

Statistical appendix Atradius Payment Practices Barometer

Western Europe – key survey results



Statistical appendix

Western Europe: proportion of total B2B sales made on credit	3
Western Europe: change in the proportion of B2B sales on credit over the past 12 months (% of respondents)	4
Western Europe: main reasons businesses offered more trade credit to B2B customers over the past 12 months (% of respondents)	5
Western Europe: payment term (average days) set for B2B customers over the past 12 months (% of respondents)	6
Western Europe: % of B2B invoices paid on time, late and written off as uncollectable over the past 12 months (% of respondents)	7
Western Europe: measures most often undertaken by businesses to manage liquidity issues due to B2B customers late payments (% of respondents)	8
Western Europe: customer credit risk management tools most often used by businesses polled in the region (% of respondents)	9
Western Europe: trend in use of trade credit insurance over the coming 12 months (% of respondents)	10
Western Europe: business growth expectations in 2022 (% of respondents)	11
Western Europe: pandemic-induced changes in the way of doing business expected to become a permanent feature of business operations (% of respondents)	12
Western Europe: expected DSO trend in 2022 (% of respondents)	13
Western Europe: top ten risks businesses expect to face in 2022 (% of respondents)	14

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.

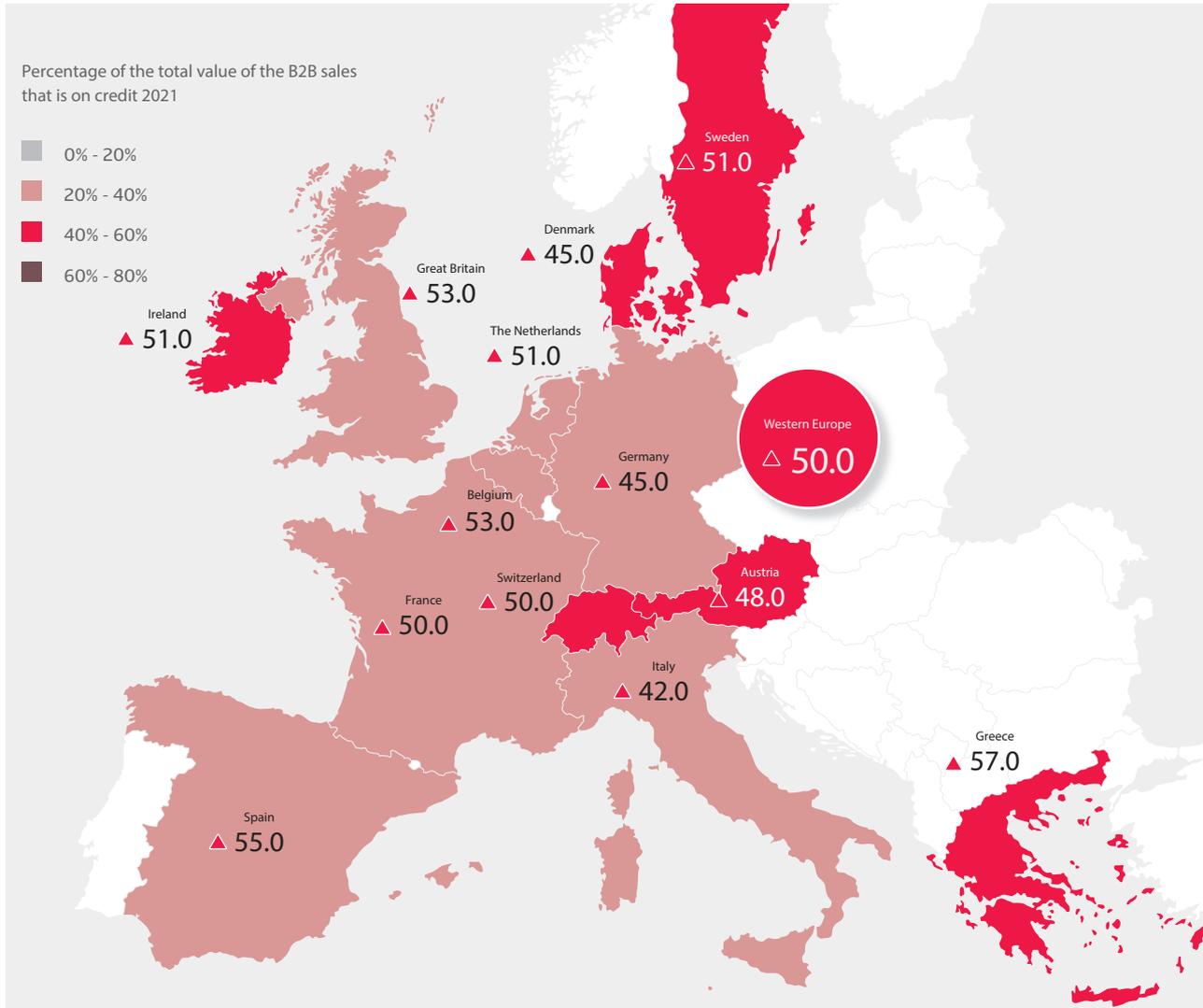
Disclaimer

This report is provided for information purposes only and is not intended as investment advice, legal advice or as a recommendation as to particular transactions, investments or strategies to any reader. Readers must make their own independent decisions, commercial or otherwise, regarding the information provided. While we have made every attempt to ensure that the information contained in this report has been obtained from reliable sources, Atradius is not responsible for any errors or omissions, or for the results obtained from the use of this information. All information in this report is provided 'as is', with no guarantee of completeness, accuracy, timeliness or of the results obtained from its use, and without warranty of any kind, express or implied. In no event will Atradius, its related partnerships or corporations, or the partners, agents or employees thereof, be liable to you or anyone else for any decision made or action taken in reliance on the information in this report or for any consequential, special or similar damages, even if advised of the possibility of such damages. Copyright Atradius N.V. 2021.

Copyright **Atradius N.V.** 2021

If you've found this report useful, why not visit our website [atradius.com](https://www.atradius.com), where you'll find many more Atradius publications focusing on the global economy, including country reports, industry analysis, advice on credit management and essays on current business issues.

Western Europe: proportion of total B2B sales made on credit



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

Source: Atradius Payment Practices Barometer Western Europe – November 2021

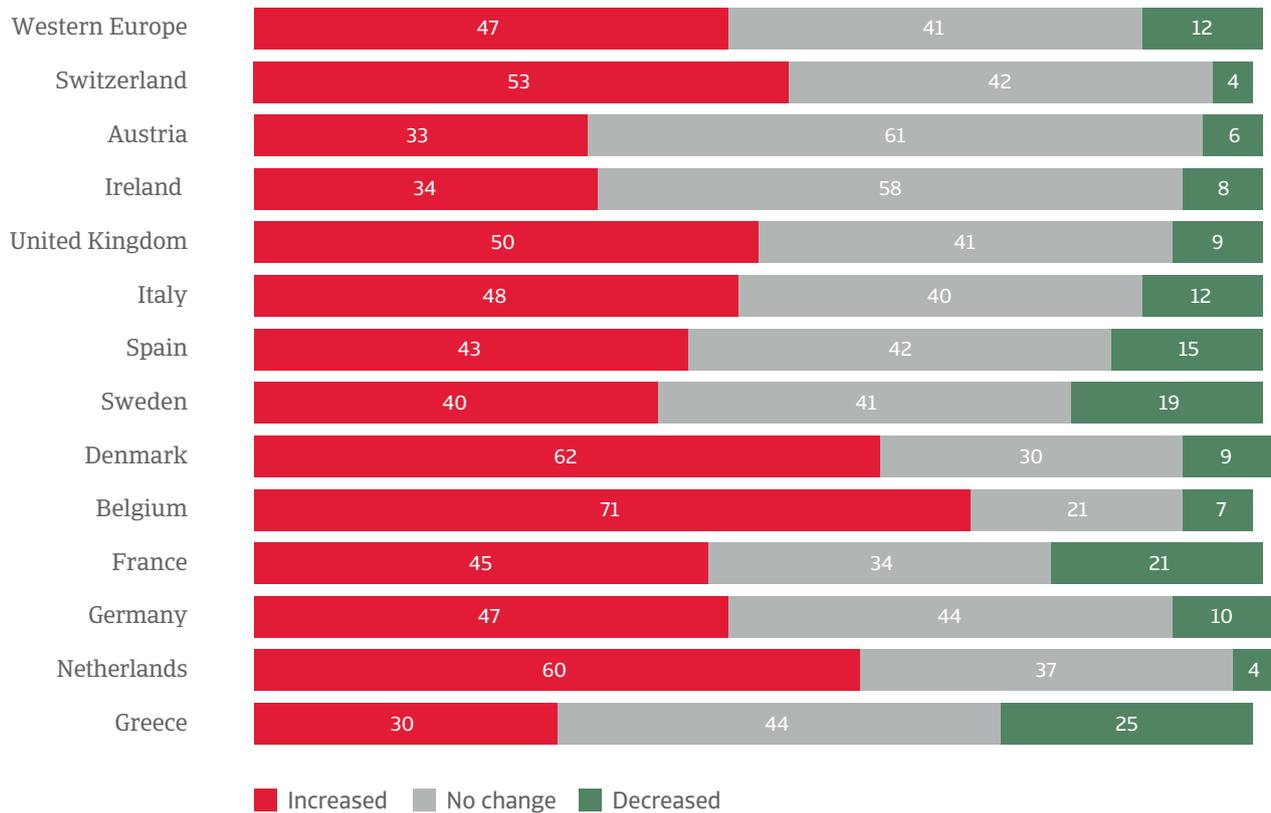
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
2021	50%	52%	44%	54%	50%	54%	50%	47%

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

Source: Atradius Payment Practices Barometer Western Europe – November 2021

Western 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 Western Europe – November 2021

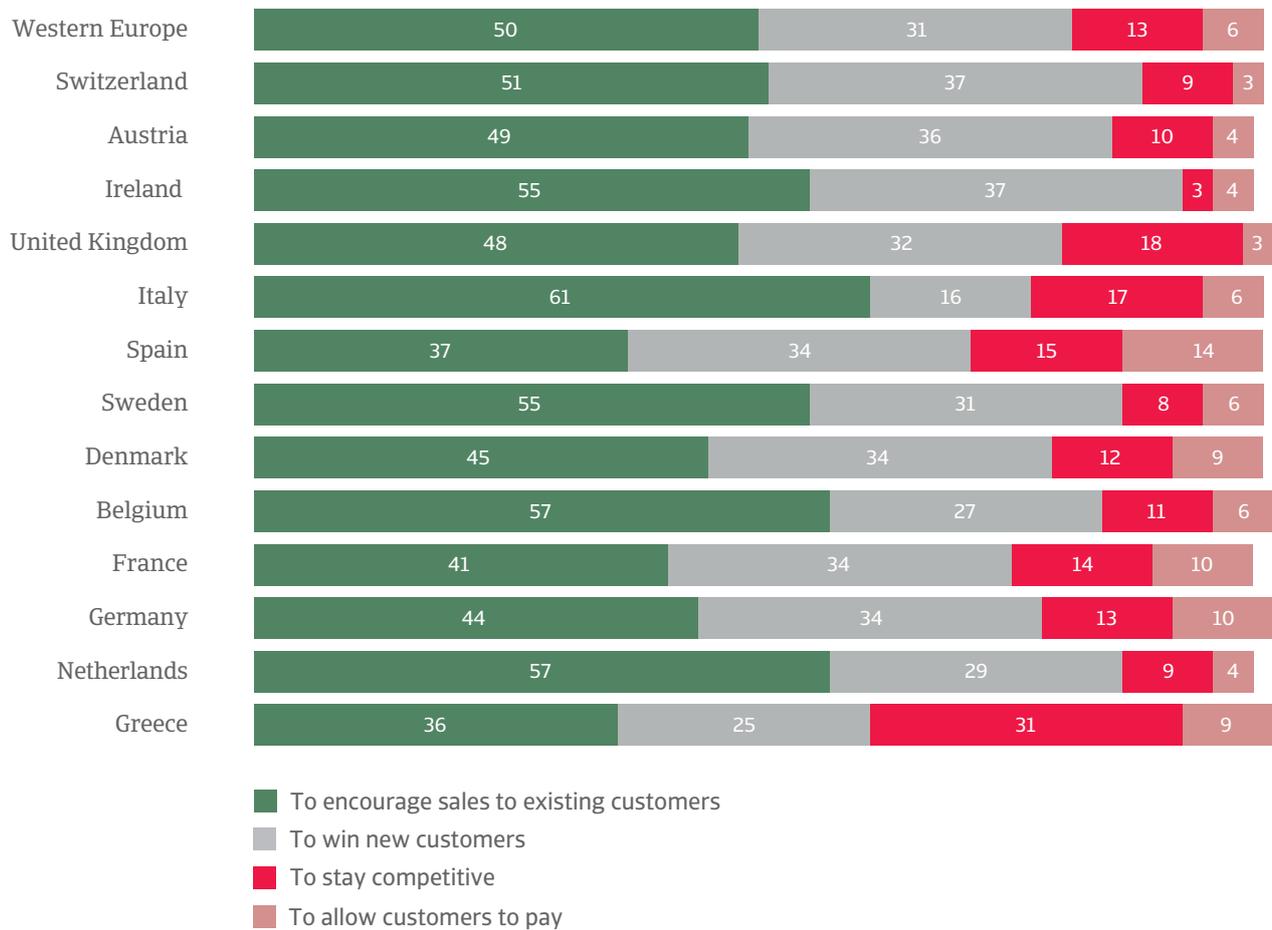
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Increased	54%	48%	47%	32%	33%	44%	52%	54%
No change	40%	36%	38%	53%	51%	41%	37%	39%
Decreased	7%	15%	14%	15%	16%	15%	11%	6%

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

Source: Atradius Payment Practices Barometer Western Europe – November 2021

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



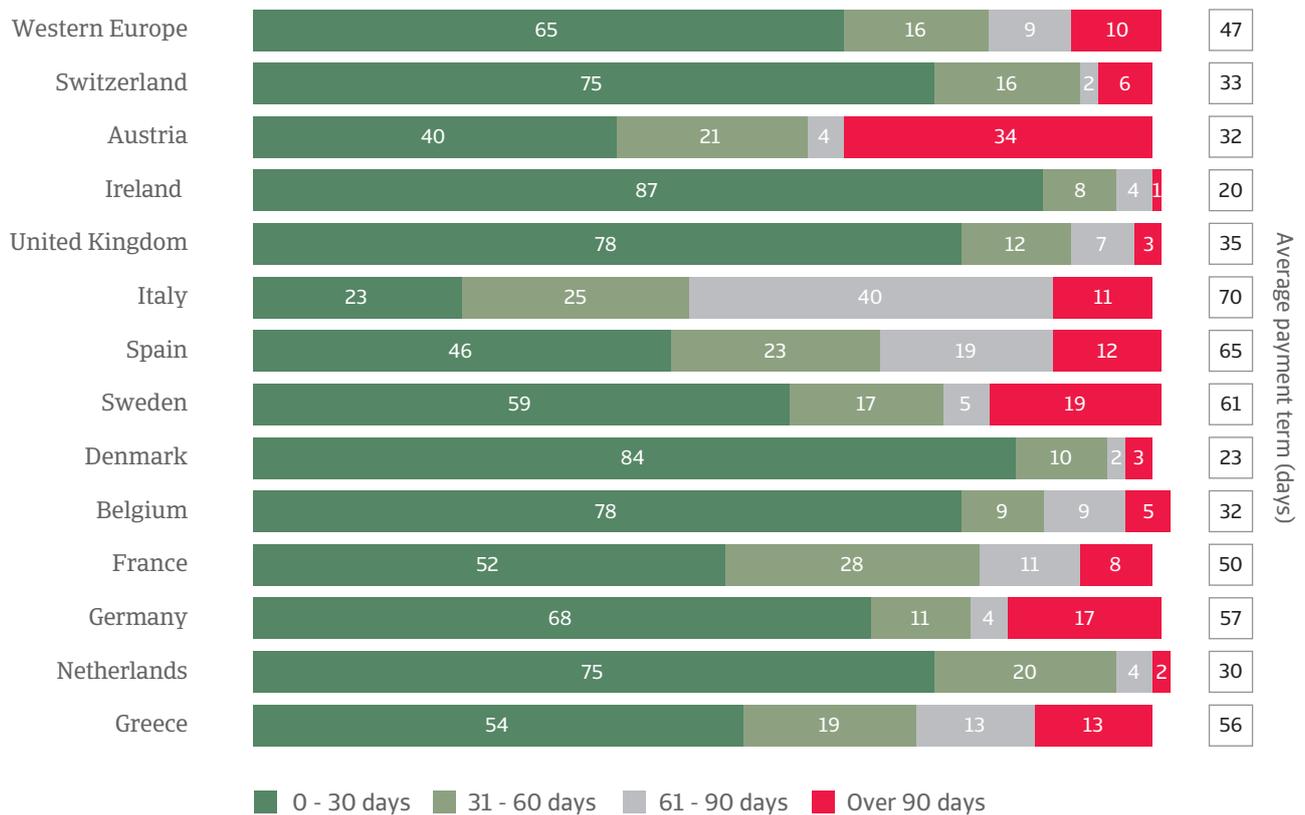
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2021

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
To encourage sales to existing customers	50%	49%	54%	41%	45%	41%	47%	59%
To win new customers	35%	28%	23%	33%	28%	33%	33%	29%
To stay competitive	10%	15%	15%	15%	16%	22%	12%	7%
To allow customers to pay	5%	7%	7%	11%	10%	4%	8%	5%
I don't know/I'd rather not say	0%	1%	1%	0%	1%	0%	0%	0%

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

Western Europe: payment term (average days) set for B2B customers (% of respondents)



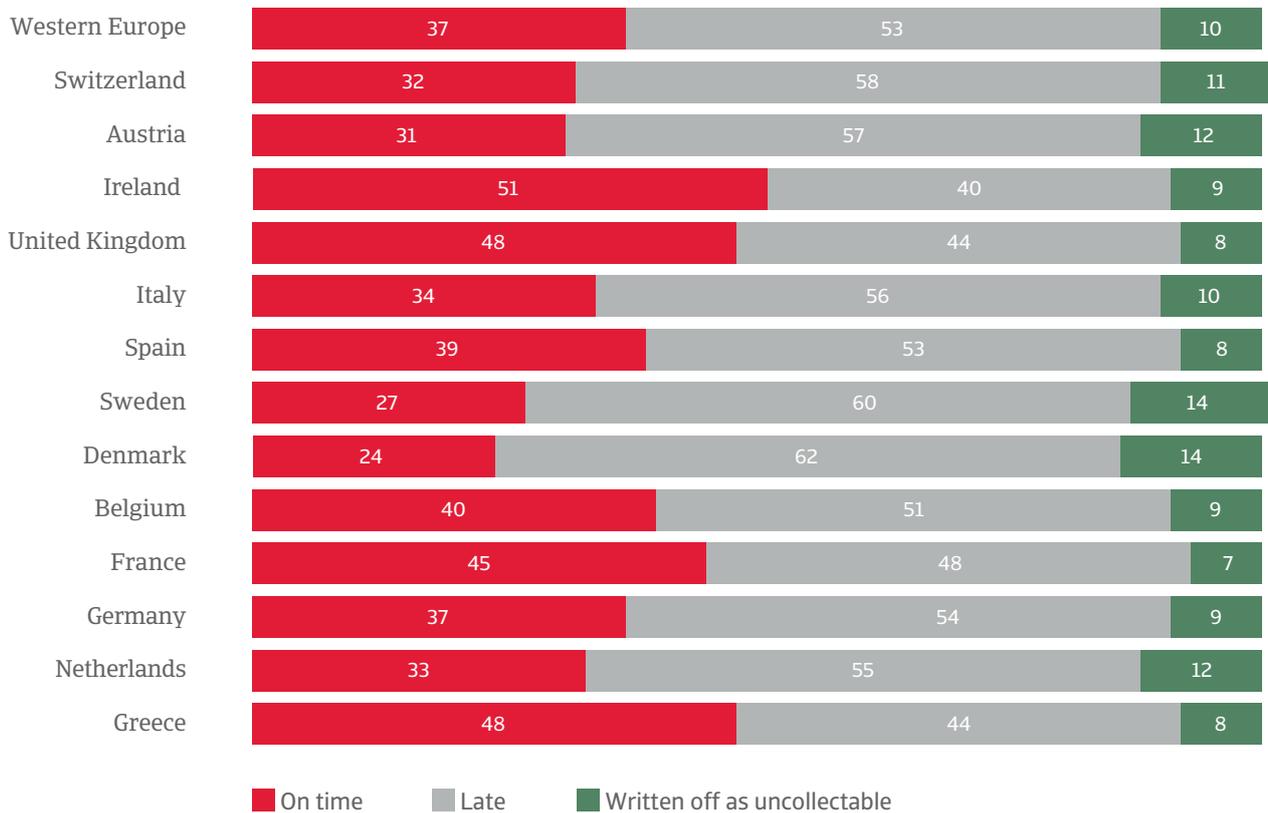
Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Western Europe – November 2021

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	74%	63%	49%	58%	54%	60%	70%	66%
31 - 60 days	14%	21%	16%	17%	17%	20%	15%	16%
61 - 90 days	5%	8%	21%	9%	10%	10%	5%	12%
Over 90 days	7%	8%	14%	16%	18%	10%	10%	6%

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

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



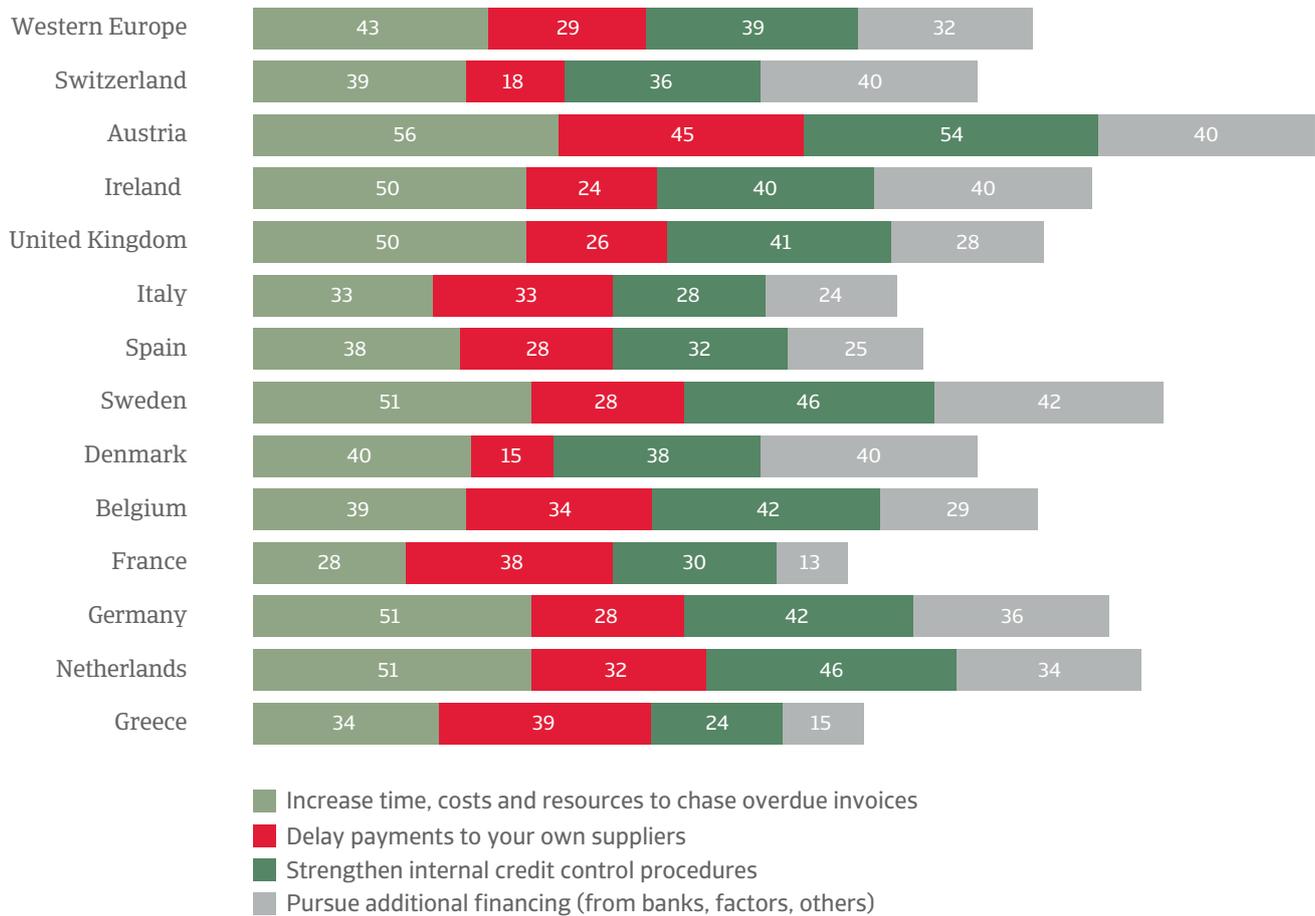
Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer Western Europe – November 2021

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	34%	39%	37%	44%	42%	41%	33%	36%
Late	55%	51%	53%	49%	50%	50%	55%	53%
Written off	12%	10%	10%	7%	8%	9%	11%	10%

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

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



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

Source: Atradius Payment Practices Barometer Western Europe – November 2021

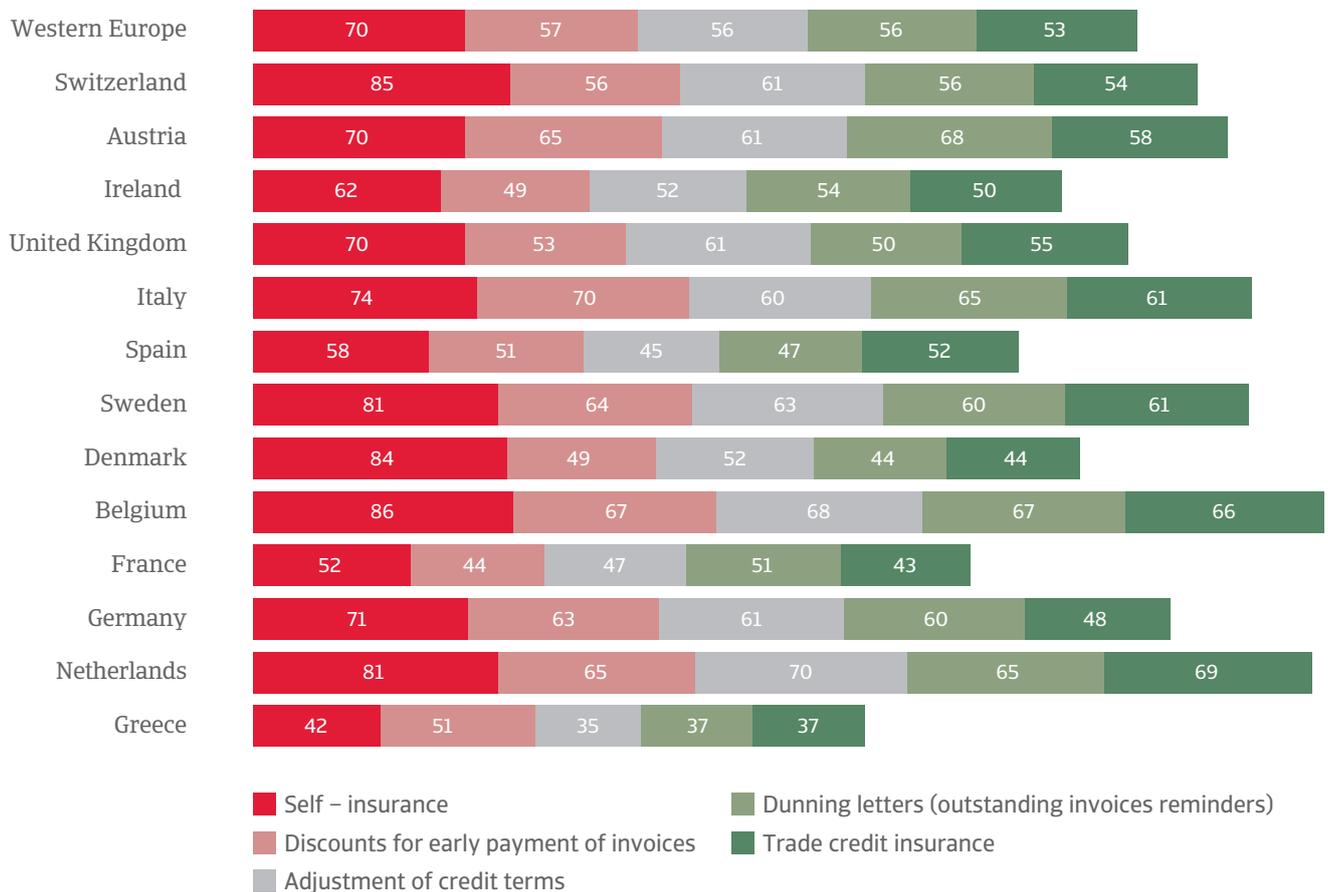
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Increase time, costs and resources spent on chasing overdue invoices	46%	40%	43%	40%	41%	39%	46%	45%
Strengthen internal credit control procedures	41%	40%	34%	37%	31%	34%	43%	42%
Pursue additional financing	39%	27%	31%	21%	23%	22%	34%	40%
Delay payments to your own suppliers	27%	31%	31%	32%	35%	28%	28%	28%
Request a bank overdraft extension	32%	25%	23%	22%	22%	27%	27%	31%

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

Source: Atradius Payment Practices Barometer Western Europe – November 2021

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



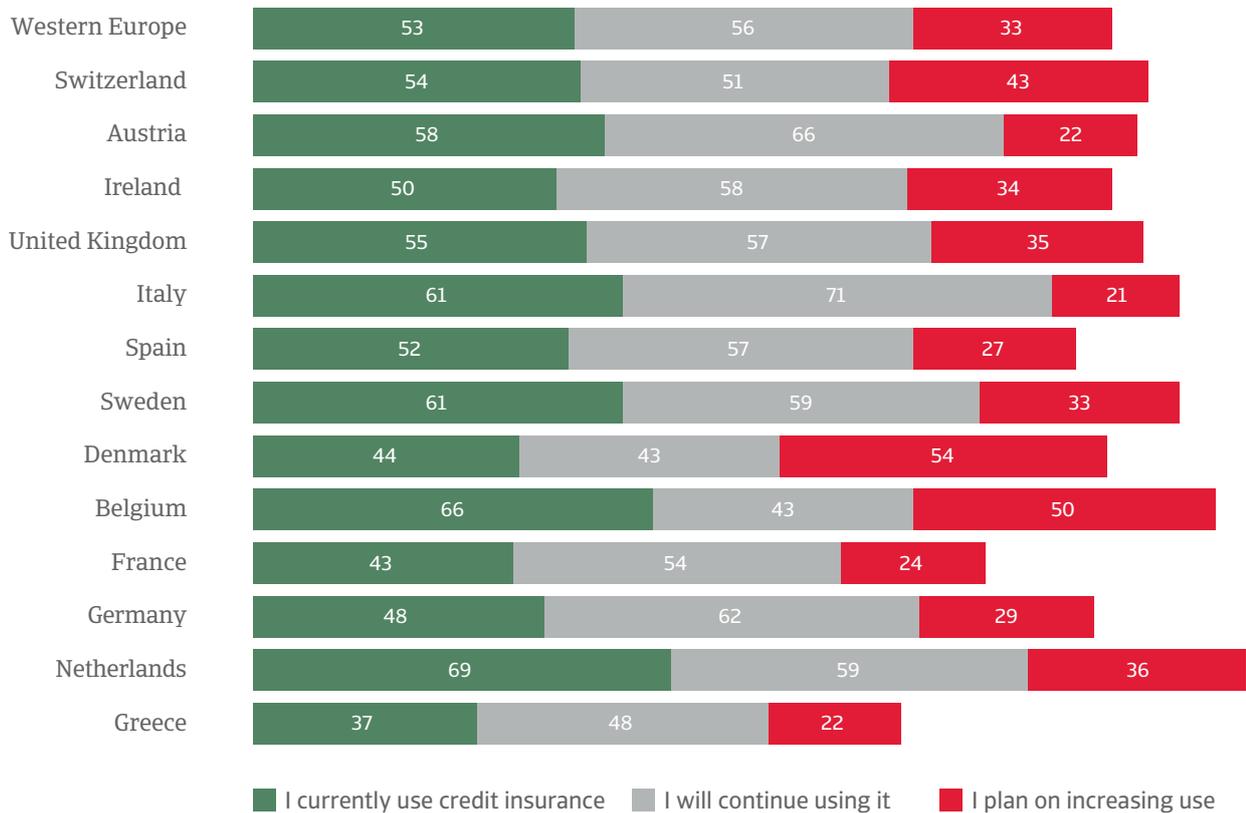
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2021

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
Self – insurance	76%	72%	72%	53%	55%	63%	77%	78%
Discounts for early payment of invoices	57%	60%	64%	48%	48%	50%	59%	67%
Adjustment of credit terms	58%	56%	60%	49%	42%	49%	60%	67%
Dunning letters (outstanding invoices reminders)	58%	56%	54%	51%	47%	50%	52%	69%
Trade credit insurance	55%	55%	53%	47%	38%	45%	56%	67%

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

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



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

Source: Atradius Payment Practices Barometer Western Europe – November 2021

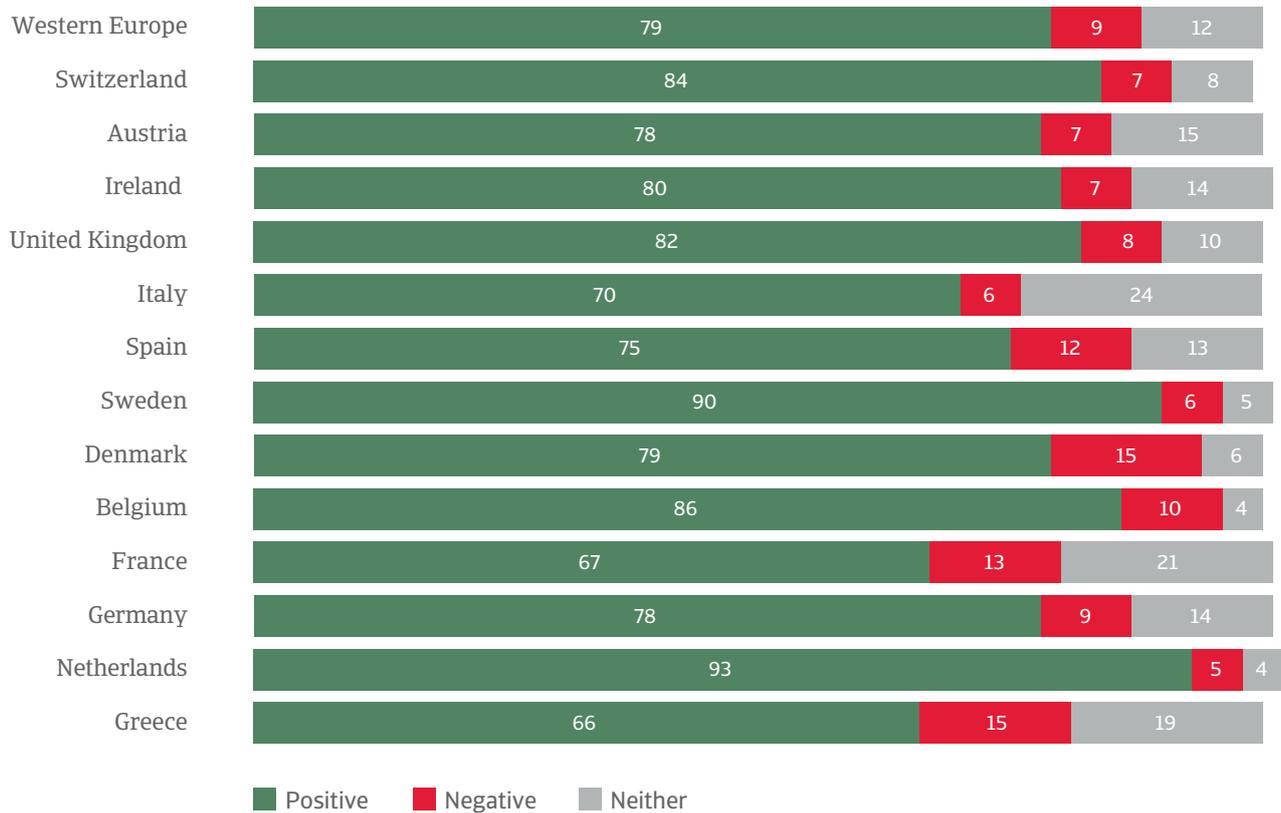
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
I currently use credit insurance	55%	55%	53%	47%	38%	45%	56%	67%
I will continue using it	53%	53%	57%	65%	58%	53%	56%	57%
I plan on increasing use	40%	32%	30%	22%	23%	28%	37%	39%

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

Source: Atradius Payment Practices Barometer Western Europe – November 2021

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



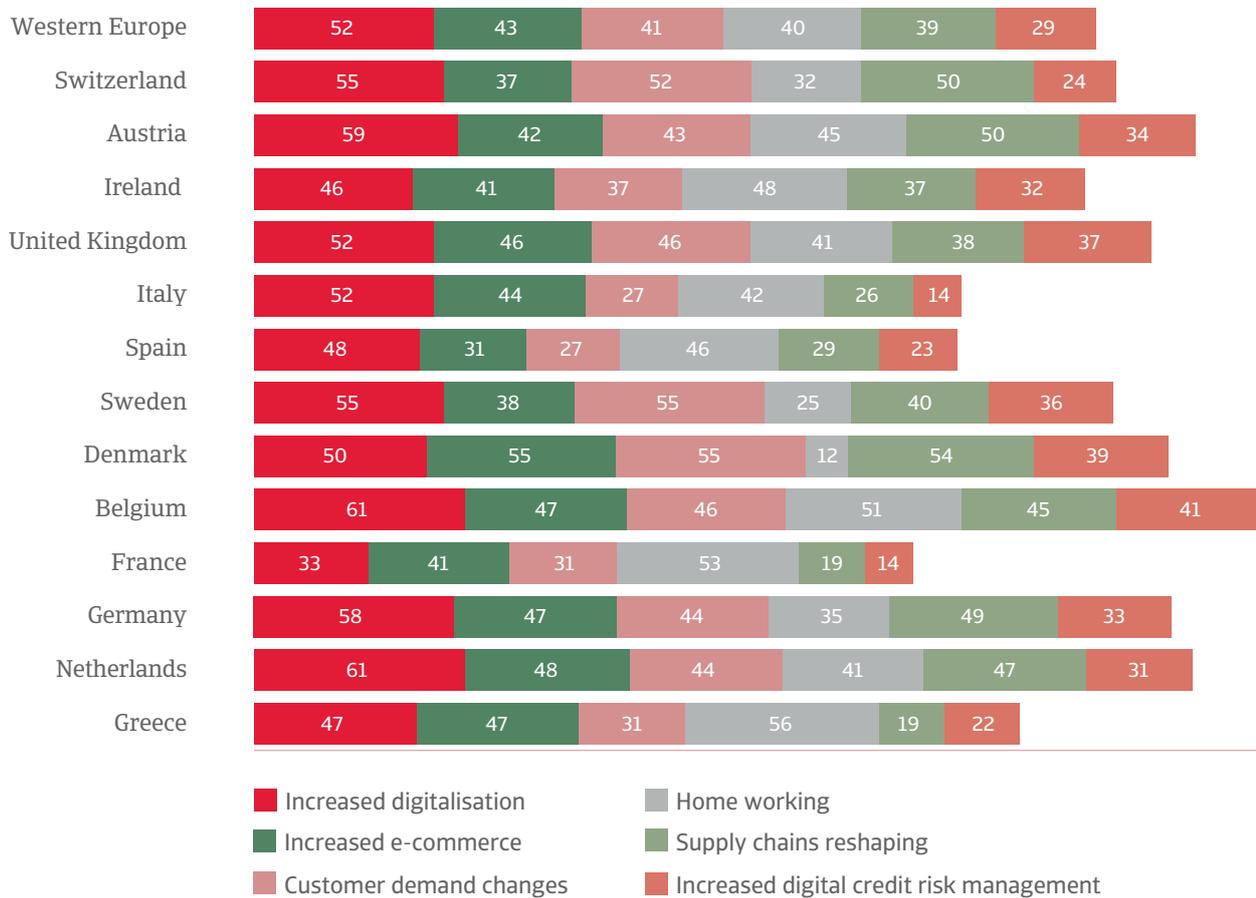
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2021

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	83%	76%	77%	74%	69%	70%	84%	85%
Negative	8%	11%	9%	8%	11%	13%	7%	7%
Neither	9%	13%	14%	17%	20%	17%	8%	8%

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

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



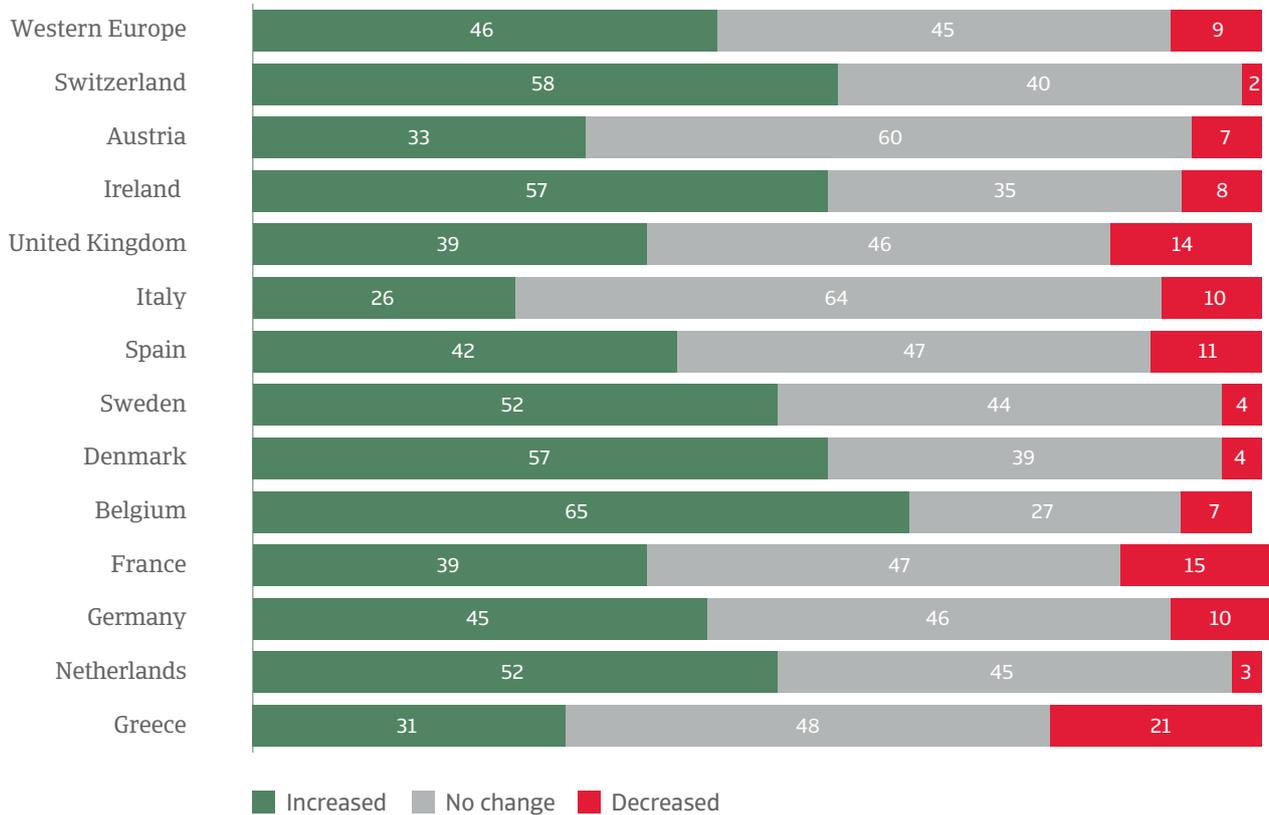
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer Western Europe – November 2021

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 digitalisation	55%	47%	53%	51%	50%	44%	52%	59%
Increased e-commerce	46%	38%	46%	41%	39%	41%	42%	49%
Customer demand changes	48%	36%	40%	34%	32%	35%	47%	46%
Home working	34%	41%	43%	52%	47%	41%	36%	41%
Supply chains reshaping	44%	36%	37%	32%	30%	31%	42%	46%
Increased digital credit risk management	34%	27%	24%	27%	24%	22%	29%	37%

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

Western Europe: expected changes in the average of DSO over the next 12 months (% of respondents)



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

Source: Atradius Payment Practices Barometer Western 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
Increase	56%	45%	41%	29%	32%	39%	50%	54%
No change	39%	45%	47%	57%	54%	46%	43%	41%
Decrease	4%	11%	13%	14%	14%	14%	7%	5%

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

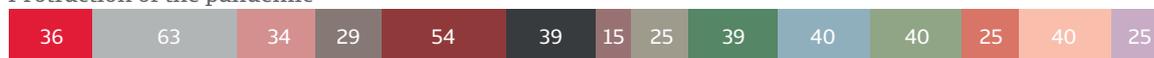
Source: Atradius Payment Practices Barometer Western Europe – November 2021

Western Europe: top ten risks businesses expect to face in 2022 (% of respondents)

Slower or no rebound of the domestic economy



Protraction of the pandemic



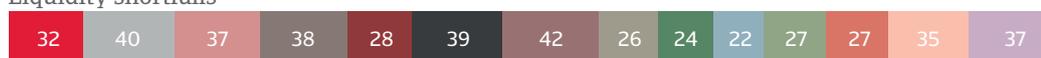
Prolonged downturn of the global economy



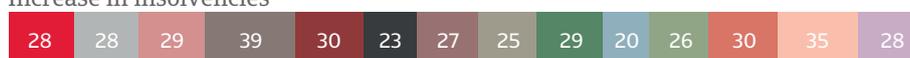
Slower or no rebound of certain industries



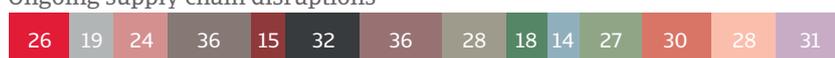
Liquidity shortfalls



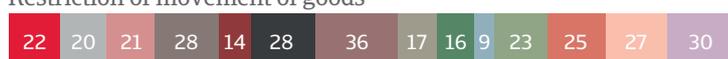
Increase in insolvencies



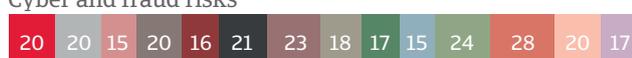
Ongoing supply chain disruptions



Restriction of movement of goods



Cyber and fraud risks



■ Western Europe
 ■ Greece
 ■ Netherlands
 ■ Germany
 ■ France
 ■ Belgium
 ■ Denmark
■ Sweden
 ■ Spain
 ■ Italy
 ■ United Kingdom
 ■ Ireland
 ■ Austria
 ■ Switzerland

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

Source: Atradius Payment Practices Barometer Western 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	28%	38%	40%	48%	46%	41%	28%	34%
Prolonged downturn of the global economy	35%	36%	35%	38%	33%	36%	35%	38%
Slower or no rebound of the domestic economy	45%	38%	35%	39%	36%	33%	44%	44%
Slower or no rebound of certain industries	39%	31%	26%	29%	25%	27%	37%	37%
Increase in insolvencies	27%	30%	29%	29%	31%	28%	27%	28%
Liquidity shortfalls	35%	33%	28%	30%	31%	31%	32%	35%
Ongoing supply chain disruptions	31%	25%	21%	22%	20%	20%	27%	32%
Restriction of movement of goods	27%	19%	20%	20%	21%	20%	23%	25%
Cyber and fraud risks	19%	16%	21%	24%	17%	21%	16%	23%

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

Source: Atradius Payment Practices Barometer Western Europe – November 2021

Connect with Atradius
on Social Media



@Atradius



Atradius



Atradius

Atradius N.V.
David Ricardostraat 1 · 1066 JS Amsterdam
Postbus 8982 · 1006 JD Amsterdam
The Netherlands
Phone: +31 20 553 9111

info@atradius.com
www.atradius.com