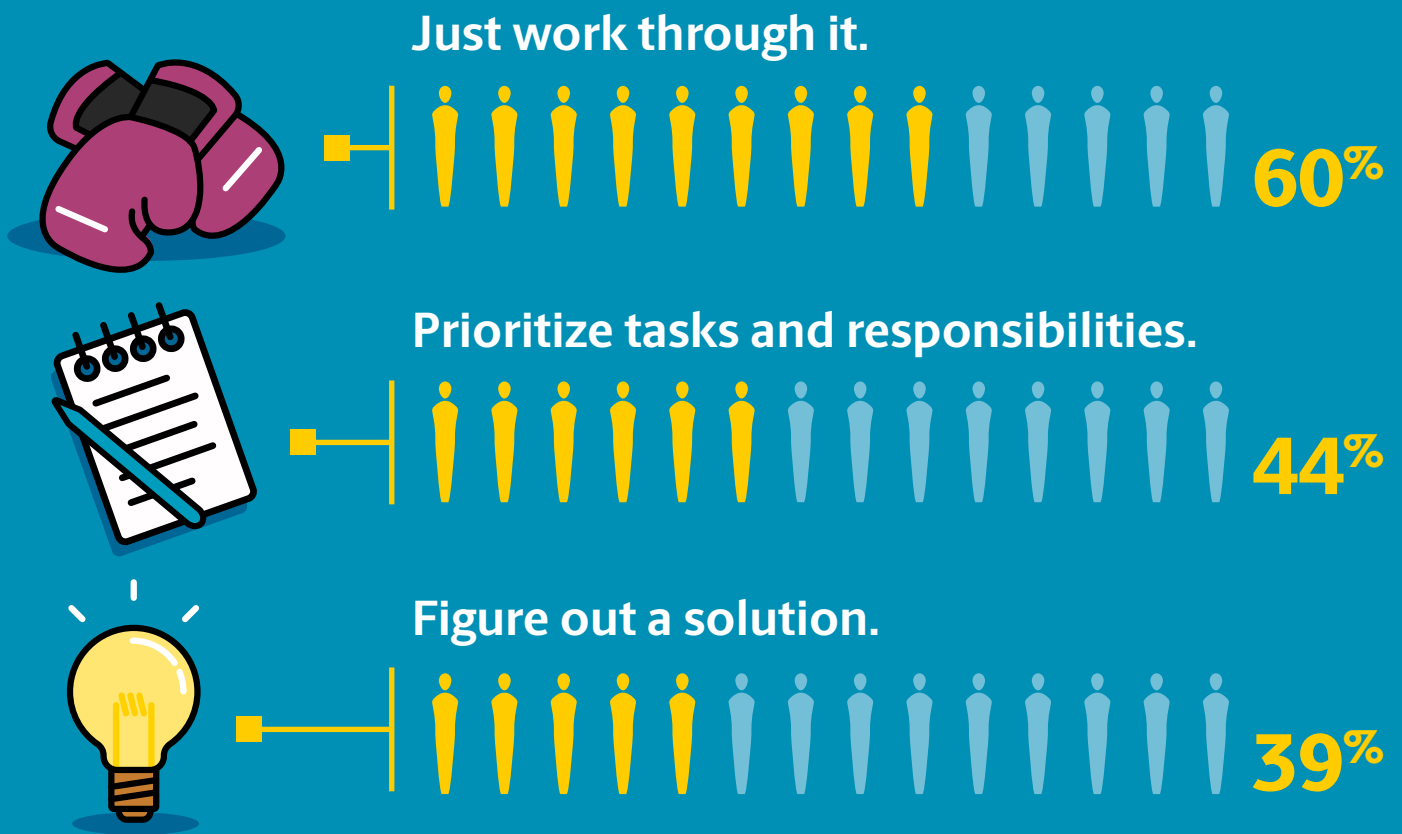
# Inside Small Business Survey

Small business owners are no strangers to stress and they're using that familiarity to navigate through the pandemic. Here's what we found in the third annual The UPS Store® Inside Small Business Survey:\*

## The three most stressful aspects of the job:

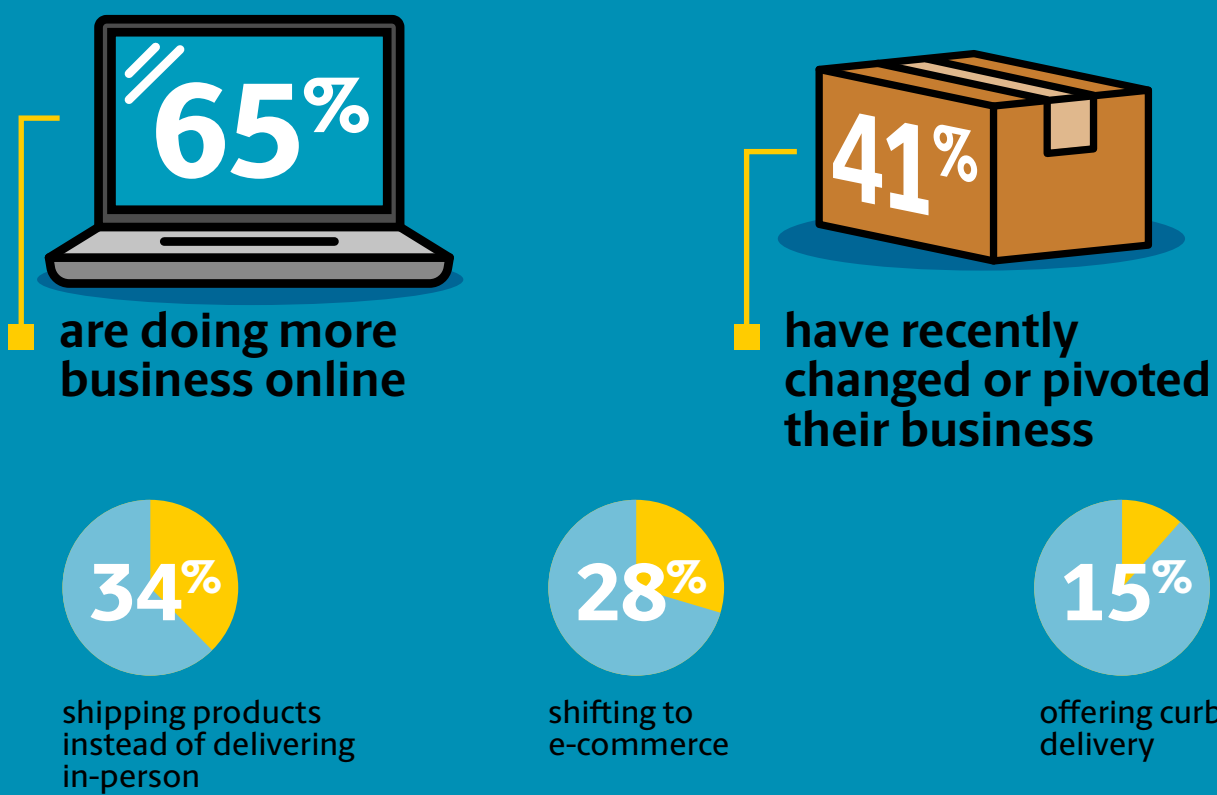


## The top three ways to combat those stressors:



## Small Businesses are Adapting for Customer Safety.

New research from The UPS Store's Small Biz Buzz Survey conducted during the pandemic revealed that 41% changed or pivoted their business in the following ways: \*\*



**Nimble as ever, small business owners continue to evolve their workforce, products, practices and business models to ensure the best success possible.**

\* The UPS Store commissioned TRUE Global Intelligence, the in-house research practice of FleishmanHillard, to conduct an online survey of full-time employees (35 or more hours per week) at small businesses (n=510) and large businesses (n=496). Small businesses were defined as those with 1-499 employees, while large businesses were defined as those with 500 or more employees. Results are representative of the full-time employee population by age and Census region. The margin of error fell within +/- 4 percentage points with a confidence interval of 95 percent. The survey was fielded between February 26 and March 2, 2020.

\*\* The survey is part of an on-going tracking survey that The UPS Store is conducting with small business owners who are members of their private online community, The Small Biz Buzz. The survey was conducted online. In total, 330 small business owner customers of The UPS Store from across the country responded to the survey, representing a margin of error = +/- 5.5, 95% CI. The fieldwork took place between May 19 and June 2, 2020.

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