Building Resilience Amid Disruption

Navigating the human and business impact of COVID-19 on the chemical industry

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COVID-19 has turned into a global crisis, with the impact recognized as being unprecedented in speed and scale as organizations continue to work their way out of this crisis. It has created a universal imperative for governments and organizations to take immediate action to protect their people. The virus continues to rapidly spread around the world, with thousands of new cases reported daily.
The chemical industry is no stranger to disruption—from SARS to trade policy conflict and the financial crisis.

Yet COVID-19 is unprecedented in its impact, creating a universal imperative for governments and businesses to take immediate action to protect their people.

As COVID-19 continued with lockdowns in a number of countries, the chemical industry adopted ways where they did not stop production and manage workers in their organization operating remotely when/where possible. The companies that succeeded in their operations struck a right balance between social distancing and keeping plants running to provide the basic necessities for society, as well as the antiseptics, disinfectants, protective packaging and more needed to fight the pandemic. Leaders should continue developing new capabilities and ways of working, some of which were developed short-term, that will enable longer-term changes.

The industry must look to past disruptions for guidance on how to navigate the crisis today.

Across disruptions, one success factor stands out: resilience. From strategy to operations and execution, building a sustainable, resilient business has been key—and now, it is more important than ever. For chemical companies, this crisis represents a significant challenge. But it can also be a compelling reason to instill greater resilience across the organization.
COVID-19 takes well-known chemical industry challenges to a new level

Safety of employees and operations
Meeting environment, health and safety challenges (e.g. hazardous processes and products), exacerbated by new issues related to operating during a pandemic.

Uncertainty and volatility in demand
Adjusting to significant volume and price declines. Deviations in end use demand (e.g. increases for food packaging/sacks, pharmaceutical ingredients, disinfectants and medical plastics vs. declines in automotive and construction).

Profitable growth after a downcycle
Flexing product portfolio and operations to align with new customer needs following the crisis, such as global stimulus package effects. Innovating for growth in new areas (products, services, markets).

Integrated production systems
Tuning asset-intensive, integrated production systems that cannot easily shift product streams to align with varying product demand. Consider new avenues to manage assets through alliances and alternative product disposition/uses.

Cost and margin pressure
Realigning traditional advantages (raw materials, processes, innovation) is required by building feedstock flexibility, employing automation/robotics/AI/advanced computing and adding supply chain options.

Structural change
Orchestrating investments and reshaping assets. Changing industrial consumer geographies (e.g. to Asian Tiger Cubs and localization) driven by industrial calibration factors (labor cost differences, automation/robotics, additive manufacturing, customization demands and contagion risks). Meeting circular economy challenges.
The financial impact is significant and severe

COVID-19 has quickly turned into an epidemic of massive, global proportions—one that is posing a serious challenge to many industries.

For a wide range of companies, COVID-19 has affected and is continue to affect demand, supply, customer and investor confidence. Indeed, value chains are being disrupted in unprecedented ways. For the chemical industry, such challenges are compounded by the fact that its customer industries, such as automotive and electronics, are deeply affected by plant shutdowns and the disruption of sales channels.

Furthermore, the fluctuations in the oil industry has strained economic activity which is now starting on a path of recovery from COVID-19 disruptions. The situation had disrupted the oilfield chemical business as well as the economics of alternate feedstock routes and recycling.

Source: Accenture Research based on analysis of industry indices sourced from Capital IQ.

Index = 100 at the crisis date of outbreak (DO): COVID-19 D0 = Feb 21, 2020. Top vs bottom three most impacted industries.
Chemical industry market value has been affected profoundly

In the period following the COVID-19 outbreak, the chemical industry share price index dropped farther and more deeply than it did in previous crises, including the 2008 financial crisis. During that time, there were also more shutdowns of plants in customer industries, such as automotive, than there were during the financial crisis.

For example, by March 20, 2020, COVID-19 has resulted in over 135 auto plant shutdown announcements around the world, mostly for temporary timeframes, but reopenings may be delayed.¹

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Source: Accenture Research based on analysis of chemical industry index sourced from Capital IQ. Index = 100 at the crises date of outbreak (DO). Dates are as follows: COVID-19 DO = Feb 21, 2020; MERS DO = May 20, 2015; Ebola DO = Apr 10, 2014; H1N1 DO = Apr 17, 2009; Financial crisis DO = Sep 15, 2008.

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For chemical companies, COVID-19 highlights the importance of digital in a world disrupted by lockdowns

LESSONS LEARNED:

- Employee protection requires two-way communication channels and platforms.
- Companies without a fully digital marketing and sales capability are cut off from customers by the lockdown.
- Remote access capabilities for employees are essential for business continuity at an enterprise level.
- People-intensive functions such as business services require additional back-ups.
- Safe asset operations require step changes in intelligent automation, robotics and remote control.
- Scenario modeling, shift planning and agile team setup are critical to mitigate the quarantine impact on shifts.
What needs to happen now?

Actions to mitigate near-term operational risks and protect your people
Protect your people, your liquidity and your operations

Actions to take now

**RESPONSE GOVERNANCE**
Quickly implement the program management capabilities, infrastructure and processes required to triage and respond.

**PEOPLE, COMMUNICATION & COLLABORATION**
Continue to stay engaged and keep communicating with your people to boost morale. In communities where COVID-19 has had a large impact, look for additional social responsibility roles your company could take on to help. Leverage the full functionality of digital technologies to interact and coordinate with employees, customers, suppliers and stakeholders.

**LIQUIDITY, INVESTMENTS**
Safeguard liquidity and anticipate disruptions in customer industries, value chains and the global financial system. Rationalize and prioritize relevant investments/ongoing spend.

**SUPPLY CHAIN & OPERATIONS**
Manage redundancy in critical plant operations—including contingency plans for plant workers to ensure continuity of operations. Provide secure remote access when feasible. Analyze supply chain risks and disruption, particularly with third-party vendors. Conduct inventory monitoring/planning/projection at producer and customer level.
What needs to happen next?
Actions to build resilience when the crisis is over
The crisis underscores the need for resilience

Resilience is more than cutting costs, and it requires a radical break with traditional thinking.

With the greater impact of COVID-19, compared to past events such as SARS and the 2008 financial crisis, resilience across the value chain is more important than ever. However, Accenture research shows that some chemical companies have work to do in order to achieve resilience.

To build resilience, companies will need to successfully manage the pivot from stabilizing profits during a COVID-19 driven downturn to capturing growth during the ensuing rebound.

Source: Accenture Research analysis of Capital IQ data; 105 global chemical companies.
The demand disruptions, lockdowns and employee safety risks experienced due to COVID-19 necessitate a critical review of today’s chemical industry operating models.

• High asset intensity in plants, production and integration means a limited ability to adapt to demand changes, due to interlocking and interdependent production units serving differing markets, with differing demand patterns.

• Significant investment is needed to take core operations to the next level of performance (e.g. automation, remote/intelligent operations).

• Few resources are available to adequately respond to the crisis, as resources are already tied up in support functions.

• Redundancies/safety nets in people-intensive areas (e.g. business asset options) need to be built to ensure business continuity.

• There has been an inability to improve cost competitiveness during the last decade and introduce value-added services.
While the areas for transformation are not completely new, there is new urgency to effect change.

COVID-19 requires a critical review of what is required for safe, core operations and whether a competitive advantage is feasible.

Opportunities to digitize, co-source or partner in support functions include:

- **Logistics.** Transport planning, management, procurement, invoice auditing and performance management as a service can lead to 30 percent less cost and better service levels.
- **IT.** Turnkey IT operations, including cloud-based infrastructure, applications, workplace and more. Potential of 30 percent cost reduction.
- **As a service procurement, HR and finance.** Can lead to up to 40 percent cost reduction and better service levels.
- **Demand and inventory planning as a service.** Up to 15 percent inventory reduction and higher forecast accuracy.

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1. Advantages include: Proprietary knowledge and intellectual property; cost, service level or cycle time; unique properties of offerings.
2. Includes investments in new technologies, assets, ways of operating and working, automation, remote control, etc.
The path to a resilient chemical company requires a divergence on how core and support functions are managed.

To strengthen resilience in the core, chemical companies should focus on investments in automation, remote operations and analytics-based optimization, as well as the intelligent end-to-end integration of their business.

In the support functions, resources should be freed up, future investments avoided and costs variabilized through partnering/co-sourcing agreements or moving to an as a service model.
Actions to take next

Post the COVID-19 crisis, the immediate next step is to conduct a fact-based audit of crisis management and performance (including an external benchmark). Next, zero-basing all functions to free up resources is recommended, including setting up governance to sustain the zero-based improvements. Determining how to capture value from past technology investments is also essential.

But to build resilience, chemical companies should consider taking action across the following areas:

**R&D**

- Apply data science, advanced learning, process and data integration to increase productivity and apply virtual agents on customer interface for 24x7 service levels.

**PRODUCTION**

- Move to the next level of production: automated, remote controlled and data science augmented. Enable the digital worker.

**CUSTOMER ENGAGEMENT**

- Build next-level marketing and sales capability with improved customer experience, order-to-cash automation, virtual agents and digital services.

**INTELLIGENT ENTERPRISE MANAGEMENT**

- Develop data and applied intelligence platform to increase transparency, create actionable insights and identify optimization measures.

**SUPPORT FUNCTIONS**

- Digitize and automate by implementing no-touch business services using intelligent automation, robotic process automation and user experience design. Co-source and/or partner if top quartile performance is not the best use of investments and resources.
What needs to happen later?
Make a quick pivot to growth
Seize growth opportunities

The crisis has created an opportunity to reset for the future—to strategically re-evaluate business models and plan for growth.

1. Sense short-term market and demand trends
   Growth, stagnation and decline will differ by customer and application. Prepare to meet customer demand quickly and at scale. Seek out target customers where the current supplier cannot meet demand.

2. Take digital customer interaction seriously
   Generally, customer interactions have been paper-based, complex and time consuming. The crisis has highlighted the need for digital customer interaction capabilities (e.g. sales cycle, service offering, technical and customer service support).

3. Innovate business models
   The post COVID-19 world will not be the same as before; some customer industries are disrupted (airlines, retail, etc.) with new winners and new customer business models. Co-innovate with customers and value chains.

4. Scan for acquisition opportunities
   Companies should redefine their target portfolio as companies in financial distress are forced to divest assets.
References

1 Based on Accenture Research analysis of press announcements.


To help our clients navigate both the human and business impact of COVID-19, we’ve created a hub of all of our latest thinking on a variety of topics.

Each topic highlights specific actions which can be taken now, and what to consider next as industries move towards a new normal.

From leadership essentials to ensuring productivity for your employees and customer service groups to building supply chain resilience and much more, our hub will be constantly updated. Check back regularly for more insights.

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