

So how are we doing?

Results from CAM's COVID-19 One Year Later Member Survey

Thank you to everyone who took 10 minutes to fill out the member survey. We had a 27% response rate which is considered typically representative, especially when the respondents are from the same industry.

Here are some highlights.

- **Things are generally improving.**
37% of respondents had an increase in revenue over last winter, 15% saw no change and 48% saw a decrease. That is an overall improved position from the summer where the numbers were 15% increase, 5% steady and 80% decrease. In the early months of the pandemic, almost everyone (95%) was seeing significant decreases in revenue year over year. Only one quarter of respondents “pivoted” and picked up non-traditional moving business. Less than 8% of the survey respondents had to temporarily shut down for a maximum of 2 months.
- **Thank goodness for funding!**
82% of respondents accessed one of the Federal Government relief programs. CEWS, CEBA and the workshare programs were very popular.
- **Labour continues to be a challenge. And that's not going to go away.**
38% of respondents had to lay off employees. While some employees were hired back temporarily for the summer, and some full time, 10% of respondents didn't hire the laid off employees back. Not surprisingly, the majority of respondents cited ‘problems maintaining labour’ as their major source of pain. Administrative and operational changes challenged many of our respondents. New systems, including working from home and digitalizing paperwork are new to so many of us.
- **Health screening of employees and customers works**
Only 6% of respondents do not have some form of health screening program for their employees and customers. 55% screen their workers daily (and 33% regularly) while 61% always (28% not always) screen their customers. 39% have refused a job because the customer failed the health screen, with many respondents identifying that they have not encountered any issues yet.
Fortunately, only 1 in 5 respondents had an employee come down with COVID. In most cases, the affected employee and anyone in close contact with that person had the mandatory 2-week quarantine then retested before coming back to work. Others in the workplace monitored their symptoms during that time. 4 members had to partially close down for a bit.
- **We're confident that we're going to make it through, but we had some learning to do!**
While only 23% of respondents had a truck disinfecting policy and 20% had a warehouse disinfecting policy in place prior to COVID, and most had to come up with PPE policies for both worksite and office, 2/3 of respondents are very confident (28% somewhat confident) that we'll make it through this coming peak season without having to shut down part of the business due to COVID or the economic downturn.
- **Some are thinking about a vaccination policy**
While everyone is waiting patiently (or not) for our turns for vaccines, we still have no definitive word from any governments on movers, as essential workers, being prioritized. 11% of our

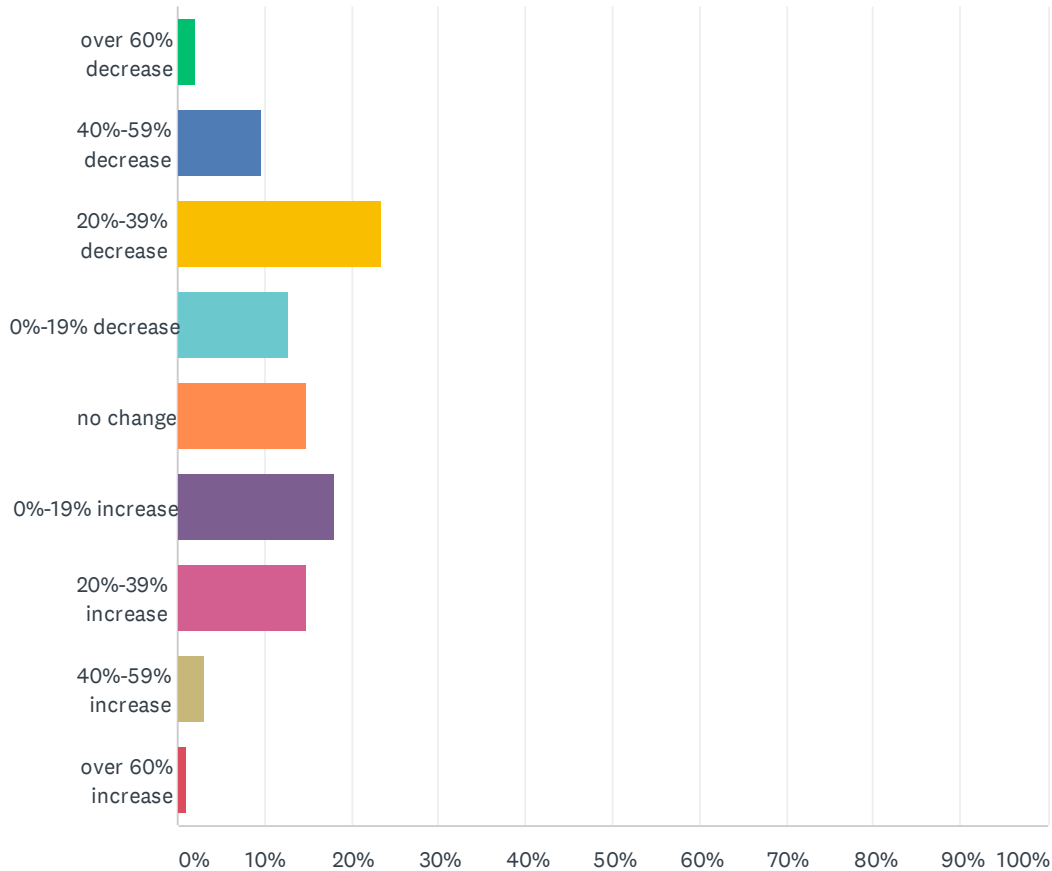
respondents have been actively thinking about a workplace vaccination policy, while the majority haven't really thought about it or aren't sure how to go about it.

- **And speaking of information**

30% of you accessed CAM's COVID-19 information pages quite often or regularly, and almost 50% stopped by once or twice to check out key information that was uploaded as quickly as it was announced. Thank you! There's still going to be lots to tell you, and your customers, so if you haven't been by, you can find the link on the home page of www.mover.net.

**Q1 We're wondering how you did over the winter months.
 What percentage of your company's income changed as a result of COVID-19 in comparison to last year's winter season (just before the pandemic started).**

Answered: 94 Skipped: 0

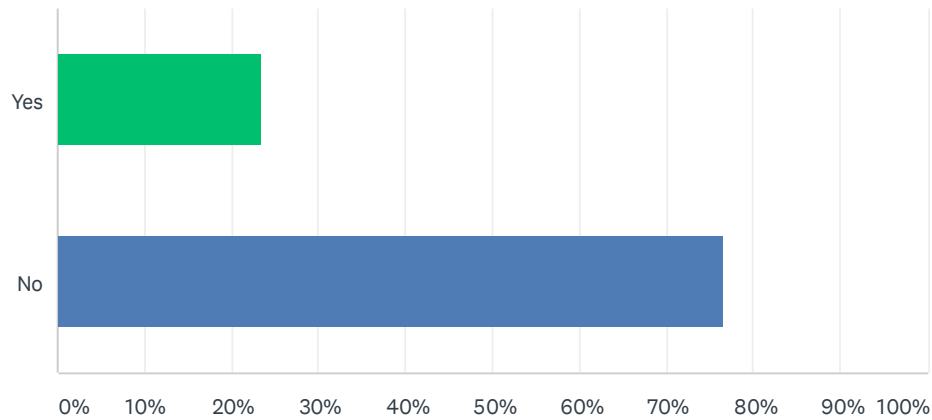


ANSWER CHOICES	RESPONSES
over 60% decrease	2.13% 2
40%-59% decrease	9.57% 9
20%-39% decrease	23.40% 22
0%-19% decrease	12.77% 12
no change	14.89% 14
0%-19% increase	18.09% 17
20%-39% increase	14.89% 14
40%-59% increase	3.19% 3
over 60% increase	1.06% 1
TOTAL	94

#	PLEASE PROVIDE COMMENT IF YOU'D LIKE.	DATE
1	January and February were the best on record.	4/8/2021 6:26 PM
2	Consumer moves up. Government and Corporate down. Ended up close to even.	4/8/2021 12:49 PM
3	Local moving has been really good along with the influx of people from Ontario has increased our business substantially	3/31/2021 7:50 AM
4	Surprisingly, we stayed busy and saw an increase in our Home Delivery division (maybe not a surprise...)	3/30/2021 7:43 PM
5	Internationally only. I suspect domestically the market has held up better given the housing market and those emigrating out of Ontario/Alberta	3/30/2021 6:53 PM
6	I believe that with COVID 19 still ongoing that there will yet another year of that the moving companies will not return to the full capacity	3/30/2021 5:32 PM
7	sales are down. everyone is up in the air as to what the new "normal" will be.	3/30/2021 4:11 PM
8	Direct result of government subsidies , wage and rent	3/29/2021 8:53 PM
9	Commercial Business was down 60%	3/26/2021 8:17 AM
10	Our sales were down by apprxo 20% but reading the news etc there have been so many businesses that had to close altogether Thank goodness we were not in that category	3/25/2021 4:42 PM
11	We had a strong 1st quarter due to strong real estate activity.	3/25/2021 3:01 PM
12	Busy Summer months seemed to shift to Oct, Nov, Dec.	3/25/2021 2:41 PM
13	Much less office moving in Ottawa	3/25/2021 1:50 PM
14	Our Q1 revenues , Dec - Jan - Feb are up +30% over last year	3/25/2021 1:18 PM
15	Office Installs are down.	3/25/2021 12:46 PM

Q2 Did your company "pivot" and pick up alternate or non-traditional moving business (not local and long distance moves) over the past year?

Answered: 94 Skipped: 0

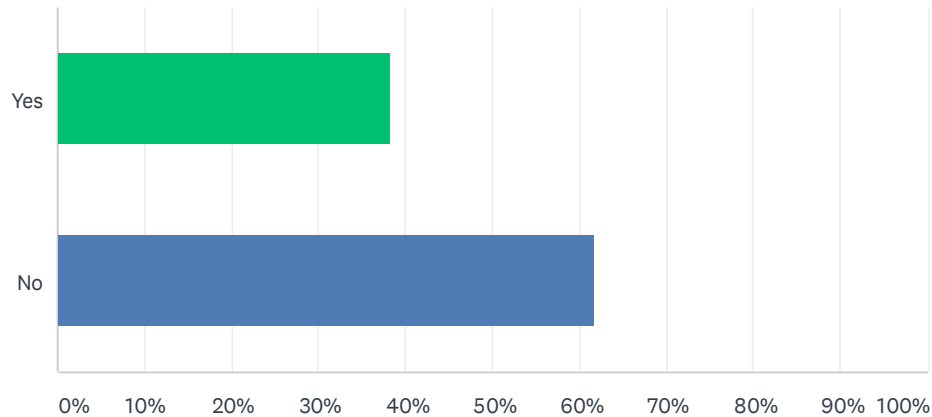


ANSWER CHOICES	RESPONSES	
Yes	23.40%	22
No	76.60%	72
TOTAL		94

#	WHAT DID YOU DO?	DATE
1	Kitchen cupboard deliveries A lot more facetime and whats app estimates that turn into successful bookings	4/10/2021 12:16 AM
2	We grew our existing home delivery business	4/8/2021 12:16 PM
3	More overseas	4/8/2021 12:15 PM
4	We take whatever people or businesses want us to handle.	3/31/2021 7:50 AM
5	Storage containers	3/30/2021 8:59 PM
6	We picked up some final mile set in place appliance work - construction did not seem to slow here.	3/30/2021 7:43 PM
7	Cut expenses	3/30/2021 6:53 PM
8	Commercial & office work.	3/30/2021 5:13 PM
9	Freight	3/30/2021 4:43 PM
10	stayed the coarse. continue to complete the work that's out there.	3/30/2021 4:11 PM
11	home delivery accounts	3/30/2021 4:02 PM
12	more community work, lots of volunteering	3/30/2021 4:02 PM
13	Focussed on what was available locally in the market , residential and commercial moves. Raised rates	3/29/2021 8:53 PM
14	Appliance delivery, piano movement, transferring LTL freight such as fish food to fish farms	3/29/2021 5:12 PM
15	3PL services	3/25/2021 3:32 PM
16	Special commodities	3/25/2021 2:49 PM

Q3 Did the COVID-19 pandemic cause you to lay off employees?

Answered: 94 Skipped: 0



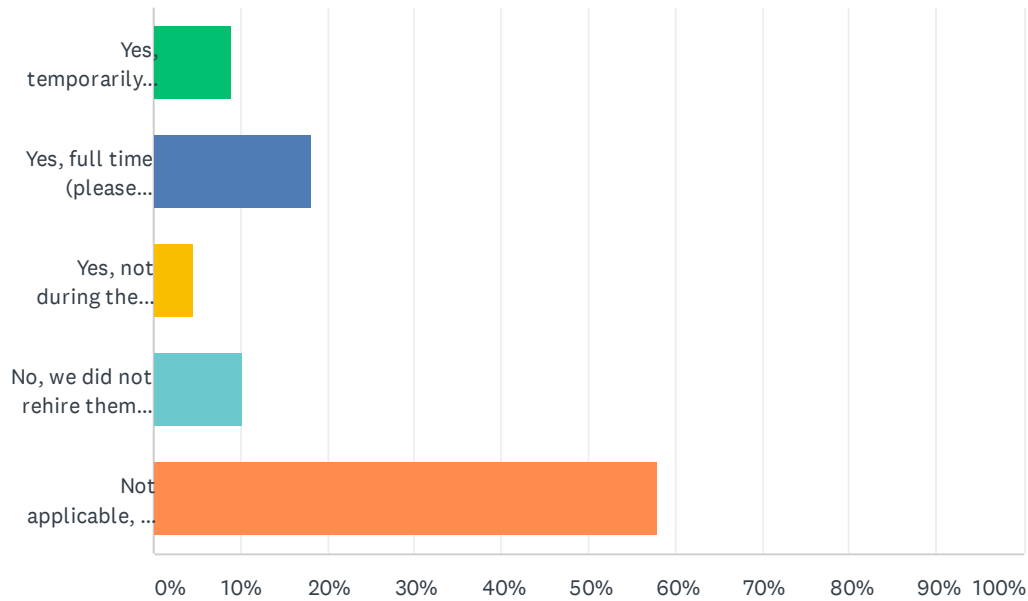
ANSWER CHOICES	RESPONSES
Yes	38.30% 36
No	61.70% 58
TOTAL	94

#	PLEASE PROVIDE COMMENT.	DATE
1	They left and went on CERB . Hard to get more employees to work again	4/10/2021 12:16 AM
2	Most of the employees who were layed off originally were hired back once the government's aid program kicked in.	4/9/2021 1:20 PM
3	2 refused to work and	4/8/2021 12:44 PM
4	We had some employees take leave out of concern for their health, but no layoffs as a result of business conditions	4/8/2021 12:16 PM
5	As a cost saving measure, our office staff was moved to a 4 day work week.	3/31/2021 11:01 AM
6	office staff	3/31/2021 8:46 AM
7	In the spring of 2020 we did lay-off, hoping to afford the crews some decent employment benefits (not yet knowing the government would step up. When business picked up for us about 6 weeks later is was not easy to recall all we laid off, but we did rehire 75% of our crews back and they stayed busy the entire balance of 2020 and remain so today.	3/30/2021 7:43 PM
8	Only initially. All were recalled in less than 2 months	3/30/2021 6:54 PM
9	To date we have not hired back the employees that have been layed off as the work has not picked up	3/30/2021 5:32 PM
10	Some employees were put on reduced hours & were able to obtain benefits through the Government programs.	3/30/2021 5:13 PM
11	Temporary layoffs	3/30/2021 4:43 PM
12	lay-off and use when we had work.	3/30/2021 4:11 PM
13	we were lucky to keep all of them employed with reduced hours	3/30/2021 4:02 PM
14	First wave in March 2020 caused a 25% layoff, all were called back in June , lockdown in January 2021 had same 25% layoff effect.	3/29/2021 8:53 PM

15	Less work meant less employees.	3/26/2021 11:08 AM
16	Unfortunately several employees	3/25/2021 4:42 PM
17	We had people leave us voluntarily and we just didn't hire anyone new.	3/25/2021 2:41 PM
18	Temporary lay off.	3/25/2021 1:30 PM
19	From mid July 2020 through till Christmas we were on a constant search for labour and also turning away business because we were beyond capacity.	3/25/2021 1:18 PM
20	We only had to layoff one employee in this office, and put the outside team on a on-call basis	3/25/2021 12:16 PM

Q4 If you laid off employees, were you able to rehire them?

Answered: 88 Skipped: 6



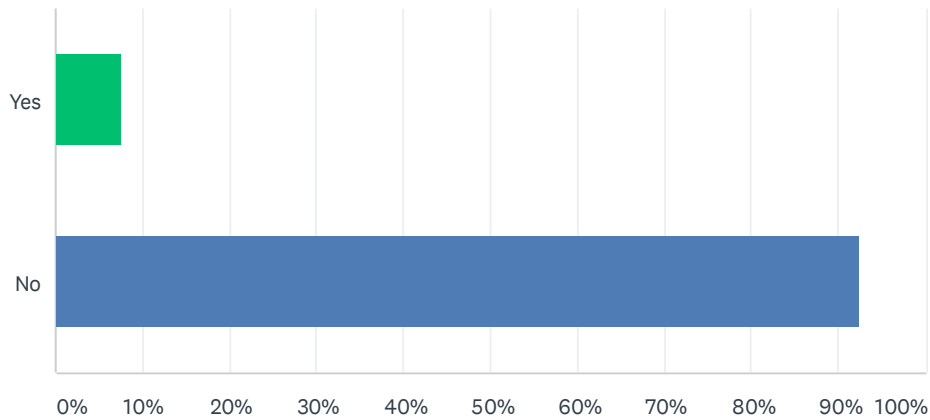
ANSWER CHOICES	RESPONSES	
Yes, temporarily over the summer (please indicate number in the comment box), then laid off again	9.09%	8
Yes, full time (please indicate number in the comment box)	18.18%	16
Yes, not during the summer but once the Fall/Winter months hit (please indicate number in the comment box)	4.55%	4
No, we did not rehire them (please indicate number not rehired in the comment box)	10.23%	9
Not applicable, we didn't lay off	57.95%	51
TOTAL		88

#	PLEASE PROVIDE COMMENT.	DATE
1	2 employee's Brough 1 back fulltime	4/9/2021 1:16 PM
2	8	4/8/2021 12:49 PM
3	We did a 2 week furlough for all employees	4/8/2021 12:49 PM
4	We experienced several different scenarios, from permanent lay off, to sick leave due to stress, summer time rehire and others who refused to come back to work	4/8/2021 12:28 PM
5	1	3/31/2021 8:46 AM
6	Within 6 weeks of the layoffs we could rehire to 100% though 25% stayed home either fearful of contagions in the work place or comfortable to stay home collecting the government's benefit.	3/30/2021 7:43 PM
7	We lay off 4 employees	3/30/2021 5:32 PM
8	6 - 8 employees	3/30/2021 5:13 PM
9	10	3/30/2021 5:08 PM
10	5	3/30/2021 4:43 PM

11	we have not brought anyone back full time as of yet.	3/30/2021 4:11 PM
12	2	3/30/2021 4:02 PM
13	8-10 were rehired Note , our summer student workforce was almost non existent, I believe due to CERB	3/29/2021 8:53 PM
14	We were only able to bring back 2 out of our original 6. We ended up having to hire all new crews later in the fall	3/29/2021 5:12 PM
15	4	3/26/2021 8:17 AM
16	Two persons have not been rehired	3/25/2021 4:42 PM
17	10	3/25/2021 4:30 PM
18	Reduced business volume = reduced staff	3/25/2021 3:32 PM
19	3 were rehired on a full time basis. 3 were let go completely.	3/25/2021 2:49 PM
20	2	3/25/2021 1:30 PM
21	2	3/25/2021 1:11 PM
22	5	3/25/2021 1:11 PM
23	8	3/25/2021 12:22 PM
24	The one employee was rehired.	3/25/2021 12:16 PM

Q5 Did your company decide to temporarily shut down during this pandemic due to lack of business/economic downturn?

Answered: 94 Skipped: 0

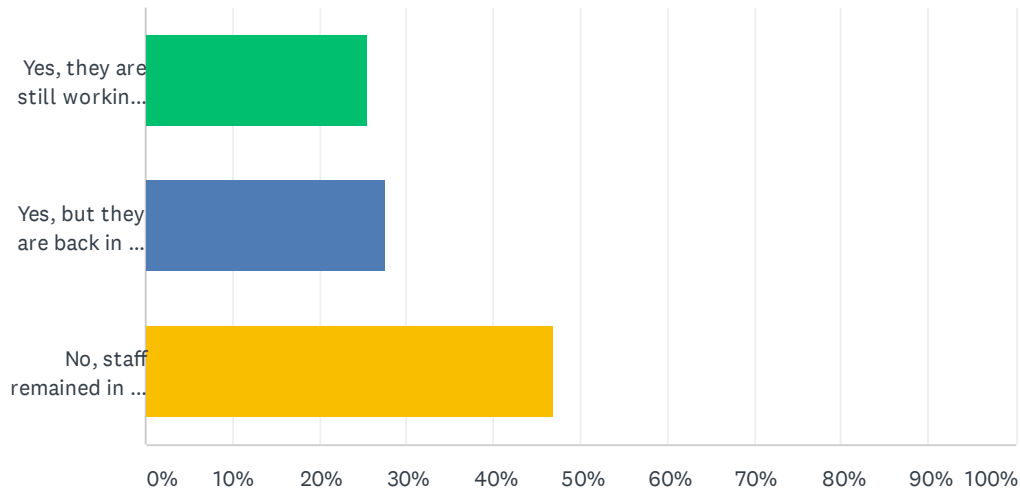


ANSWER CHOICES	RESPONSES
Yes	7.45% 7
No	92.55% 87
TOTAL	94

#	PLEASE PROVIDE COMMENT ON LENGTH OF TIME SHUT DOWN.	DATE
1	Most office staff went to 4 day work weeks	3/30/2021 8:59 PM
2	We remained open with a skeleton crew manning the shop.	3/30/2021 7:43 PM
3	The shut down was for 2 months	3/30/2021 5:32 PM
4	we shut down twice for a week each time.	3/30/2021 4:11 PM
5	1 month	3/30/2021 4:02 PM
6	April - June 2020 for 3 months. All moving team decided to stay home..	3/25/2021 4:30 PM
7	the original shut down last year in march for 3-4 weeks	3/25/2021 1:50 PM

Q6 Did you have staff that started to work remotely?

Answered: 94 Skipped: 0

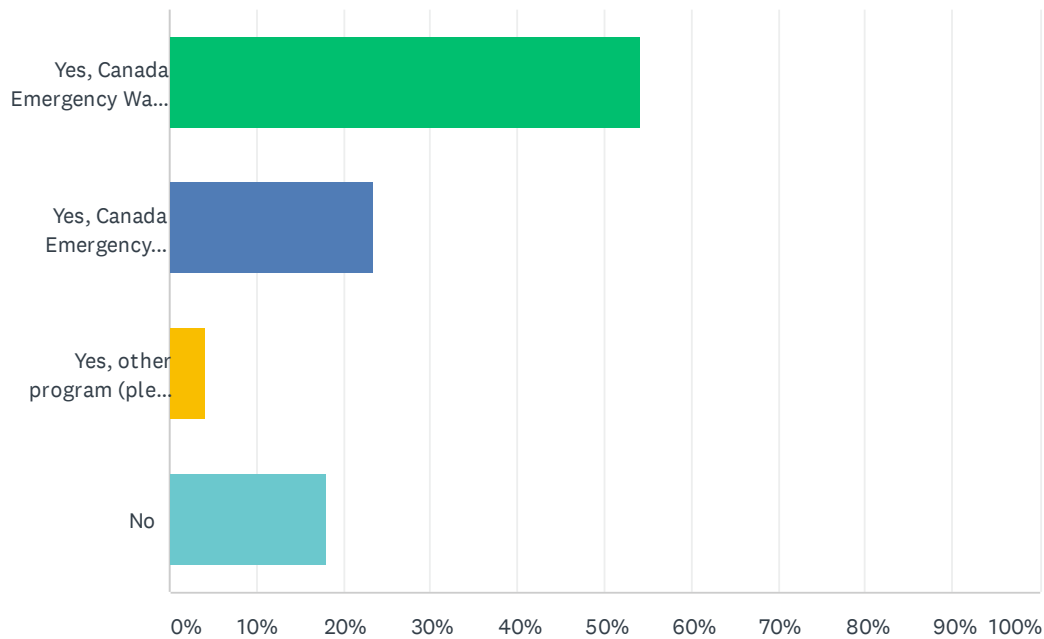


ANSWER CHOICES	RESPONSES	
Yes, they are still working remotely	25.53%	24
Yes, but they are back in the office now	27.66%	26
No, staff remained in the office	46.81%	44
TOTAL		94

#	COMMENT.	DATE
1	It worked for some, while others were not able to manage themselves.	4/8/2021 12:28 PM
2	admin worked out of the office since staff was considerably reduced and we could stay socially distanced however, IT developed and installed remote access to some who were immune compromised so they remained completely engaged. while not immune compromised myself, i take advantage of the opportunity to work from home for three days every second week! as long as one can stay disciplined, it works for me really well!	3/30/2021 7:43 PM
3	We try to rotate staff in the office so our numbers are lower any given day.	3/30/2021 5:13 PM
4	worked from the office on a reduced work week.	3/30/2021 4:11 PM
5	and will probably remain working remotely	3/30/2021 4:02 PM
6	Office staff from mid March to June 2020, mostly due to reduced workload and minimizing contact	3/29/2021 8:53 PM
7	Some worked remotely 1 or 2 days a week but most remained in the office.	3/25/2021 3:32 PM
8	Sales reps are working remotely. Accounting works remotely when they can.	3/25/2021 2:49 PM
9	Sales staff	3/25/2021 1:50 PM
10	Staff work on an alternating schedule in the office and working remotely.	3/25/2021 1:34 PM

Q7 Did your company access relief funding from the Federal Government?

Answered: 94 Skipped: 0



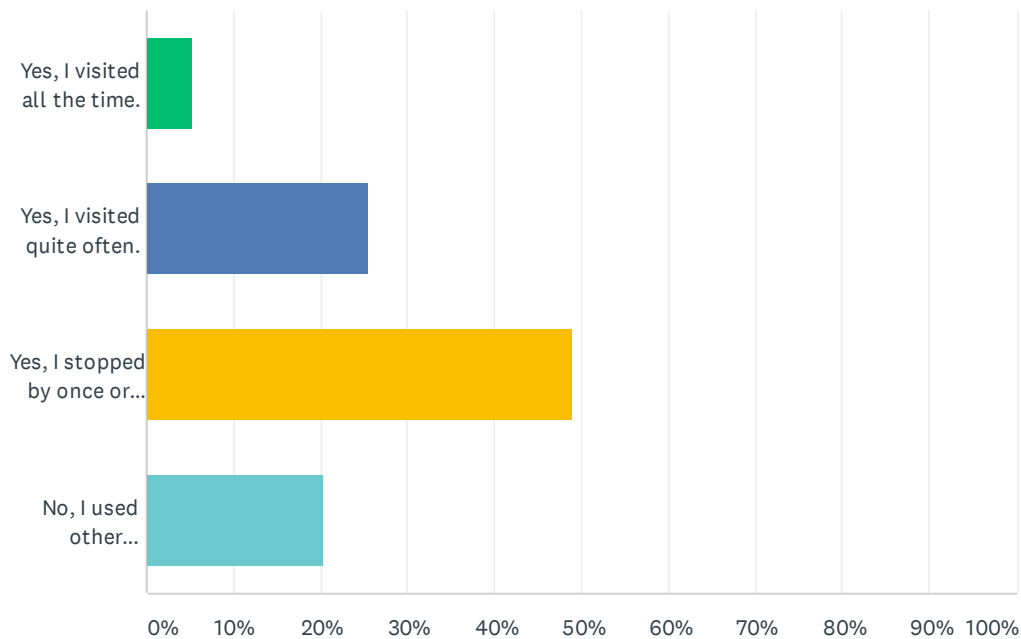
ANSWER CHOICES	RESPONSES
Yes, Canada Emergency Wage Subsidy (CEWS)	54.26% 51
Yes, Canada Emergency Business Account loan (CEBA)	23.40% 22
Yes, other program (please indicate in comment section)	4.26% 4
No	18.09% 17
TOTAL	94

#	PLEASE PROVIDE DETAILS IF YOU WISH.	DATE
1	Have not needed or used it yet	4/10/2021 12:16 AM
2	workshare	4/9/2021 1:16 PM
3	CEWS / CEBA and rent relief	4/8/2021 12:28 PM
4	The previous responses have been specific to our London location. However, our other locations fared much worse, and as a company we accessed CEWS	4/8/2021 12:16 PM
5	Work-Share Program	3/31/2021 11:01 AM
6	The first 3 months of Covid, after that business picked up.	3/31/2021 9:51 AM
7	Workshare	3/30/2021 8:59 PM
8	early we took advantage but as work increased, we managed to earn to exceed the benefit threshold after two months.	3/30/2021 7:43 PM
9	Both crews and crab Wont let me pick both in your survey	3/30/2021 5:20 PM
10	Employees that were laid off or had reduced hours received benefits via CERB & EI.	3/30/2021 5:13 PM
11	UNKNOWN	3/30/2021 5:07 PM

12	Unknown	3/30/2021 4:09 PM
13	Plus CEBA plus rent subsidy program	3/29/2021 8:53 PM
14	Canada Emergency Rent Subsidy	3/26/2021 12:21 PM
15	New rent relief program.	3/26/2021 11:08 AM

Q8 Did you access CAM's COVID-19 news page at any time over the past year to get up-to-date information on the pandemic?

Answered: 94 Skipped: 0

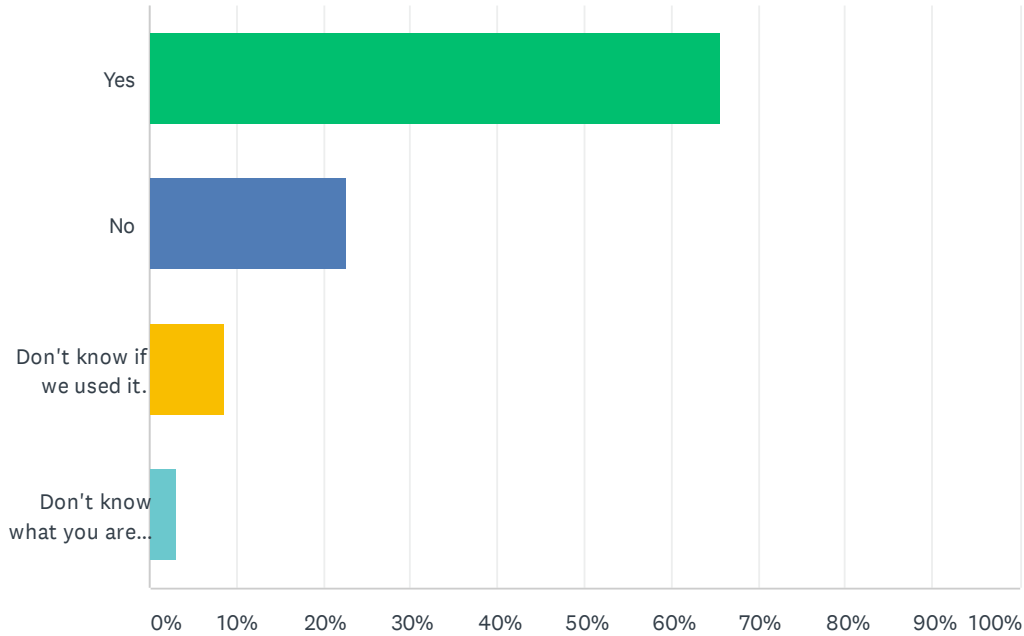


ANSWER CHOICES	RESPONSES
Yes, I visited all the time.	5.32% 5
Yes, I visited quite often.	25.53% 24
Yes, I stopped by once or twice.	48.94% 46
No, I used other resources.	20.21% 19
TOTAL	94

#	COMMENT.	DATE
1	Well done -great resource and go to.	4/10/2021 12:16 AM
2	The updates on the CAM news page were excellent! This was one of the first news sources I went to get up to date information.	3/30/2021 8:04 PM
3	a useful and well maintained source of information - thank you!	3/30/2021 7:43 PM
4	I compared what our Provincial Government Health Ministry was saying to that of what was posted on CAM.	3/30/2021 5:13 PM
5	United Van Lines kept us in the loop.	3/30/2021 5:03 PM
6	found the information helpful.	3/30/2021 4:11 PM

Q9 In April 2020, Transport Canada and CAM produced an employment confirmation letter for essential transportation workers (updated September 2020). Did your company use this letter?

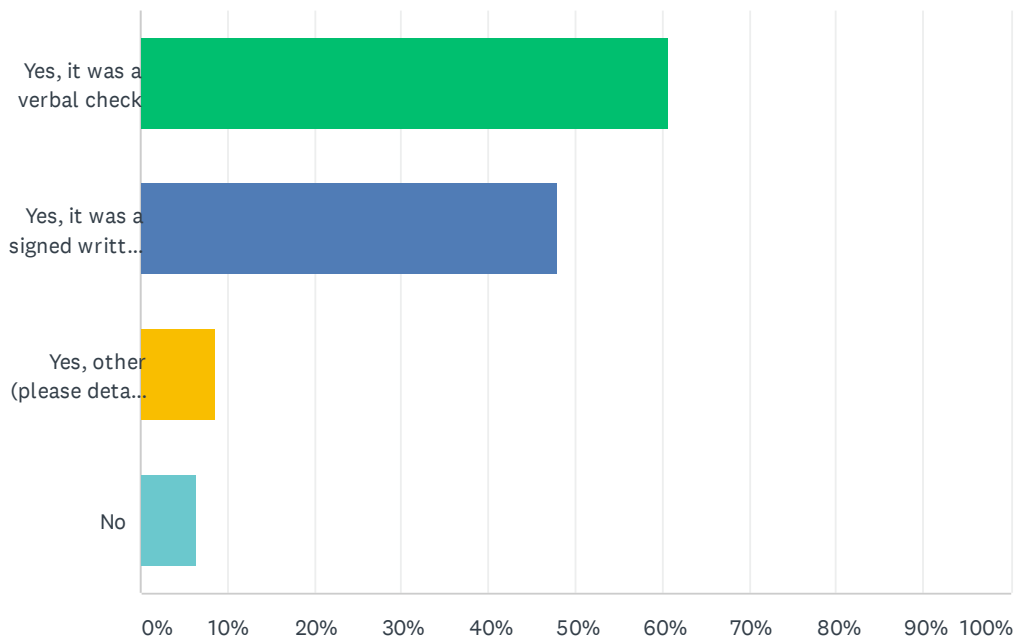
Answered: 93 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	65.59%	61
No	22.58%	21
Don't know if we used it.	8.60%	8
Don't know what you are talking about.	3.23%	3
TOTAL		93

Q10 Was there a health screening program set up for your employees at your company? (check all that apply)

Answered: 94 Skipped: 0



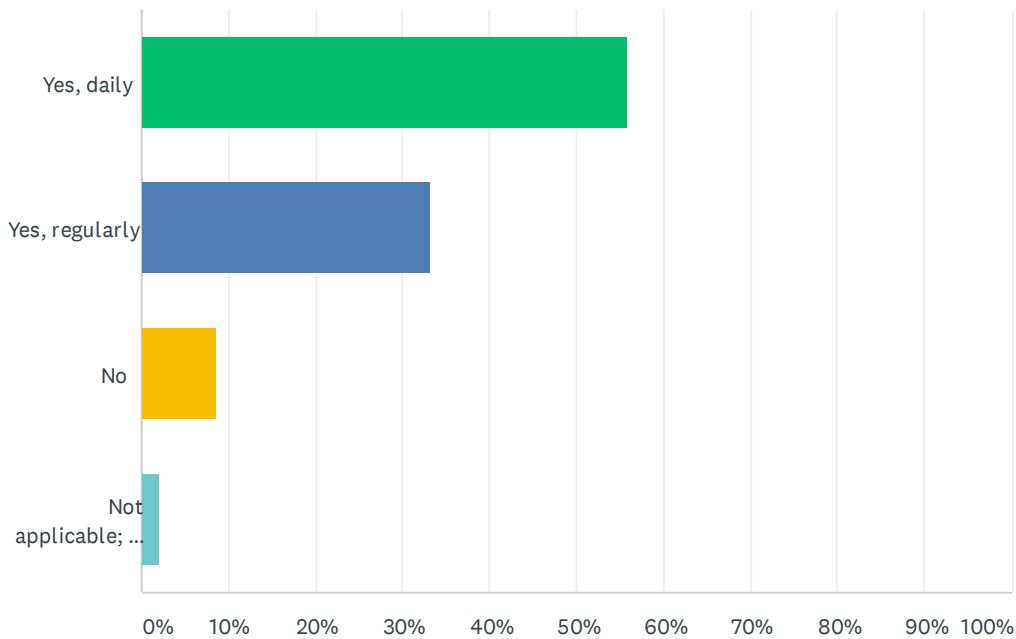
ANSWER CHOICES	RESPONSES
Yes, it was a verbal check	60.64% 57
Yes, it was a signed written employee declaration	47.87% 45
Yes, other (please detail in comment box)	8.51% 8
No	6.38% 6
Total Respondents: 94	

#	COMMENT.	DATE
1	with temperature testing	4/10/2021 12:16 AM
2	Ensure regular review of current types of symptoms using Ministry of Health guidance•All workers in all positions should self assess their health each dayprior to arriving for work or entering a Hansen’s office or facility.•To find out if workers are well when they come to work, we will ask each worker to self assess their health each day by answering basic questions about their physical health and symptoms using the provincial list of COVID-19 symptoms. •Any employee answering yes to a COVID screening question will be required to stayhome, self isolate and arrange for a COVID test to be done as soon as possi	4/9/2021 1:20 PM
3	We had a verbal health screening program every morning followed by a temperature check.	3/30/2021 8:04 PM
4	We utilized a FFW (Fit For Work) App.	3/30/2021 5:13 PM
5	Temp Check	3/30/2021 4:43 PM
6	take temp at time of arrival	3/30/2021 4:02 PM
7	All crew members were advised not to come in if they had any covid19 symptoms. We only had 2 members over 2020 who did not come in & we only had 1 crew of 3 to do a covid test as	3/26/2021 8:51 AM

	a precaution all with negative results.	
8	daily temp. checks	3/25/2021 4:11 PM
9	we also took people's temperature when they came into the office	3/25/2021 3:32 PM
10	We have a Fit for work app, needs to be filled prior to coming in.	3/25/2021 3:14 PM
11	Daily screening	3/25/2021 1:30 PM
12	We now use digital screening	3/25/2021 12:46 PM
13	Daily on line screening for in office staff Return to work protocols in place for those who want to return to office Office Orientation Protocols in place for new staff	3/25/2021 12:22 PM
14	We also take temperatures daily.	3/25/2021 12:16 PM

Q11 If yes, does your company still screen employees?

Answered: 93 Skipped: 1

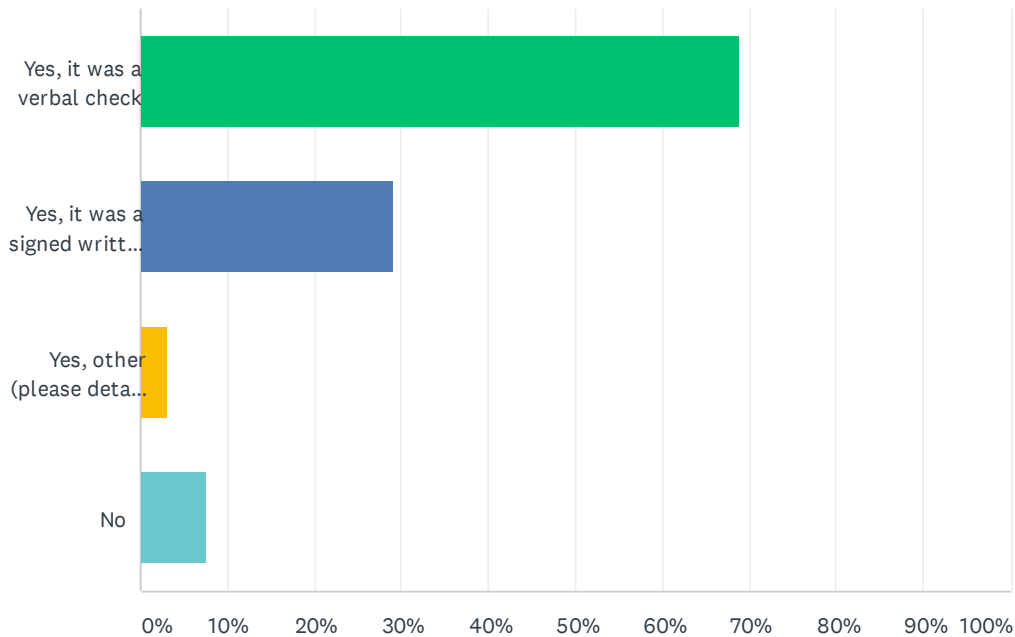


ANSWER CHOICES	RESPONSES	
Yes, daily	55.91%	52
Yes, regularly	33.33%	31
No	8.60%	8
Not applicable; we never did health screening	2.15%	2
Total Respondents: 93		

#	COMMENT.	DATE
1	Any employee who has been away from work due to COVID type symptoms must show proof of negative COVID test prior to returning to work. •In addition to providing proof of negative COVID test, employee must be symptom free for a minimum of 24 hours prior to returning to the workplac	4/9/2021 1:20 PM
2	our crews are our bubble - we look out for each other	3/30/2021 7:43 PM
3	Regularly for specific contracts , but not enough for those employees who do not fall under that screening process	3/29/2021 8:53 PM
4	we only screen guests	3/25/2021 3:32 PM

Q12 Did your company implement a health screening policy for your customers? (check all that apply)

Answered: 93 Skipped: 1

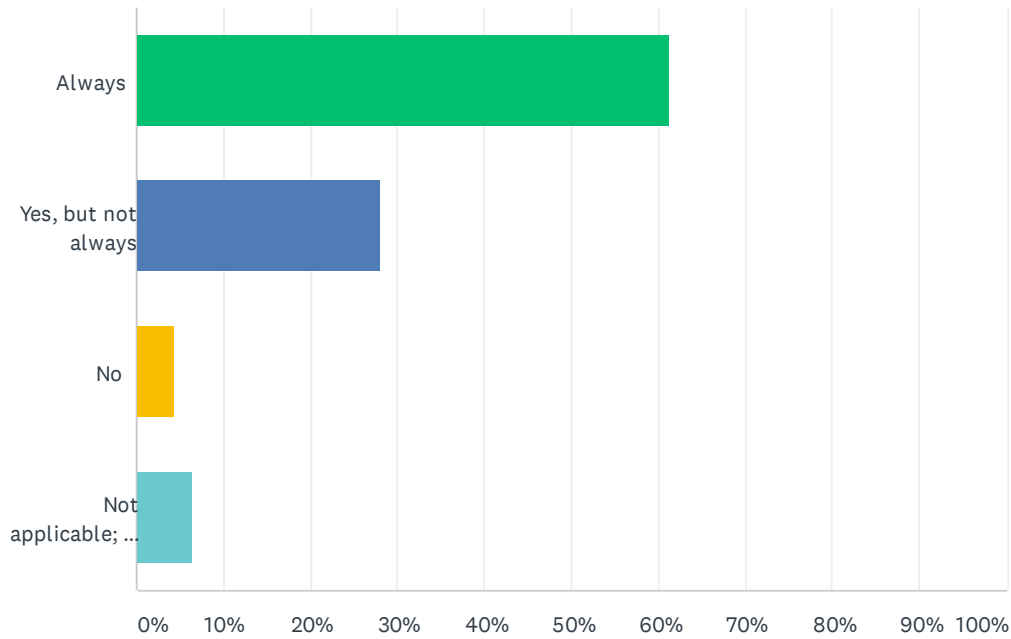


ANSWER CHOICES	RESPONSES
Yes, it was a verbal check	68.82% 64
Yes, it was a signed written declaration from the customer	29.03% 27
Yes, other (please detail in comment box)	3.23% 3
No	7.53% 7
Total Respondents: 93	

#	COMMENT.	DATE
1	Visitors are required to make an appointment to gain access to the facility or office. They must complete our COVID-19 screening questionnaire prior to arriving and advise of any changes since it's completion. Social distancing and masks/face coverings will be maintained during any interaction with g	4/9/2021 1:20 PM
2	Continues today on all jobs	3/29/2021 8:53 PM
3	Verbal and in the confirmation email.	3/25/2021 4:30 PM
4	plus take temperature	3/25/2021 3:32 PM
5	our clients provide us with one when on site	3/25/2021 1:50 PM
6	We just told them that if it appeared as though anyone was sick, we would not enter their home.	3/25/2021 1:28 PM
7	Email and phone call protocols	3/25/2021 12:22 PM

Q13 If yes, does your company still screen your customers?

Answered: 93 Skipped: 1

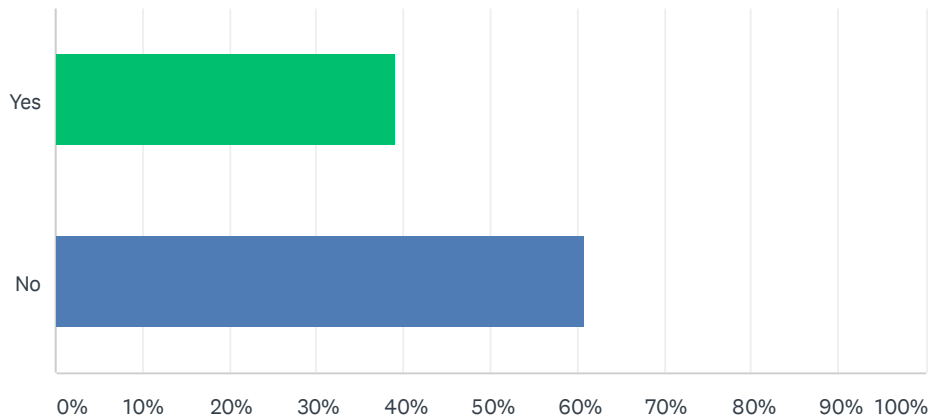


ANSWER CHOICES	RESPONSES	
Always	61.29%	57
Yes, but not always	27.96%	26
No	4.30%	4
Not applicable; we never did customer health screening	6.45%	6
Total Respondents: 93		

#	COMMENT.	DATE
1	scheduling survey appointments, we always speak to COVID protocol and follow-up with an email confirmation.	3/30/2021 7:43 PM
2	We just told them that if it appeared as though anyone was sick, we would not enter their home.	3/25/2021 1:28 PM

Q14 Has your company refused a job because the customer failed the health screen?

Answered: 92 Skipped: 2



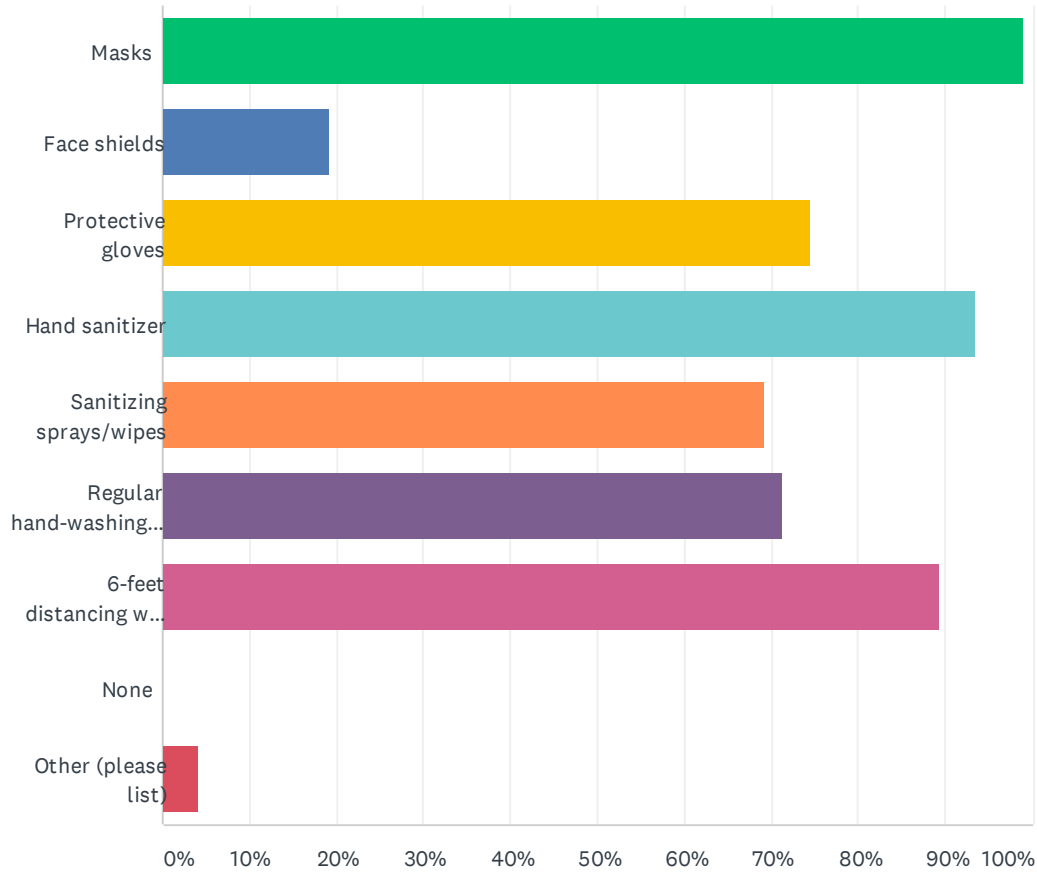
ANSWER CHOICES	RESPONSES	
Yes	39.13%	36
No	60.87%	56
TOTAL		92

#	COMMENT.	DATE
1	WE HAVE NOT ENCOUNTERED THIS YET	4/7/2021 3:42 PM
2	No one failed the health screening. Customers were really good about calling to postpone the move if they had to quarantine or were experiencing symptoms	4/1/2021 1:17 PM
3	Never had such an experience.	3/31/2021 1:44 PM
4	Nobody failed	3/31/2021 9:51 AM
5	I didn't have anyone fail the health screen....or so they said	3/31/2021 8:46 AM
6	We have had customers postpone their move due to covid related issues	3/30/2021 5:35 PM
7	we have yet to come across a client that has covid	3/30/2021 5:32 PM
8	We rescheduled multiple times to make it work.	3/30/2021 5:13 PM
9	No has failed the screening	3/30/2021 5:03 PM
10	Have not had anyone fail	3/30/2021 4:09 PM
11	Doesn't occur often. Bigger issue is client having too many people in the home while we are there	3/29/2021 8:53 PM
12	So far no, all of the customers were without any symptoms.	3/26/2021 8:51 AM
13	Shipments were postponed due	3/25/2021 1:34 PM
14	No because customers cancelled before we could refuse.	3/25/2021 1:28 PM
15	Initially our crews did encounter some clients that would not keep a social distance or wear a mask in their presence which created some tense moments at the job site. Today our crews are more comfortable with how to manage the situation and they generally stickhandle through it.	3/25/2021 1:18 PM

16	no one failed the screen	3/25/2021 1:11 PM
17	Made alternate arrangements, delayed move.	3/25/2021 12:22 PM
18	We haven't had any.	3/25/2021 12:16 PM

Q15 Over the winter months, did your driver and crew use personal protection when at a job site? (check all that apply)

Answered: 94 Skipped: 0



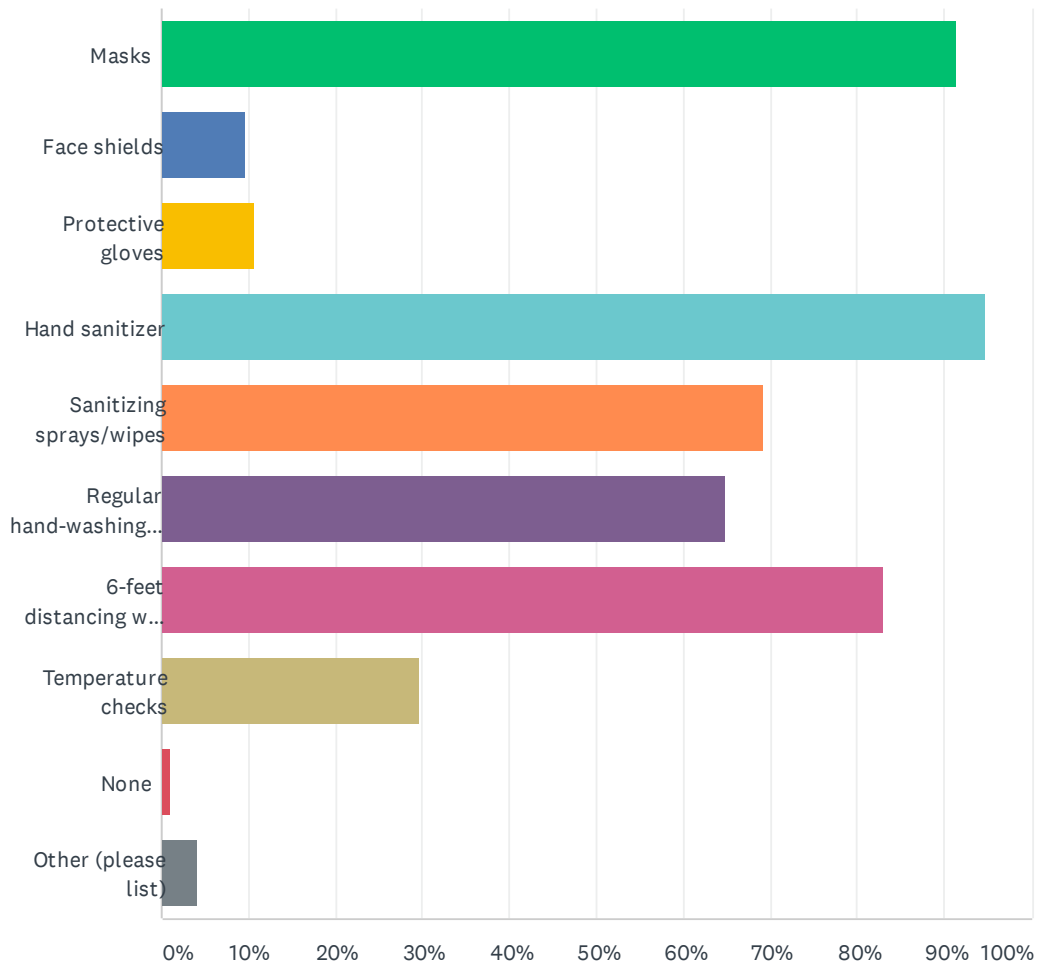
ANSWER CHOICES	RESPONSES
Masks	98.94% 93
Face shields	19.15% 18
Protective gloves	74.47% 70
Hand sanitizer	93.62% 88
Sanitizing sprays/wipes	69.15% 65
Regular hand-washing breaks	71.28% 67
6-foot distancing when possible	89.36% 84
None	0.00% 0
Other (please list)	4.26% 4
Total Respondents: 94	

#	OTHER (PLEASE LIST)	DATE
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1	All but not always	4/8/2021 12:16 PM
2	they used the gloves when they were able	3/30/2021 5:32 PM
3	booties	3/30/2021 4:02 PM
4	Gloves as required , maximum two employees per vehicle	3/29/2021 8:53 PM

Q16 Do your employees use personal protection when in the office? (check all that apply)

Answered: 94 Skipped: 0

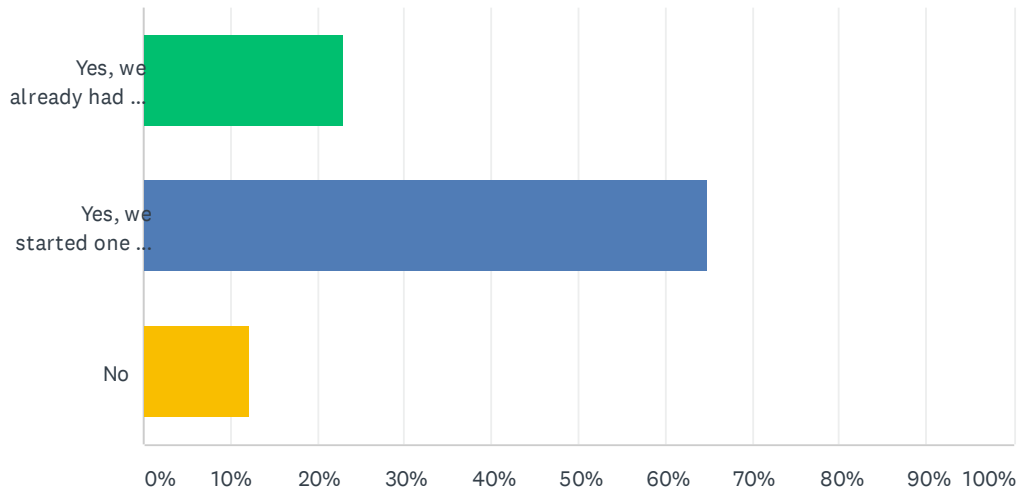


ANSWER CHOICES	RESPONSES	
Masks	91.49%	86
Face shields	9.57%	9
Protective gloves	10.64%	10
Hand sanitizer	94.68%	89
Sanitizing sprays/wipes	69.15%	65
Regular hand-washing breaks	64.89%	61
6-foot distancing when possible	82.98%	78
Temperature checks	29.79%	28
None	1.06%	1
Other (please list)	4.26%	4
Total Respondents: 94		

#	OTHER (PLEASE LIST)	DATE
1	N/A	4/8/2021 12:44 PM
2	Nothing else	3/30/2021 5:20 PM
3	2-3 times per day office sanitized	3/29/2021 8:53 PM
4	Masks, distance, hand washing, wipes required. Gloves and shields available, not required. N95 available for those staff who take a bus. Plexiglass installed plus desks distanced in office. Signage, sanitation stations, one person per bathroom only, all office reorganized for distance protocols.	3/25/2021 12:22 PM

Q17 Do you have a truck disinfecting policy in place?

Answered: 91 Skipped: 3

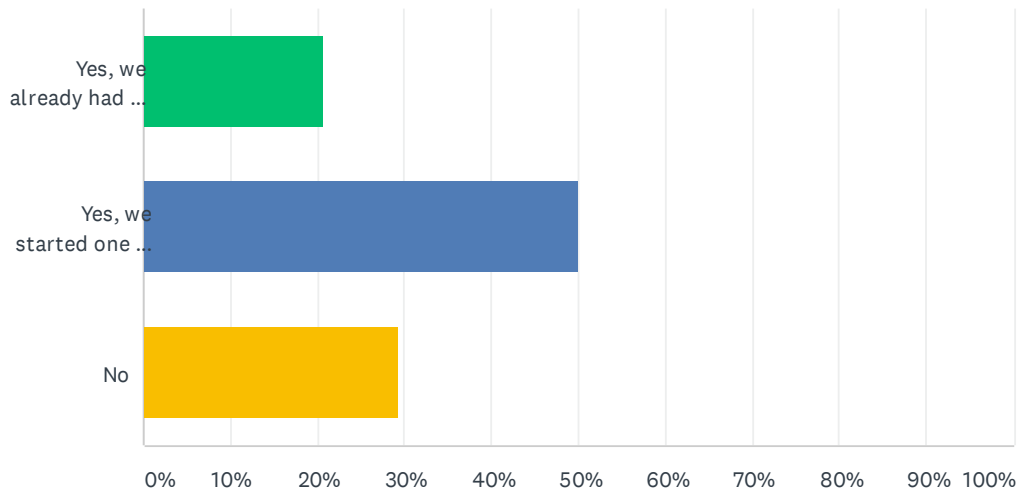


ANSWER CHOICES	RESPONSES	
Yes, we already had one before COVID	23.08%	21
Yes, we started one as a result of COVID	64.84%	59
No	12.09%	11
TOTAL		91

#	COMMENT.	DATE
1	For drivers, masks or approved face coverings will be worn when interacting with others and in any confined spaces other than the driver's truck (unless he is travelling with someone other than from his household). This includes fuel stops. Clean gloves should be worn inside each vehicle. When this is not possible, hand sanitizer will be used before and after touching any vehicle. If the truck is shared by more than one driver, touch surfaces inside must be cleaned at the start and end of the drivers shift. Drivers will not share the stylus or pen for electronic signature capture on the wireless device. The driver will record the name of the consignee on the wireless inspection. Inspections will be reviewed with customer from an appropriate distance (both parties using face coverings).	4/9/2021 1:20 PM
2	N/A	4/8/2021 12:44 PM
3	...and we will continue it.	3/30/2021 7:43 PM
4	Carrying masks, and hand sanitizer n the trucks	3/30/2021 5:32 PM
5	All crews are assigned a kit each day per truck , for job site and end of day cleaning	3/29/2021 8:53 PM
6	Van line. Movers have customized policies.	3/25/2021 12:22 PM

Q18 Do you have a warehouse (and/or storage facility) disinfecting policy in place?

Answered: 92 Skipped: 2

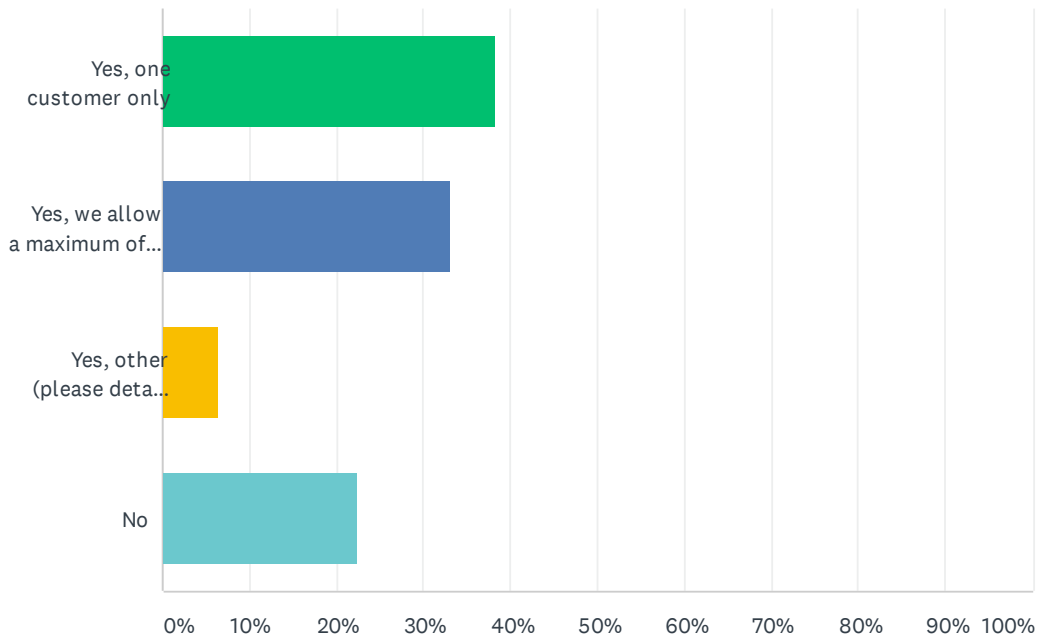


ANSWER CHOICES	RESPONSES
Yes, we already had one before COVID	20.65% 19
Yes, we started one as a result of COVID	50.00% 46
No	29.35% 27
TOTAL	92

#	COMMENT.	DATE
1	N/A	4/9/2021 1:20 PM
2	N/A	4/8/2021 12:44 PM
3	...and we will continue it	3/30/2021 7:43 PM
4	Have no warehouse	3/30/2021 5:32 PM
5	besides 6 ft and mask at all times everything stayed the same.	3/26/2021 8:51 AM
6	Van line.	3/25/2021 12:22 PM

Q19 During the summer peak season, did your company limit the number of customers allowed at the move site?

Answered: 94 Skipped: 0



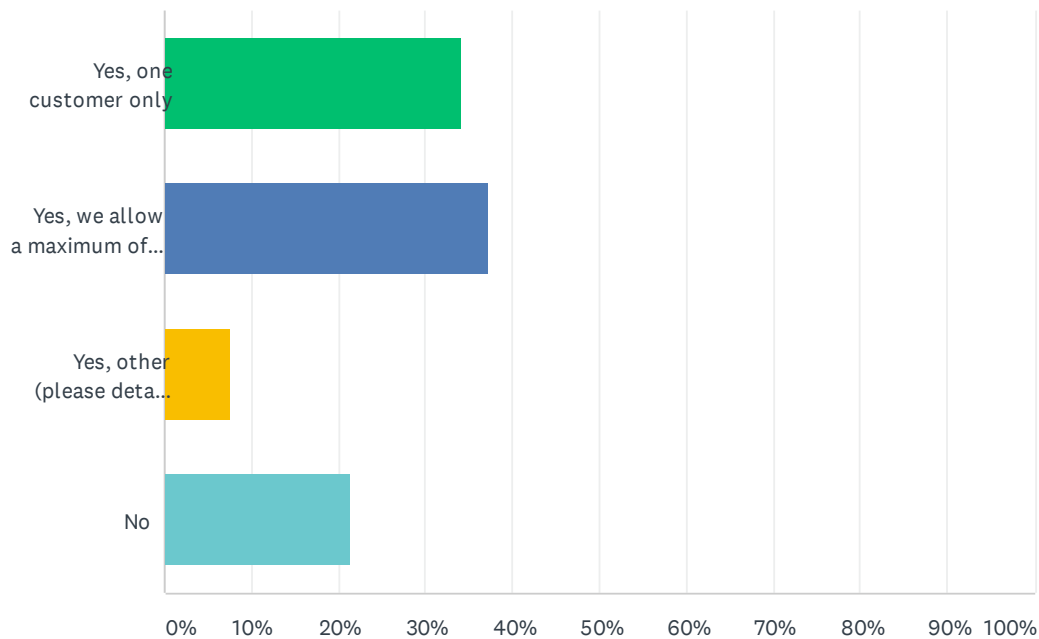
ANSWER CHOICES	RESPONSES
Yes, one customer only	38.30% 36
Yes, we allow a maximum of two customers	32.98% 31
Yes, other (please detail in the comment box)	6.38% 6
No	22.34% 21
TOTAL	94

#	COMMENT.	DATE
1	N/A	4/9/2021 1:20 PM
2	There is rarely more than 2 ever.	4/8/2021 5:31 PM
3	This was done on a request basis.	4/8/2021 12:49 PM
4	It was never overcrowded. Usually 1 customer	3/31/2021 1:44 PM
5	one customer inside - one customer outside; and maintaining distancing to 6 feet when possible	3/30/2021 7:43 PM
6	We would suggest to limit the number of people on site and to practice safe distancing with our staff	3/30/2021 5:35 PM
7	We allowed up to 2 but most of the time it was only one customer	3/30/2021 5:32 PM
8	When we did the pre-Covid call, we asked the customers to limit the people at the residence.	3/30/2021 4:43 PM
9	asked that only persons who needed to be in attendance be, sometimes that means 1 others up to 4	3/30/2021 4:02 PM

10	Tried to enforce	3/29/2021 8:53 PM
11	We simply asked them to limit the people to necessary only.	3/26/2021 11:08 AM
12	Depends on the space in the apartment/condo/house	3/26/2021 8:51 AM
13	We advised customers to limit the number of residents to one, but that was not always the case.	3/26/2021 8:17 AM
14	we also told them to stay 6ft away from our crews and / or stay in another room from crew	3/25/2021 3:32 PM
15	Client must wear a mask once we get the details of the move the customer must go into another room or leave the premises.	3/25/2021 3:14 PM
16	We asked that only one customer be present but there were sometimes more on-site.	3/25/2021 2:49 PM
17	Policy was to ask for one only but not enforceable at every move.	3/25/2021 12:22 PM

Q20 During the recent winter season, did your company limit the number of customers allowed at the move site?

Answered: 94 Skipped: 0



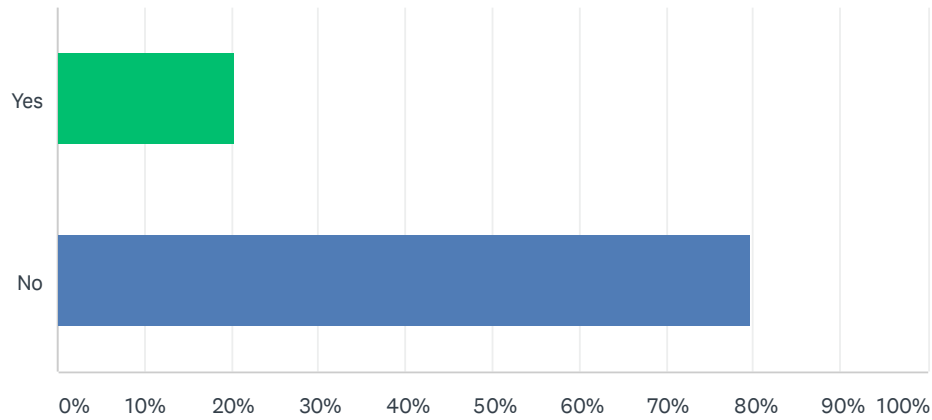
ANSWER CHOICES	RESPONSES
Yes, one customer only	34.04% 32
Yes, we allow a maximum of two customers	37.23% 35
Yes, other (please detail in the comment box)	7.45% 7
No	21.28% 20
TOTAL	94

#	COMMENT.	DATE
1	N/A	4/9/2021 1:20 PM
2	There is rarely more than 2 ever	4/8/2021 5:31 PM
3	same as above	3/31/2021 1:44 PM
4	One customer inside - one customer outside; and maintaining distancing to 6 feet when possible	3/30/2021 7:43 PM
5	Same as question 19	3/30/2021 5:35 PM
6	Again had 2 but for the most was only one client there	3/30/2021 5:32 PM
7	When we did the pre-COVID call, we asked the customer to limit the number on people onsite.	3/30/2021 4:43 PM
8	same as above	3/30/2021 4:02 PM
9	See above.	3/26/2021 11:08 AM
10	Same as Q 19	3/26/2021 8:51 AM

11	same as above in summer	3/25/2021 3:32 PM
12	We asked that only one customer be present but there were sometimes more on-site.	3/25/2021 2:49 PM

Q21 Have you had any employees test positive for COVID?

Answered: 94 Skipped: 0

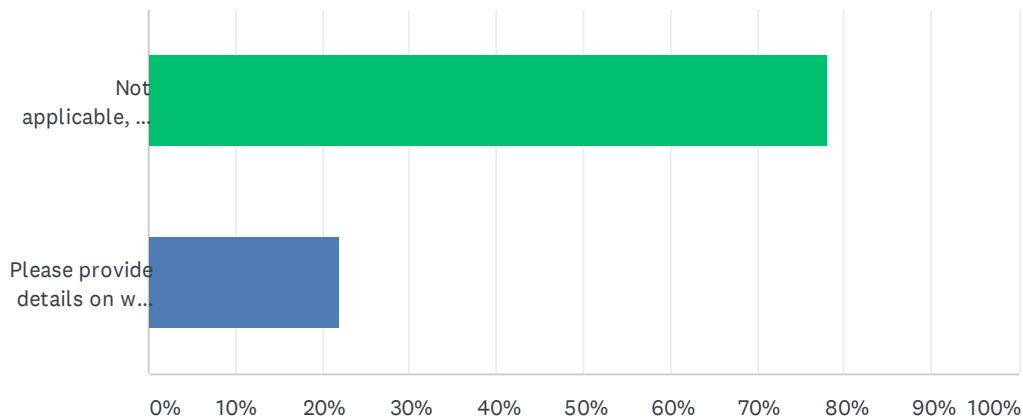


ANSWER CHOICES	RESPONSES
Yes	20.21% 19
No	79.79% 75
TOTAL	94

#	COMMENT.	DATE
1	There was 1 case, but the company sent an email to anyone in close contact with that person and they got tested right away and did the appropriate quarantine. No one else caught it.	4/1/2021 1:17 PM
2	quarantined office for 2 weeks	3/31/2021 1:44 PM
3	Thank goodness!	3/30/2021 8:04 PM
4	Our part time driver tested positive. He quarantined for 14 days. His spouse tested negative but had to isolate for more then 14 days per the instruction from the Health authorities	3/30/2021 5:32 PM
5	4 employees had to take time off to self monitor due to someone close having to take a Covid test. All test results negative , we paid employees for the time off (average 3 days)	3/29/2021 8:53 PM
6	Had a few scares but nobody tested positive. Those employees had to quarantine until they could produce a negative COVID-19 result/document.	3/25/2021 2:49 PM
7	One staff member who was away on holiday got it from her Mom who arrived from Poland.	3/25/2021 12:22 PM

Q22 If yes, how did your company deal with it?

Answered: 91 Skipped: 3



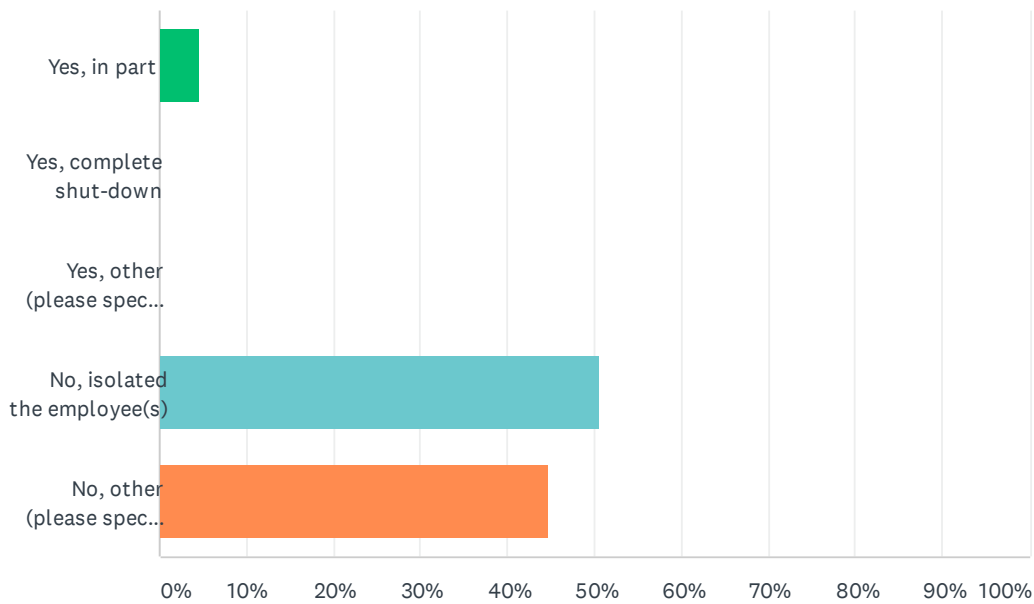
ANSWER CHOICES	RESPONSES
Not applicable, no employee tested positive.	78.02% 71
Please provide details on what your company did.	21.98% 20
TOTAL	91

#	PLEASE PROVIDE DETAILS ON WHAT YOUR COMPANY DID.	DATE
1	Once notified - all that were in close contact sent home requested testing or they worked from home for the 14 days	4/9/2021 1:16 PM
2	This is explained above	4/1/2021 1:17 PM
3	See above.	3/31/2021 1:44 PM
4	I worked from home.	3/31/2021 11:01 AM
5	The infected person and anyone in close contact had a mandatory 2 week quarantine	3/30/2021 8:59 PM
6	Crew was self quarantined for 14 days as required. No symptoms and has returned to work.	3/30/2021 6:54 PM
7	As per the above comment quarantined for 14 days and spouse was negative but had to isolate for a longer period per the health authorities	3/30/2021 5:32 PM
8	We followed Heath Regulations & quarantined multiple employees accordingly.	3/30/2021 5:13 PM
9	Employee was not feeling well on a Friday and got tested Saturday. The only person in office was that employee. Employee stayed home for 14 days, got tested again and it was negative. All is well.	3/30/2021 5:03 PM
10	We followed the COVID guidelines provided by the province	3/30/2021 4:43 PM
11	Deep cleaned the warehouse, completed contact tracing, contacted local health department	3/30/2021 4:25 PM
12	Employees self isolated for 2 weeks and were retested after before returning to work.	3/25/2021 5:28 PM
13	14 day quartine then recheck	3/25/2021 4:11 PM
14	Had all other employees/clients that were around him 3 days prior up to and including the day the employee tested positive. Anyone that was in contact was notified of a positive case in the company and was asked to get tested, all other employees that were in contact stayed home for 14 days even though they tested negative.	3/25/2021 3:14 PM
15	Told the sick employee to stay at home for 14 days. Informed staff of an exposure event and	3/25/2021 2:41 PM

	instructed them to monitor symptoms.	
16	Contact tracing was completed and employees were required to provide negative tests prior to going back to the office.	3/25/2021 1:34 PM
17	All employees are work from home.	3/25/2021 1:30 PM
18	followed all gov't protocols	3/25/2021 1:11 PM
19	Long haul driver - he followed Public Health direction.	3/25/2021 12:40 PM
20	She had to stay home until her covid test came back negative. We waited about 6 weeks before she returned as we wanted other staff to be comfortable she was well recovered.	3/25/2021 12:22 PM

Q23 Did your company have to close down in part or in whole due to an employee's exposure to COVID?

Answered: 87 Skipped: 7



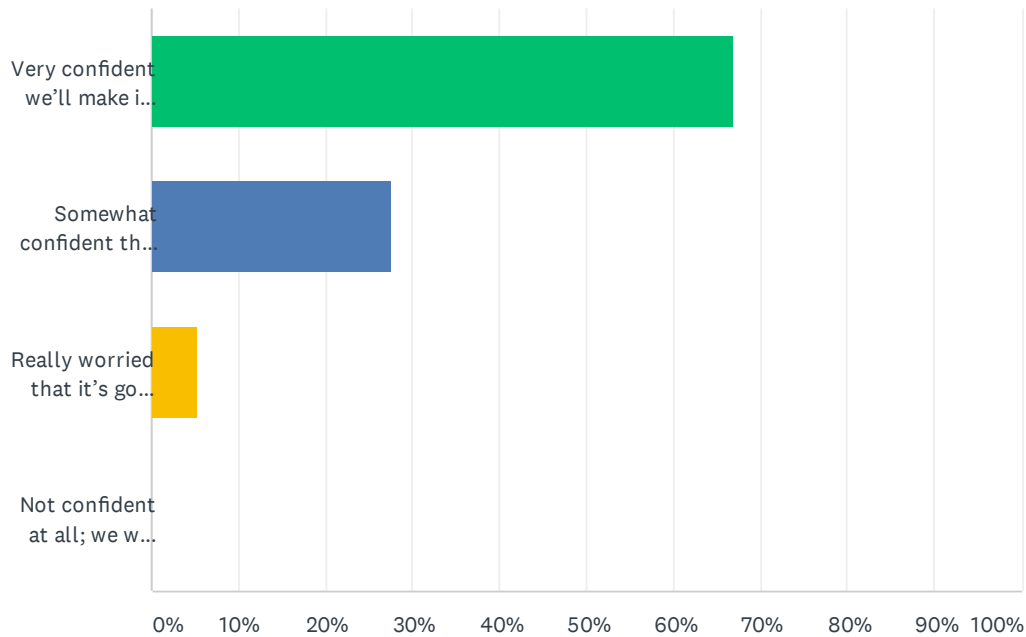
ANSWER CHOICES	RESPONSES
Yes, in part	4.60% 4
Yes, complete shut-down	0.00% 0
Yes, other (please specify in Comment box)	0.00% 0
No, isolated the employee(s)	50.57% 44
No, other (please specify in Comment box)	44.83% 39
TOTAL	87

#	COMMENT.	DATE
1	No employees got covid so we did not close-we did not hire from outside.	4/10/2021 12:16 AM
2	In the event of a positive case or suspected exposure to COVID-19: 1.Ensure the affected employee is sent home to self-isolate 2.Sanitize all work areas thoroughly 3.Review security/visitor logs and employee work detail for potential contact or exposure 4.Contact your immediate manager, HR and/or the Senior Management team immediately advising them of the details of the case. COVID-19 safety plan After reviewing each case, the Senior Management Team will:1.contact the local Public Health authority2.advise further direction related to other staff and the workplace3.communicate with customers, partners companies and railways app	4/9/2021 1:20 PM
3	No infections	4/8/2021 12:49 PM
4	we were lucky	4/8/2021 12:15 PM
5	NO COVID CASES IN OUR COMPANY	4/7/2021 3:42 PM
6	no cases	3/31/2021 7:50 AM
7	no exposure events at our location	3/30/2021 7:43 PM

8	No positive tests	3/30/2021 5:20 PM
9	NO CASESS WITH EMPLOYEES	3/30/2021 5:07 PM
10	N/A	3/30/2021 4:43 PM
11	n/a	3/30/2021 4:09 PM
12	No positive test	3/26/2021 1:07 PM
13	no known exposures	3/25/2021 3:32 PM
14	employees work from home.	3/25/2021 1:30 PM
15	We have not had any cases amongst our staff	3/25/2021 1:18 PM
16	We have had no exposures.	3/25/2021 12:16 PM

Q24 Now that we have a year under our belt, how confident are you that your company can get through this coming peak season without having to shut down all or part of the business due to COVID or the economic downturn?

Answered: 94 Skipped: 0

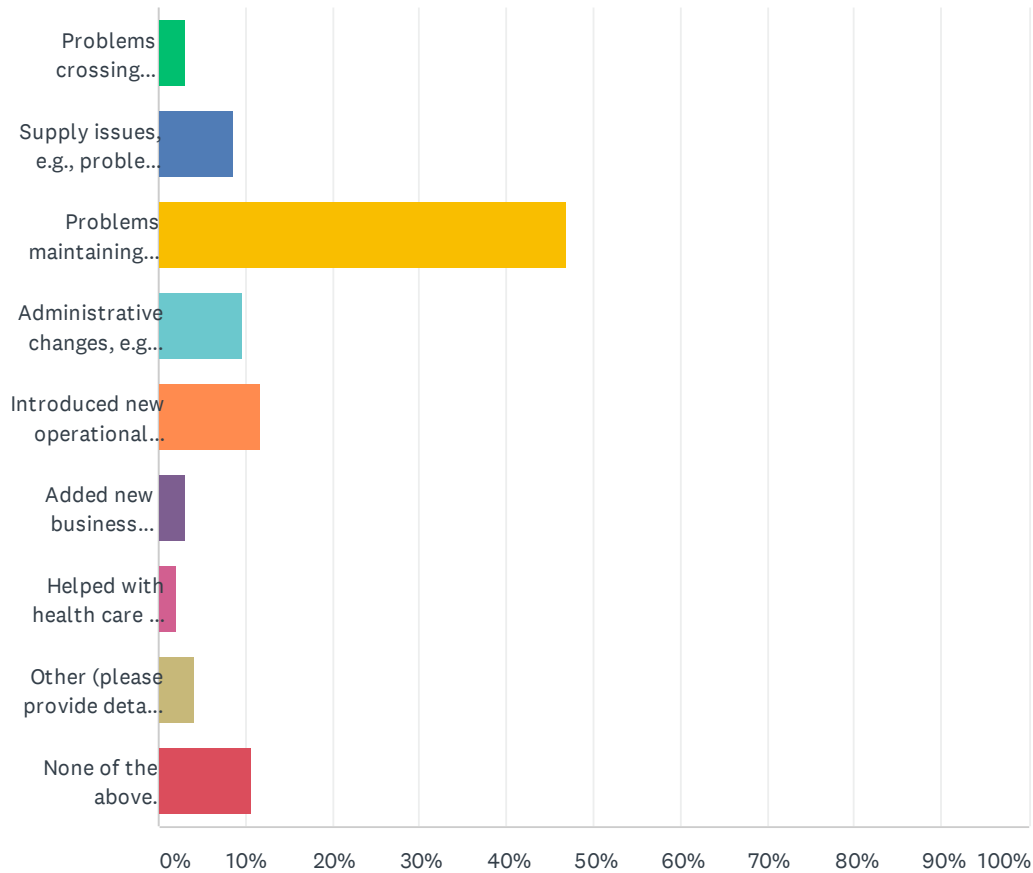


ANSWER CHOICES	RESPONSES
Very confident we'll make it through!	67.02% 63
Somewhat confident that we'll survive.	27.66% 26
Really worried that it's going to affect us.	5.32% 5
Not confident at all; we will be shutting all or part down	0.00% 0
TOTAL	94

#	COMMENT.	DATE
1	But---Never can tell what hangs in the balance---	3/30/2021 5:03 PM
2	Fully recognize it's a game of roulette , as an organization we can be diligent but hard to control the activities of the employees	3/29/2021 8:53 PM
3	COVID has made us stronger and better.	3/25/2021 3:01 PM
4	Clients will turn to reputable movers, especially during a pandemic. I truly believe that this is the case.	3/25/2021 2:49 PM
5	Ongoing industry challenges such as port congestion and cost increases remains a concern	3/25/2021 1:30 PM
6	More worried about labour and resources which are limited.	3/25/2021 12:22 PM

Q25 We've all had unique work experiences (both positive and negative) in the last year due to COVID. Can you tell us which one of the following impacted you the most? (check one)

Answered: 94 Skipped: 0

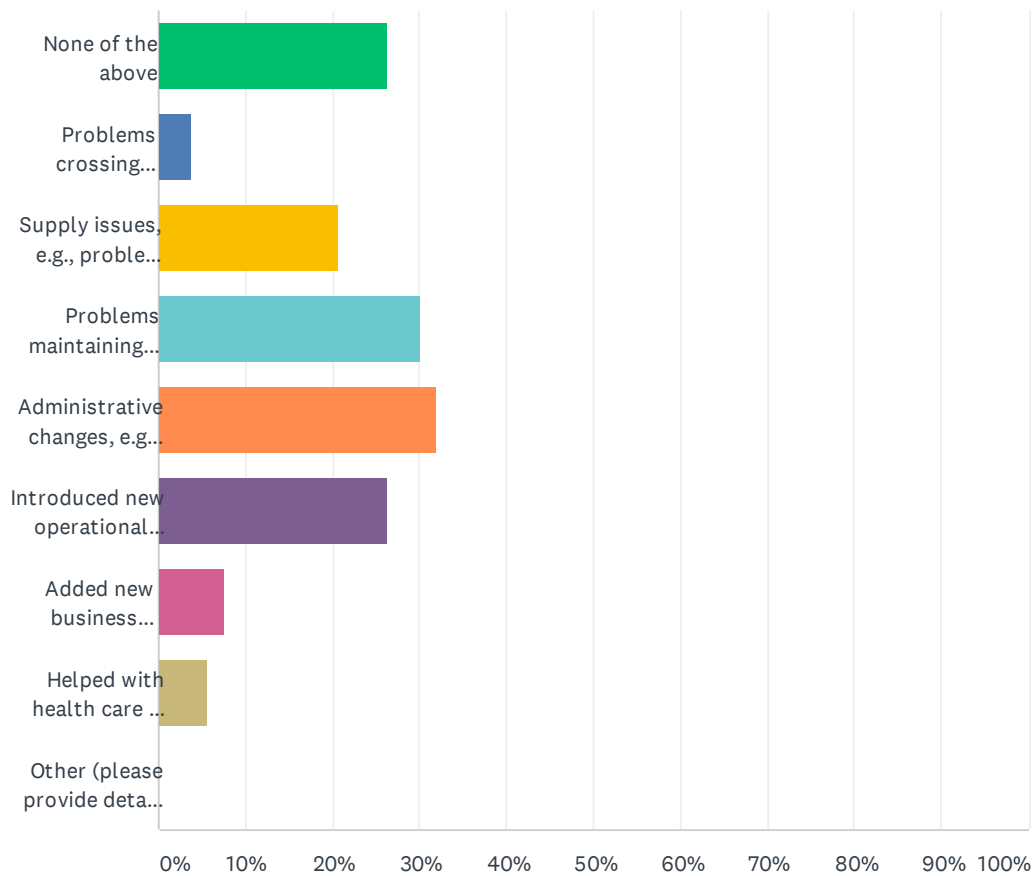


ANSWER CHOICES	RESPONSES
Problems crossing provincial or federal borders.	3.19% 3
Supply issues, e.g., problems accessing PPE or packing materials.	8.51% 8
Problems maintaining labour.	46.81% 44
Administrative changes, e.g., introduced working remotely or Zoom meetings.	9.57% 9
Introduced new operational processes, e.g., video surveying or photographing paperwork.	11.70% 11
Added new business streams, e.g., final mile deliveries.	3.19% 3
Helped with health care or Government COVID response.	2.13% 2
Other (please provide detail below)	4.26% 4
None of the above.	10.64% 10
TOTAL	94

#	DETAILS (PLEASE SPECIFY)	DATE
1	No one wanted to work when the government was paying them to stay home CERB	4/8/2021 5:31 PM
2	We lost 4 employees (of 10) 2 to CERB , 2 - international students - one went back home , 2nd- was allowed by the government to do her internship and didn't have to work "labor" job. This CERB program- caused and still cause - shortage in labor for our industry that wasn't "glory" to begin with.	4/8/2021 12:44 PM
3	Personally dealing with my own case of COVID-19.	3/31/2021 11:01 AM
4	once the government introduced the extended benefits, and this was a good thing - it kept people confident they could maintain a revenue stream and prevent the spread of the virus, it was tough servicing the work that nobody could have predicted we'd have - it was fight to find employees to perform it.	3/30/2021 7:43 PM
5	Business is manageable. Productivity is the issue with kids home from school, spouses working from home.	3/30/2021 6:53 PM
6	And had zoom meetings, worked remotely	3/30/2021 5:32 PM
7	Sending supporting staff with drivers from Edmonton to the NWT & Yukon became difficult with all the restrictions, quarantine & documentation processes.	3/30/2021 5:13 PM
8	Problems attracting labour	3/29/2021 8:53 PM
9	Packing material/JIT delivery problems	3/26/2021 1:07 PM
10	People would rather stay home on CERB than move furniture.	3/26/2021 11:08 AM
11	all of the above - survey monkey is allowing only 1 choice	3/25/2021 3:32 PM
12	All of the above	3/25/2021 3:01 PM
13	all of the above	3/25/2021 1:50 PM
14	Supply issues accessing PPE; administrative changes; digital inventory system implemented and video survey; increased working remotely	3/25/2021 1:34 PM
15	Summer 2020 was hard to find labour as many preferred to stay on CERB	3/25/2021 1:18 PM
16	Problems getting more labour	3/25/2021 1:07 PM
17	Will only let me check 1 box , also problems maintaining labour, introduced virtual suveys and helped with Health Care. (i.e. equipped mobile Covid test centers)	3/25/2021 12:46 PM
18	Survey will not let you check more than one box.	3/25/2021 12:22 PM

Q26 Besides what you chose above, perhaps COVID impacted your business in other ways. Can you tell us if any of the following affected you in the past year? (please feel free to provide details)

Answered: 53 Skipped: 41

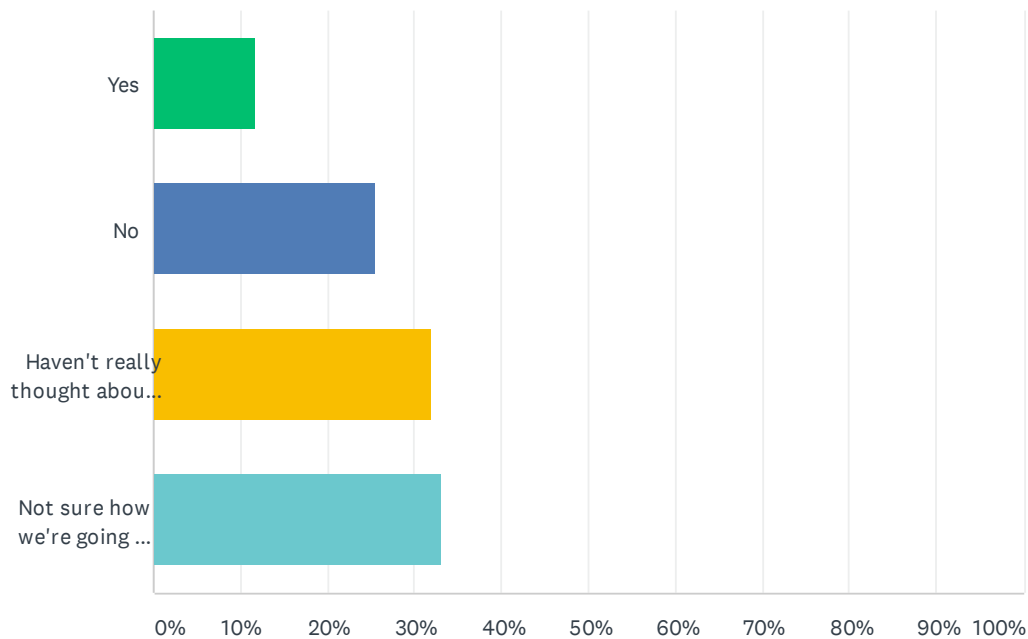


ANSWER CHOICES	RESPONSES	
None of the above	26.42%	14
Problems crossing provincial or federal borders.	3.77%	2
Supply issues, e.g., problems accessing PPE or packing materials.	20.75%	11
Problems maintaining labour.	30.19%	16
Administrative changes, e.g., introduced working remotely or Zoom meetings.	32.08%	17
Introduced new operational processes, e.g., video surveying or photographing paperwork.	26.42%	14
Added new business streams, e.g., final mile deliveries.	7.55%	4
Helped with health care or Government COVID response.	5.66%	3
Other (please provide detail below)	0.00%	0
Total Respondents: 53		

#	DETAILS (PLEASE SPECIFY)	DATE
1	pricing of PPE and supplies went up about %30-%40 (!!)	4/8/2021 12:44 PM
2	administratively we had to up our game and learn new skills - all of which introduced a great number of people to a more corporate environment. win - win!	3/30/2021 7:43 PM
3	The main problem was labour. People felt uncomfortable working with others. Plus they received CERB and did not want to work	3/30/2021 5:32 PM

Q27 Is your company considering a policy around vaccination of employees?

Answered: 94 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	11.70% 11
No	25.53% 24
Haven't really thought about it yet	31.91% 30
Not sure how we're going to deal with it	32.98% 31
Total Respondents: 94	

#	OTHER (PLEASE SPECIFY)	DATE
1	Currently being discussed.	4/9/2021 1:20 PM
2	As movers are and have been an essential service and seeing and being with different people every day, I feel we should be in the group of people that are vaccinated sooner than later	3/31/2021 8:46 AM
3	It should be against the law to force anyone to vaccinate or show any proof of vaccination.	3/31/2021 8:14 AM
4	Not sure how to have it implemented as you can not force employees to take it	3/30/2021 5:32 PM
5	Potentially. There is much to be debated & decided on going forward with an ever-changing scenario.	3/30/2021 5:13 PM
6	Strongly encourage getting it , we can't force it on anybody (my legal impression)	3/29/2021 8:53 PM
7	We will highly recommend it to all our employees...and all our management levels will be required to obtain the vaccination.	3/25/2021 4:30 PM
8	but would like everyone vaccinated	3/25/2021 1:50 PM
9	Would never impose such a policy as it is an infringement on the people's fundamental rights and freedom of choice. We are not communists and do not live in a dictatorship.	3/25/2021 1:28 PM

10	We do not believe that we will legally be able to mandate vaccines.	3/25/2021 12:22 PM
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Q28 Is there anything else you'd like to tell us?

Answered: 94 Skipped: 0

#	RESPONSES	DATE
1	BC will not recognise essential workers like our warehouse and truck drivers/movers as getting any priority on vaccinations-just wait like the general public	4/10/2021 12:16 AM
2	We're not a moving company per se, so we don't have warehouses; most everything we do is outdoors, thus we are not exposed to some of the risks moving companies would be.	4/9/2021 1:20 PM
3	stay well!	4/9/2021 1:16 PM
4	nothing ells o say	4/8/2021 9:10 PM
5	No	4/8/2021 6:26 PM
6	No	4/8/2021 5:31 PM
7	no	4/8/2021 2:39 PM
8	No at this time.	4/8/2021 12:49 PM
9	Amazed at minimal amount of our movers that were infected.	4/8/2021 12:49 PM
10	Thanks	4/8/2021 12:44 PM
11	NO	4/8/2021 12:43 PM
12	no	4/8/2021 12:28 PM
13	thank you for your assistance through these difficult times	4/8/2021 12:22 PM
14	no	4/8/2021 12:19 PM
15	No	4/8/2021 12:16 PM
16	Moving business became even more difficult to operate with covid and makes me think about expansion and growth	4/8/2021 12:15 PM
17	NO	4/7/2021 3:42 PM
18	No	4/1/2021 1:17 PM
19	-	3/31/2021 1:44 PM
20	No	3/31/2021 11:01 AM
21	no	3/31/2021 9:51 AM
22	No	3/31/2021 8:54 AM
23	None	3/31/2021 8:53 AM
24	no	3/31/2021 8:46 AM
25	No	3/31/2021 8:14 AM
26	No	3/31/2021 7:50 AM
27	no	3/31/2021 6:20 AM
28	Nope	3/30/2021 8:59 PM
29	Keep up the great work CAM!!	3/30/2021 8:04 PM
30	thank you for your continued support!	3/30/2021 7:43 PM
31	nope	3/30/2021 6:54 PM

32	No	3/30/2021 6:53 PM
33	bi	3/30/2021 5:43 PM
34	no	3/30/2021 5:35 PM
35	not at this time thank you	3/30/2021 5:32 PM
36	No	3/30/2021 5:20 PM
37	Take care & stay well. Feels like this could be a challenge for quite some time.	3/30/2021 5:13 PM
38	No	3/30/2021 5:10 PM
39	no	3/30/2021 5:08 PM
40	NOT AT THIS TIME	3/30/2021 5:07 PM
41	Not at this time	3/30/2021 5:03 PM
42	Not really	3/30/2021 4:49 PM
43	no	3/30/2021 4:43 PM
44	No	3/30/2021 4:43 PM
45	Was surprised by the lack of support or direction from the local health department. A case manager was to be assigned and 4 months later they still have never contacted us. We dealt with the outbreak as best we could.	3/30/2021 4:25 PM
46	Not at this time	3/30/2021 4:20 PM
47	not at this moment...	3/30/2021 4:11 PM
48	n/a	3/30/2021 4:09 PM
49	all good so far...	3/30/2021 4:02 PM
50	it has been a tough year but we have learned new skills that will help us once this is over.	3/30/2021 4:02 PM
51	No	3/30/2021 4:01 PM
52	NO	3/30/2021 3:48 PM
53	no	3/30/2021 3:37 PM
54	Very fortunate to be in the position we are in after one year of Covid	3/29/2021 8:53 PM
55	no	3/29/2021 5:12 PM
56	No	3/26/2021 1:07 PM
57	Not really !!	3/26/2021 12:25 PM
58	no	3/26/2021 12:21 PM
59	Have a great day!	3/26/2021 11:08 AM
60	Nothing at the moment	3/26/2021 8:51 AM
61	No	3/26/2021 8:17 AM
62	no	3/26/2021 6:55 AM
63	n/a	3/25/2021 8:50 PM
64	n/a	3/25/2021 6:19 PM
65	no	3/25/2021 5:28 PM
66	Just that we can all remain in business and eventually this horrible virus will be either gone or lesser in strength wth the introduction of the coming vaccines	3/25/2021 4:42 PM
67	Covid is hard on all of us. Hard to find labour now.. Hopefully, when the 2K per month stops, we can have more people looking for work.	3/25/2021 4:30 PM

68	no	3/25/2021 4:11 PM
69	Not at this time	3/25/2021 4:04 PM
70	keep the information flowing so we can all stay updated.	3/25/2021 3:32 PM
71	Stay Safe follow Health Care protocol	3/25/2021 3:14 PM
72	No	3/25/2021 3:09 PM
73	No	3/25/2021 3:01 PM
74	No	3/25/2021 2:49 PM
75	The Winnipeg Jets are gonna win the Cup!	3/25/2021 2:41 PM
76	no	3/25/2021 2:27 PM
77	no	3/25/2021 1:50 PM
78	No	3/25/2021 1:50 PM
79	No	3/25/2021 1:34 PM
80	no	3/25/2021 1:30 PM
81	no	3/25/2021 1:30 PM
82	no	3/25/2021 1:30 PM
83	nope	3/25/2021 1:28 PM
84	no	3/25/2021 1:18 PM
85	no	3/25/2021 1:11 PM
86	no	3/25/2021 1:11 PM
87	No	3/25/2021 1:09 PM
88	no	3/25/2021 1:07 PM
89	Nothing at this time.	3/25/2021 12:51 PM
90	no	3/25/2021 12:50 PM
91	no	3/25/2021 12:46 PM
92	Not really	3/25/2021 12:40 PM
93	No	3/25/2021 12:22 PM
94	no	3/25/2021 12:16 PM