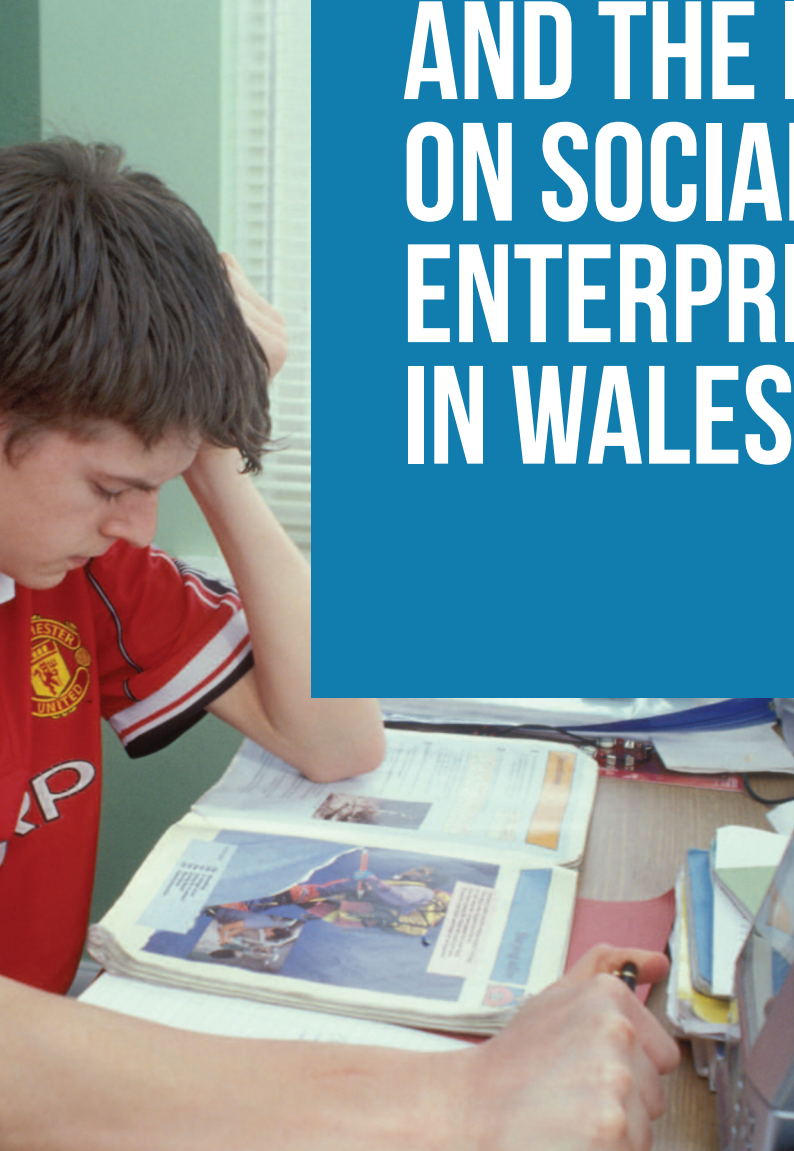




COVID-19 AND THE IMPACT ON SOCIAL ENTERPRISES IN WALES



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01 INTRODUCTION

The first case of COVID-19 was recorded in Wales at the end of February 2020, with the first case of transmission recorded on 11 March. A nationwide 3-week lockdown was announced by the First Minister, Mark Drakeford on 23 March, which was subsequently extended in mid-April and again on 8 May 2020. Although there have been minor changes to the lockdown measures, the message in Wales clearly remains to ‘Stay at home’.

The effects of the pandemic on the social enterprise sector have varied significantly. Many social enterprises were forced to close, whilst others have been in the front line of the response effort providing crucial community support to the most vulnerable. Others have diversified their products and services which has enabled them to remain operational during this difficult period.

The purpose of this report is to provide an update on what has been happening to the sector in Wales.

Input into this report has been provided by the social enterprise support agencies that operate in Wales; Development Trusts Association Wales, UnLtd, Social Firms Wales, Coalfields Regeneration Trust, Welsh Council for Voluntary Action (WCVA) and

Wales Co-operative Centre. Together these organisations provide a variety of general and specialist business support, mentoring and funding to the social enterprise sector in Wales and it is not unusual for social enterprises to access the support offered by more than one of these agencies.

The support agencies in Wales have all been in close contact with many of their members and clients during this time. A limited number of social enterprises have been contacted directly to obtain their viewpoint/concerns about what is happening on the ground and the support services that they have accessed.

02 SUPPORT AVAILABLE TO SOCIAL ENTERPRISES IN WALES

There are a variety of short-term support packages available to social enterprises in Wales and these have fallen broadly into two categories: **financial support** and **business support**.

2.1 FINANCIAL SUPPORT

Both Welsh Government and the UK Government introduced financial support and aid schemes to help businesses through this challenging time. Such initiatives have included:

FROM UK GOVERNMENT

Furloughing Scheme: the UK Government's furloughing scheme is now open for applications. The scheme will enable employers with a PAYE system to claim up to 80% of staff wages up to a maximum of £2,500 per employee, plus NI and pension contributions. The scheme runs from 1 March 2020 until 31 October 2020.

Statutory Sick Pay: can be claimed back to cover employees for up to 14 days absence while self-isolating and the evidence requirements have been relaxed.

Rate Relief and Grants: eligible businesses will gain rate relief against their premises until 2021. In addition, small businesses can apply through their local authority for grants of £10,000 and £25,000 for those businesses in the retail, leisure and hospitality sector.

HMRC has developed a Time to Pay scheme and delayed VAT payments as a means of injecting short-term cash savings into businesses.

Coronavirus Business Interruption Loan (CBILS): enables UK businesses to apply for loans up to £5m over a 1-6-year period. The government will offer up to 80% guarantee to lenders and will cover the first 12 months of interest payments and all fees are waived including early repayment fees.

FROM WELSH GOVERNMENT

Welsh Government has introduced additional support schemes, specifically for Welsh businesses, which can be accessed in addition to the UK Government schemes and these include:

Economic Resilience Fund:

administered through Business Wales, it offers two levels of grant support; a micro scheme with a £10,000 grant for businesses with 1-9 employees and an SME fund of up to £100,000 for Welsh businesses with 10-249 employees.

Welsh Government has also released funding to a number of sector bodies including:

- **Sports Wales:**
<https://www.sport.wales/content-vault/emergency-relief-fund/>
- **Arts Council for Wales:**
<https://www.heritagefund.org.uk/news/coronavirus-update>
- **WCVA:**
<https://wcva.cymru/funding/volunteering-wales-grants-scheme/>

Third Sector Resilience Fund: delivered through Social Investment Cymru, this is a Welsh Government initiative designed to support social businesses which have not been able to secure sufficient funds from other sources to access up to £75,000. The fund is a mix of grant (75%) and loan (25%).

A number of grant funders/foundations have also developed their own funds in response to COVID-19 and specialist pots of money.

We welcome the way in which funders and foundations have been working collaboratively through the Wales Funders Forum to meet the needs of the sector. Information on what is available to Welsh social businesses can be found at:

- **Funding Cymru:**

<https://funding.cymru/pages/coronavirus-latest/>

- **Grants Online:**

<https://www.grantsonline.org.uk/coronaviruses.html>

These webpages are being kept up to date to allow social businesses to know when additional sources are being made available. There are also diversification funds available, however, support agencies have commented that these funding streams can be difficult for social enterprises to access.

It appears that many social enterprises have applied for business rates relief, although the time it has taken the various local authorities within Wales to process these applications and make the payments has varied significantly. Social enterprises have also made applications to both the micro level and the SME level of the Economic Resilience Fund, administered by Welsh Government. Some have already received payments from the fund. Many have also utilised the furlough scheme, however, concerns were expressed about how the scheme would end. Social enterprises felt that during the recovery phase they were likely to need some staff back on a part time rather than full time basis as they started to rebuild.

In Wales, many social enterprises which are ineligible for the Economic Resilience Fund have applied for the Third Sector Economic Resilience Fund. Support agencies in Wales have been working closely with Social Investment Cymru (WCVA) which is administering the Third Sector Resilience Fund. Social Business Wales also developed a route map of available funding, to allow social enterprises to access the most appropriate sources of funding, in a timely manner (<https://wales.coop/wp-content/uploads/2020/04/Road-Map-of-support-eng.pdf>).

The Third Sector Resilience Fund is comprised of 75% grant and 25% loan, whereas the Welsh Government Economic Resilience Fund is 100% grant. Evidence suggests that some smaller social enterprises have decided not to apply for this funding due to the loan element of the scheme.

To date Welsh Government have processed 57 successful applications from social enterprises, to the SME level of the Economic Resilience Fund. The value of the funds awarded to date is £2.9million. Social Investment Cymru has dealt with more than 100 applications to the Third Sector Resilience Fund. Most of the applications have been approved and the total value of the payments exceeds £4 million. This funding stream was intended to serve as a 'safety net' for the third sector; the number of successful applications and the quantity of funds allocated, validates the necessity of this emergency funding source.

It must be acknowledged that some social enterprises are falling between the gaps of the various support funds and a small number of social entrepreneurs have had to turn to Universal Credit and/or self-employment grants for financial support.



CASE STUDY

Galeri Caernarfon

Galeri Caernarfon Cyf, established in 1992, is a not for private profit community enterprise operating as a development trust in the historic town of Caernarfon, Gwynedd.

The company has improved the image of Caernarfon town centre by purchasing derelict buildings (shops, offices and housing) within the walled town. The Trust has refurbished and re-developed more than 20 previously vacant and run-down properties in Caernarfon, which is now a World Heritage site.

The Trust has also developed the flagship Galeri Creative Enterprise in the Victoria Harbour area of Caernarfon, housing a theatre, two cinema screens, 24 business office units, art space, rehearsal studios, conference and meeting rooms and a café bar.

The company contributes more than £5 million per annum to the Gwynedd and Anglesey economy. It employs over 50 members of full-time, part-time and seasonal staff and supports an additional 50 jobs in the local economy.

Galeri, like many other social enterprises in the cultural industries, has been significantly impacted by the COVID-19 crisis and has had to close all its facilities and offices. Most staff have been furloughed. It has applied for a range of interim grant and loan financial support through Welsh Government and the Arts Council of Wales.

2.2

BUSINESS SUPPORT

Within Wales several agencies, as outlined in Section 1 of this report, provide bespoke business support to the social enterprise sector. Business support includes mentoring, input from specialist business advisors and peer to peer support.

START-UP / EARLY STAGE SOCIAL ENTERPRISES

Information from business advisors/mentors who are dealing directly with start-up/early stage social enterprises shows that the majority were planning to go ahead with their business, and they were using this time to:

- Undertake additional business planning
- Review financial modelling
- Develop policies
- Re-vision their business model
- Take part in online webinars and virtual networking events (facilitated by support organisations)
- Undertake online training
- Develop new markets, facilitate and promote online sales and payments.

However, some social enterprises that have existing operations, have been diverted away from their “new start” plans to provide emergency support for their communities. Others, who are volunteer led (and generally led by older people), have retreated from their business idea or suspended it temporarily to protect those who are shielding.

There are also examples where social enterprises have had business development staff or other staff furloughed, consequently they are unable to move ahead with their new start and enterprise development currently.

It is considered that the social enterprises at this point of their lifecycle have limited risks and liabilities. Their main concerns were:

- Access to future capital funds, as a significant amount of capital has been and will be diverted to deal with the immediate effects and recovery phase of the COVID-19 epidemic
- Not knowing what the duration of lockdown is likely to be in Wales and the delays to getting their plans back up and running
- Many new starts were relying on a blended approach to their first phase of funding (grant, capital loan and trading income) and the proportions of each of these income streams will need to be reconsidered and business plans updated.

ESTABLISHED SOCIAL ENTERPRISES

The focus of established social enterprises has been survival. Many social enterprises in this category have contacted social enterprise support agencies to discuss how to access emergency funds and as a result most now have short-term funding in place.

A large number of social enterprises have had no choice but to enter 'hibernation mode', and whilst this does ensure short term survival, it does mean that key members of staff are not available to undertake tasks, such as submitting grant applications. For those that have submitted capital grant funding applications, such as community facilities grants, it is understood that the assessment process is ongoing. However, they will be unlikely to be able to submit further capital grant applications as many funding streams have been diverted to deal with the COVID-19 response.

Larger social enterprises and certain sectors, with significant overheads, have been particularly affected by the closure of their buildings and operations and loss of revenue, trading income and cashflow issues, for the immediate and perhaps medium/long term future, which is the main source of their income.

Many social enterprises in Wales have contracts with local authorities e.g. for the provision of social care and recycling services. These enterprises have adapted and continue to provide these services. Many consider that such contracts are providing valuable income streams during this time of uncertainty.

Other social enterprises have diversified the goods and services that they offer and/or the client groups that they trade with, to continue operating. In some cases, it is acknowledged that the modifications may not be sustainable, whilst for others the adaptations have provided longer term 'food for thought'. Support agencies and social enterprises have also acted as facilitators, connecting enterprises with each other and signposting to funding opportunities which have allowed immediate local issues to be addressed, such as those relating to food provision.

In terms of generating short term cashflow, some social enterprises have used 'pay it forward' schemes, such as venues selling vouchers for future events. Cash flow generated by membership has also been significantly affected, for example many social enterprises in the leisure sector have closed and suspended their membership schemes.

A number of social enterprises rely on grants as part of their funding matrix. Organisations that have spoken to their grant funders have generally found that the majority are being very supportive during these challenging times, with significantly modified outcome expectations, although, we are aware of one example where the grant funding organisation wanted to suspend the project until early 2021. The affected social enterprise and the funder are currently in negotiations to find a viable solution.

CASE STUDY

Ministry of Life

Ministry of Life works with hard to reach young people in South East Wales, delivering music and arts-based youth work since 2008. During this time, it has delivered community events, youth workshops and youth clubs services which provide support, opportunities and education. It works with 100-120 young people, between the ages of 11 and 25, per week including local British and EU Roma young people.

During the lockdown its face to face delivery of services has stopped and youth workers at the social enterprise are worried about the impact that this is having on the well-being of the young people that they support.

Ministry of Life is keeping its connections with young people and through the support of CWWYS, Promo Cymru and the NSPCC, it has created solutions and coordinated e-groups with its young people. The activities have included writing quizzes, making lockdown scrapbooks and helping with homework. These activities have allowed Ministry of Life to sustain its ongoing relationships with its young people and allowed the groups that it works with to seek advice and guidance during this challenging time.



For social enterprises that employ staff from vulnerable groups, this has been a period of particular concern as they are not only worried about the survival of their operations, but also the needs and well-being of their clients/service users and their families who have had to cope with significant changes to their day to day routines. One organisation that we spoke to has started weekly phone calls to service users and their families and has started to use a community Facebook page and virtual coffee morning for service users to keep in touch with each other. They are also in the process of developing an online training and activities hub for their client group.

Also, for social enterprises located in South Wales valleys communities the COVID-19 epidemic has hit them whilst they were still in the process of recovering and rebuilding from the effects of Storm Dennis in Mid-February 2020.

Dealing with the consequences of the COVID-19 epidemic has been a very stressful time for social entrepreneurs. Many have felt the pressure of leading their organisations at this time of business and financial uncertainty. Some leaders have found it difficult to cope with the crisis situation and it has taken its toll on their well-being. The support agencies in Wales have facilitated peer to peer support networks and individual support to help to reduce the isolation that some social entrepreneurs are experiencing.

We are now at a point where some social enterprises are beginning to reopen, such as those which operate cafes in hospitals, and those which run garden centres and growing projects as part of their wider enterprise activities; support agencies will continue to provide advice and guidance in dealing with these challenges.



CASE STUDY

Creative Social Enterprise in Action in the Community

The challenge of regenerating the former coalfield communities of the Valleys is significant. COVID-19 is expected to further exacerbate these challenges especially faced by the most deprived communities in Wales. The impact of COVID-19 has forced many residents into self-isolation, creating greater hardship for vulnerable people. However, the Valleys spirit of co-operation and mutual support is alive and well in Blaenau Gwent with many individuals and organisations coming together to address the COVID-19 challenge.

Leading the way is Cymru Creations Ltd, a Tredegar based social enterprise media company, which following shutdown created and mobilised the Tredegar Community Taskforce. In just a few days they found the resources and organised support for elderly and vulnerable people in Tredegar Town and in particular the deprived estate of Cefn Golau, delivering much needed food parcels to homes, snack packs for school children, shopping services, delivery of prescriptions and generally helping those in need.

The Taskforce is a great team effort supported by employees, volunteers and partners of Cymru Creations and drawing in support from the Invest Local group and the Coalfields Regeneration Trust. Since lockdown started the Taskforce has delivered 4,000 meals and extended the service across Blaenau Gwent.

03 PROSPECTS IN THE MEDIUM TERM

Support agencies within Wales are well placed to provide bespoke business advice to the sector as it starts to reopen and rebuild. This support is available for both new start organisations and existing social enterprises throughout Wales.

CONCERNS

Both the sector and the support agencies have raised concerns that funding bodies have, understandably in response to the crisis, allocated significant quantities of money dealing with the immediate impact of the COVID-19 epidemic; what will happen to the project, capital and grant funding sources that have been traditionally available to the sector for the remainder of 2020 and 2021 as they look to rebuild their businesses?

We know that this is having an immediate impact on some start-ups – they cannot source match funding at the moment, as all sources have dried up, or are understandably refocused on COVID-19. Enterprises such as this will be part of the “green shoots” of recovery, so will need suitable and available funding support.

Although during the immediate effects of the crisis social enterprises dealing with the public sector have benefitted from the cashflow provided by public sector contracts, in the medium to longer-term there are concerns that this might change as social enterprises dealing with the public sector are impacted by public sector budgetary cuts.

There are also concerns about the time it will take to replenish traded income streams. Wales has a large number of ‘place based’ social enterprises operating in sectors such as leisure, tourism and the arts. Such organisations maybe amongst the last to exit the lockdown phase of the COVID-19 response. Many social enterprises operate cafes and they have practical concerns about how to operate socially distanced seating areas when the lockdown is eased. There are also particular concerns where disabled people work in social firm cafes. There have also been reports in the UK press that Government wage subsidies for disabled and vulnerable workers could be drastically scaled back from August under Treasury plans to wind down its COVID-19 furlough scheme.

Charities and social enterprise employers have been told by the Government that its plan to bring the coronavirus job retention scheme to an eventual close this autumn does not currently include an exemption for vulnerable workers.

Additionally, ‘The Effect of the COVID-19 Pandemic on our Towns and Cities’ a report published by the Centre for Towns, acknowledges:

“The immediate short-term crisis is presented by the shutdown of large parts of the economy; many of which are disproportionately found in small and medium sized towns. In the medium- and long-term, the capacity of these towns to be able to recover from COVID-19 may be impeded by their existing status.”

Several coastal and valleys towns within Wales are specifically mentioned in the report, such as Rhyl and Tredegar.



CASE STUDY

Porthcawl Harbourside Maritime Centre

Porthcawl Maritime Centre is a major new build development undertaken by Credu Charity on a 0.9acre site on the Harbourside, which is currently at the on-site construction phase. It has received major funding from the National Lottery Community CAT Fund in Wales and by EU funding through Visit Wales and others.

The Centre will bring educational, cultural, economic and well-being benefits to the South Wales Coast for residents and visitors. It will house the Sea Cadets, the Welsh Surfing Federation and other marine organisations, food outlets, performing arts, well-being spaces, accommodation, and a Sea Quest education centre. The Charity hopes to create 100 new jobs.

The new Maritime Centre and Harbour Quarter project offers a sustainable development which will restore and enhance Porthcawl's rich maritime heritage as a premier seaside resort, increase footfall to the town and contribute to the overall regeneration of the area, while nurturing an ethos of community engagement and economic growth.

Due to COVID-19 lockdown requirements, the Charity has had to cease all construction activity. It is concerned about delays to the capital build and the loss of planned first year revenue income. All funders have been supportive to date in terms of the unforeseeable delays.

BUSINESS SUPPORT

Support agencies within Wales are well placed to provide bespoke business advice to the sector as it starts to reopen and rebuild. This support is available for both new start organisations and existing social enterprises throughout Wales.

The funders of these programmes have been supportive of the need to adapt business advice services and be flexible in the short-term. In the medium-term, support programmes (especially those focused on growth) should be modified to focus on rebuilding and long-term resilience, with an emphasis on building resilient communities through sustainable social businesses. Initial discussions with funders suggest that they will support the change of emphasis.

As social distancing continues the effects will be vary between the different social enterprise sectors. Businesses will also need to adapt to the possibility of a stop/start economy.

PEER SUPPORT

People and communities can also learn from each other through peer to peer knowledge and skills transfer and support, as has also been the case during the crisis. This has continued online during the crisis but will hopefully rebuild to face to face mentoring and learning as lockdown and social distancing requirements ease. The support agencies in Wales endorse the peer to peer learning approach.

CASE STUDY



Vibe Youth CIC

Vibe Youth CIC is based in Swansea and provides well-being support for the most vulnerable young people, usually at risk of exclusion from school. The enterprise cannot currently deliver services in education or youth settings, but is aiming to adapt to some form of online platform in order to still be able to provide support for project participants.

Both partners in the business cannot access any suitable means of financial support e.g. Economic Resilience Fund as they are ineligible, or the schemes have been oversubscribed. They are unwilling to utilise the furlough schemes, as this means that they will be unable to work.

Most importantly, the young people that Vibe Youth CIC supports are now at real risk of regression, deteriorating behaviour and potential harm. The enterprise is planning to deliver services via an online platform so they can continue to offer support, however both partners require funding to cover essential living expenses, development of the online platform and other overheads. Their services will be invaluable for young people as we move to the recovery phase with COVID-19.

CASE STUDY



Cardiff Salad Garden

The enterprise is based in Bute Park Cardiff, in a site leased from Cardiff City Council. They grow and sell high quality fresh cut salad leaves with the active participation of disadvantaged groups from in and around Cardiff. These mixed baby leaf salads are hand-picked to order, of high quality, and normally sold to restaurants in Cardiff all year round.

Cardiff Salad Garden has been able to rapidly transform their business model and now the team are running a direct delivery service, via bicycle to people's homes. At the same time the enterprise is maintaining a vital link between the vulnerable people that they support, to look after their well-being. Within days of the lockdown Cardiff Salad Garden had developed a new ordering system to enable the venture to survive and grow. A new polytunnel will increase their growing area and back office ordering systems will streamline the administration of the delivery system. However, for the business to survive into the future they need to input resources to ensure the growth of the venture is sustainable for the long term.

DATA COLLECTION

The collection of data for the sector mapping report will go ahead as planned in the Autumn, conducted by Social Business Wales. It will collaborate with SEUK and SENSCOT and SENI to gain a picture of what is happening in the UK.

SECTOR COLLABORATION

The Social Enterprise Stakeholder Group in Wales will continue to work together to address the concerns raised by our clients and members about the ongoing impact of COVID-19. We will continue to meet regularly, discussing ideas and sharing information. The group will continue to lobby and raise awareness of how critical social enterprise is during the COVID-19 crisis and how important the sector will be to rebuilding communities, as well as local, regional and national economies.

In the forthcoming weeks, the Social Enterprise Stakeholder Group will be revising the Social Enterprise Vision and Action Plan for Wales, taking account of the current situation. The aim of the document is to provide a clear vision of the potential of social enterprises to contribute to the lives and livelihoods of people in Wales and address the climate crisis. It also sets out a progressive action plan to take the sector forward, build new and alternative local economic models, solutions and ownership and ensure it achieves its full potential within Wales. We recognise the importance of such a plan at this critical time.



CASE STUDY

Neath Afan Gymnastics Club

Neath Afan Gymnastics Club is a social enterprise that operates two facilities in the Neath Port Talbot area and relies on its membership fees to keep both facilities open. Having closed their doors and cancelled all classes since the beginning of lockdown, the Club has devised an innovative programme called Homenastics to maintain fitness levels at home. The club has also offered reduced membership fees, free access to the e-gym classroom, Flair Gymnastics, for paying members, and a thank you package that includes freezing annual membership fees and doubling classes to make up for those that were missed once they can reopen.

Despite the challenges, the support they have received has been highly positive. The Facebook page has grown from 3,000 followers to around 4,500 in just a few weeks and they have succeeded in maintaining high levels of engagement, both with parents and children. The club anticipates that the online activities will be quite significant as they get back to business, as parents hesitate to send their children back into close environments.

04

FUTURE PROSPECTS AND OPPORTUNITIES

COVID-19 epidemic has presented an opportunity for reflection about the nature of the economy and society that we would like to see in the future.

FUTURE PROSPECTS AND OPPORTUNITIES

There are many uncertainties and challenges ahead for the social enterprise sector and the support agencies that work with it in Wales. However, the COVID-19 epidemic has presented an opportunity for reflection about the nature of the economy and society that we would like to see in the future.

Although we have all found the lockdown period difficult, there have been a number of positive outcomes associated with this phase, for example:



Communities working together/people getting to know their local communities again



The number of people volunteering within their local area, both formally and informally



A desire to continue some of the 'good' enterprises and community responses that have been initiated



To build on and retain the environmental and climate gains, benefits and behavioural change, locally and globally.



Success of cost-effective home working arrangements



The development of online sales and payment systems



The use of online platforms for business, team and board meetings, networking and training



Changing consumer habits – buy local / buy social – reduce food miles, local supply chains, support local economies and businesses etc.

Many of these changes are positive for the climate change agenda.

In the longer term we need to ensure the continuity of funding for sector specific business support in Wales. The support provided should be flexible and pertinent to the needs of the social enterprise sector. We also need to ensure that the sector has suitable and accessible grant and loan funding streams, allowing enterprises to rebuild, develop and grow, contributing to a resilient and sustainable Welsh economy.



CASE STUDY

ELITE Clothing Solutions

ELITE Clothing Solutions is a social enterprise based in Merthyr Tydfil which has been assisting people with disabilities or disadvantage to obtain and maintain paid employment opportunities within their communities since 1994.

Initially, when lock down commenced, ELITE needed to furlough all its staff and its unit was temporarily closed. But it was approached by Welsh Government with an enquiry of how it could respond to the needs of the NHS in Wales. It was advised of items on the critical list and identified that it could produce scrubs quickly and effectively. Co-ordination of this production work was an initial challenge, due to shortages of thread and elastic, but the tremendous teamwork and collaborative colleagues brought it all together.

At present, ELITE Clothing Solutions has a small workforce who are producing approximately 1,000 sets of scrubs each month for the NHS in Wales, meeting the quality specifications and production levels for NHS approved suppliers.

The Chief Executive Officer says:

“Now is the time for social enterprises to get involved. There are so many opportunities available, and by participating you’re not only supporting Wales, but demonstrating that the need for products and services within Wales, can be met by the social enterprise sector.”

THIS DOCUMENT HAS BEEN PRODUCED AND PUBLISHED BY A STEERING GROUP COMPRISING OF THE FOLLOWING ORGANISATIONS:



Coalfields Regeneration Trust: Dedicated to supporting former mining towns and villages throughout Wales and the UK.



Development Trusts Association Wales: The national, practitioner led membership organisation, supporting and promoting the dynamic network of community owned development trusts and community enterprises in Wales.



Social Firms Wales: Committed to the creation of employment for disadvantaged people through the development and support of viable Social Firms (one type of social enterprise) across Wales.



UnLtd: Finds, funds and supports social entrepreneurs - enterprising people with solutions that change our society for the better.



WCVA: As the national membership body for voluntary organisations in Wales, WCVA exists to enable voluntary organisations to make a bigger difference together.



Wales Co-operative Centre: An independent co-operative that strengthens and empowers Welsh communities by supporting the growth of co-operatives and social enterprises and delivering projects that provide skills and tackle exclusion.

We would like to thank all the social enterprises which gave their time to contribute to this report.

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