

# Confidence despite challenges

In the midst of the COVID-19 pandemic, many CEOs remain confident. Following are some of the key findings:

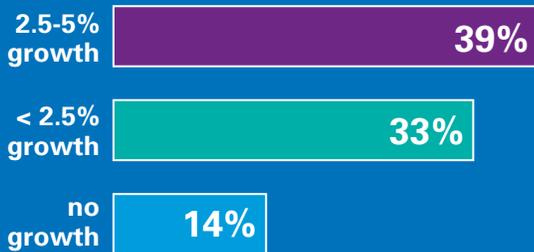
## The economy and growth



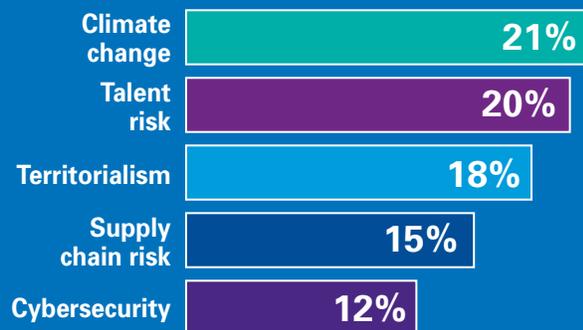
are "more confident" in the growth prospects of the domestic economy and their company (60%) compared with the beginning of the year, while 37% said they were "more confident" in the growth prospects of the global economy.



### Low to moderate revenue growth is expected



### Greatest threats to growth aside from global health



## Digital investments are accelerating

For a majority of U.S. CEOs, the pandemic has accelerated their digital investments by at least a matter of months.



Digitization of operations and the creation of a **next-generation operating model**



Creation of a **seamless customer experience**



Creation of new **digital business models** and **revenue streams**



Creation of **new workforce model**, with human workers augmented by automation and artificial intelligence

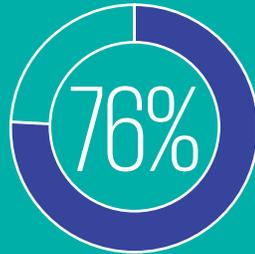


## The changing working world

As a result of the pandemic, U.S. CEOs see the world of work changing in numerous ways.



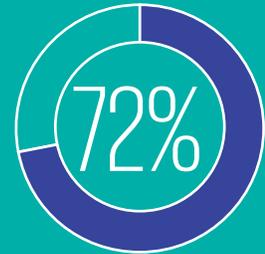
said they will **downsize** their office space



said they will continue to **build** on use of digital collaboration and communication tools



said remote working has resulted in **significant changes** in policy to nurture corporate culture



said that working remotely has **widened** their potential talent pool

## Trust and leadership

Due to COVID-19, U.S. CEOs are examining their societal contributions and corporate purpose.



want to **lock in** sustainability and climate gains made during crisis



need to **re-evaluate** corporate purpose to better address stakeholder needs



said **employee communications** have improved during the crisis



said the pandemic has **shifted** their focus towards the social component of their ESG program



The 2020 KPMG CEO Outlook features insights from 315 CEOs at large companies globally (\$500M+ in annual revenue), including 100 in the United States, who were surveyed in July and August about the business landscape over the next three years.

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