

## So how are we doing?

### Results from our *COVID-19 - 18 Months Later Member Survey*

Thank you to everyone who took less than 10 minutes to fill out the member survey. We had a 22% response rate which is considered typically representative, especially when the respondents are from the same industry.

Here are some highlights.

#### **Employee Health**

- A little over a third of our respondents had at least one employee test positive for COVID-19, with 35% of those having between 3-10 employees infected. All companies had the employees isolated and quarantined. Many companies reported that additional actions including deep disinfecting of office and trucks, had rapid tests done on employees and contacts, and even some moves were rescheduled when possible. Fortunately, only one company had to completely shut down while 4 others had a partial shut-down.
- Almost half (45%) of respondents report that 80% of their employees are vaccinated, over a quarter (28%) have between 50-80% vaccinated, while 4 companies say that less than 50% had any shots. One fifth of our respondents did not disclose or did not know.

#### **Vaccine Policies**

With the increase in vaccines across Canada and requests coming into CAM looking for advice on vaccine policies, we thought we'd ask a few questions about that.

- 29% of respondents had a formalized COVID vaccination policy in place with only 1 respondent indicating that they lost an employee who refused to be vaccinated. However, it should be noted that several respondents felt that if they did institute a mandatory policy, they would lose employees.
- Over a third (37%) have, or are considering, a policy, while 19% are not considering a policy. 11% haven't thought about it and 32% aren't sure how they are going to deal with it.
- Almost three-quarters (73%) of respondents noted that more than half of their employees were vaccinated, with the majority of those answering "more than 80%". One fifth of respondents did not know or were not disclosing.
- When asked if companies required COVID testing on non-vaccinated employees, 12% indicated that they required regular or occasional COVID testing.
- 44% of respondents said that they have had customers ask for proof of vaccine for the crew coming to their home with 10 respondents indicating that they have shown physical proof.

#### **Previous policies – are we still doing them?**

- 38% of respondents still do daily employee screening, while 21% screen occasionally and 6% have stopped screening. 35% of respondents have never had an employee screening mandate.
- Regarding customers, 41% of you continue to do health screening (either verbally or through a signed declaration) every time, while 15% of you do occasionally ask. Another 15% of you have stopped asking. Compare this to the results in our Survey #2, at six months into COVID, when 95% of respondents were screening every customer.
- A third (34%) have refused a job because the customer failed the health screen.
- When asked about limiting customers at the move site, 16% allow only one customer, 14% allow two, and 40% of you assess the situation and require limits on a case-by-case assessment.

It's interesting to note that 15% of respondents never limited the number of customers, but we don't know if other measures (such as mask wearing or physical distancing) were in place.

- Regarding PPE on the job site, 92% are still using masks, with hand sanitizer and 6-foot distancing (when possible) ranking high amongst other measures still in place. At least half of respondents are using sanitizing sprays and wipes and taking regular hand washing breaks.
- Truck disinfecting policies are in place in 76% of our respondents' companies. Similarly, 70% have a warehouse/storage facility disinfecting policy in place.

### **Employees**

- 30% of respondents indicated that they still have some staff working remotely, while 10% now have everyone back in the office. Sixty percent never had staff work from home.
- When asked to think back to pre-COVID-19 days of the summer of 2019, 42% of respondents indicated that they have fewer employees in 2021, while 43% stayed about the same number. Only 16% showed an increase in the number of employees. Many respondents commented that accessing labour continues to be a challenge.
- One in five (19%) of respondents noted that they were able to rehire laid off employees, while three quarters of those surveyed indicated that they never laid off any staff.

### **Business Health**

- Over the past three surveys, we have asked about general company income. We are so happy to see business recovery for many of you.
  - Six months into the pandemic, almost 70% of members had at least a 20% decrease in income.
  - At one year, that number had decreased to 35%, with 37% of members having an increase in business, mainly due to business "pivoting" to provide additional or new services.
  - Now, eighteen months later, 65% of respondents have seen an increase over 2019, with the majority of those having up to a 40% increase in income.
- We also have asked questions around "pivoting." The results over time have indicated that about only about 23% of our members picked up non-traditional moving business or changed how they conducted their operations. (6 months = 22%, 12 months = 23% and 18 months = 23%).
- Thank goodness for government funding! Three-quarters (75%) of respondents accessed some form of government funding, whether it was the CEWS (wage subsidy) program (46%), the CEBA loan (24%) or another program such as rent subsidy or workshare programs.

### **So, what are our future challenges?**

The summer of 2021 was a moving season like no other. It's been busier than anyone has seen in a long time with massive challenges that almost all are a result of COVID-19 in some way. Some challenges have been around for a long time but have become worsened by the pandemic. We asked respondents what their challenges were.

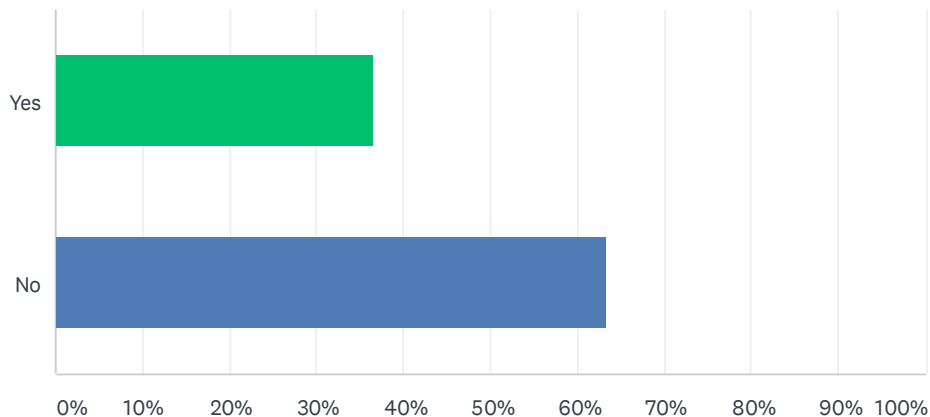
- General labour shortages (89%)
- Driver shortages (84%)
- Increased costs (76%)
- Storage issues (70%)
- Capacity issues (62%)
- Supply chain challenges (57%)
- Lower margins (38%)

- Other (10%)
  - Increase in anxiety and general negative attitude from customers
  - Unrealistic expectations
  - Reduced efficiency of crews due to PPE and sanitizing
  - Longer turnaround times for sub-contractors
  - Rental truck and temporary storage facility shortages
  - Increased marketing costs

So how are we doing? We'd say we're coping amazingly well, considering we are short on workers to move shipments of household goods, don't have anywhere to store the backlog of undelivered effects, are facing greater costs and are clearing less profit. The question is, how long will we want to go on coping?

# Q1 Have you had any employees test positive for COVID?

Answered: 63 Skipped: 0



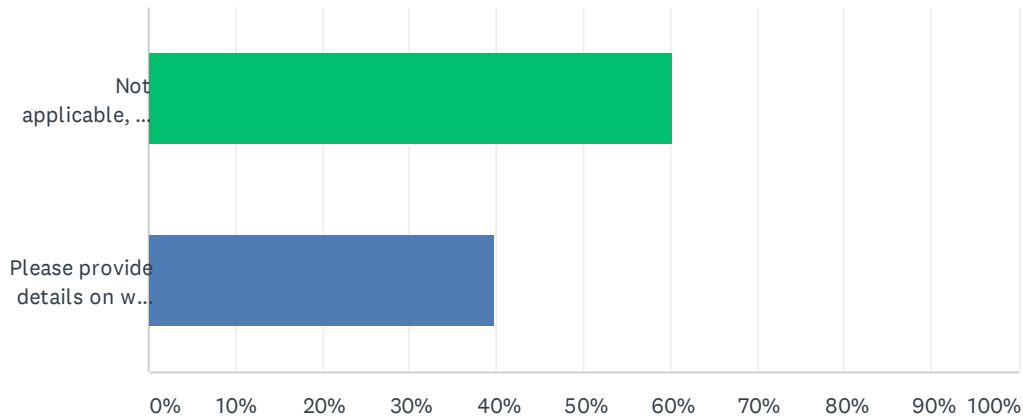
ANSWER CHOICES	RESPONSES
Yes	36.51% 23
No	63.49% 40
<b>TOTAL</b>	<b>63</b>

#	COMMENT OR, IF YES, HOW MANY?	DATE
1	One	9/23/2021 3:43 PM
2	Several	9/23/2021 2:21 PM
3	3	9/23/2021 1:38 PM
4	1	9/23/2021 1:19 PM
5	No we had no positive tests.	9/23/2021 1:08 PM
6	2	9/23/2021 12:47 PM
7	1	9/23/2021 12:45 PM
8	4	9/23/2021 12:44 PM
9	one	9/23/2021 3:11 AM
10	We did have one employee's partner test positive for covid	9/21/2021 4:06 PM
11	one , got married and tested positive after his honeymoon	9/21/2021 1:49 PM
12	2	9/17/2021 12:35 PM
13	Just one, nobody else was affected.	9/17/2021 10:00 AM
14	1	9/16/2021 7:43 PM
15	5	9/16/2021 5:11 PM
16	not to my knowledge	9/16/2021 3:12 PM
17	Multiple.	9/16/2021 2:58 PM
18	1 cross-border driver	9/16/2021 2:53 PM
19	4	9/16/2021 2:49 PM

20	1	9/16/2021 2:46 PM
21	10	9/16/2021 2:35 PM
22	one	9/16/2021 2:31 PM
23	4-5 at different times.	9/16/2021 2:21 PM

## Q2 If yes, how did your company deal with it?

Answered: 63 Skipped: 0



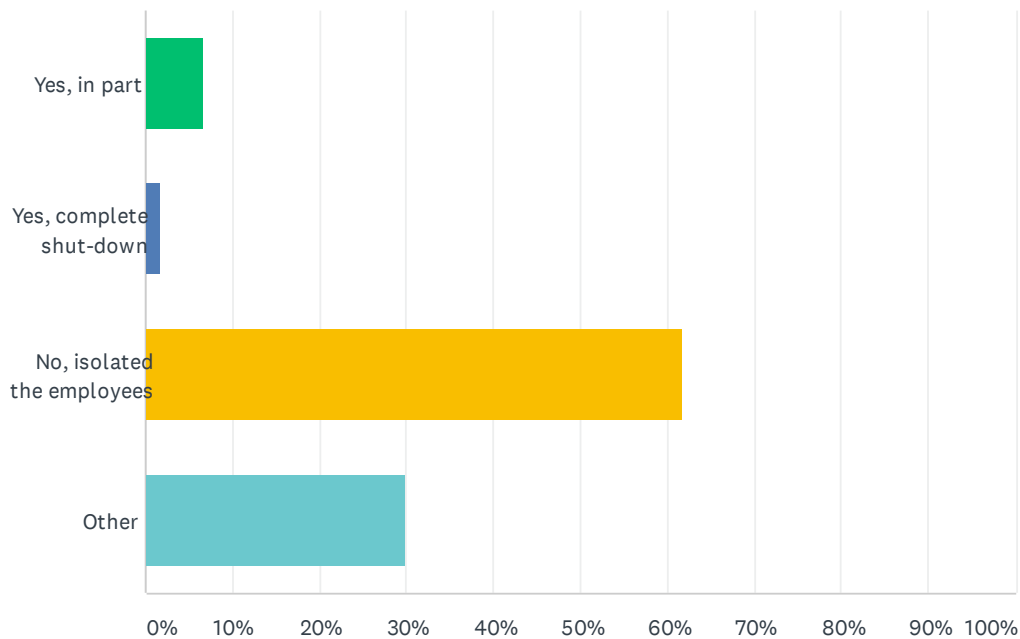
ANSWER CHOICES	RESPONSES
Not applicable, no employee tested positive.	60.32% 38
Please provide details on what your company did.	39.68% 25
<b>TOTAL</b>	<b>63</b>

#	PLEASE PROVIDE DETAILS ON WHAT YOUR COMPANY DID.	DATE
1	Rushed all possibly affected staff and family in for Covid testing Rescheduled moves where possible	9/24/2021 7:44 AM
2	They became infected and ill over a long weekend and public health did not list any other staff members as close contacts - since it happened while away from work for several days. All other employees monitored themselves, however there were no issues and we continued to safely service our customers.	9/23/2021 3:43 PM
3	Minimum 14 day isolation, rescheduling jobs, cancelling jobs, bringing crews in from other cities	9/23/2021 2:21 PM
4	told employees if they wanted to get tested they are free to go .. continued on with safety procedures	9/23/2021 1:38 PM
5	the employee had three days sick leave and took vacation days	9/23/2021 1:19 PM
6	N/A	9/23/2021 1:08 PM
7	14 days off then 1 return to work the other didn't return.	9/23/2021 12:47 PM
8	Isolated employee, 2 high risk contacts had 14 day quarantine.	9/23/2021 12:45 PM
9	2 weeks isolation and a negative test prior to returning to work	9/23/2021 12:44 PM
10	Had to quarantine a portion of our staff that was in direct contact	9/23/2021 12:24 PM
11	Luckily it was over a long weekend 1 July and she did not spread it to other office personnel. People panicked and went for tests .Office coverage was decimated for 48 hours ,but no one else got it.BC health did not close office or deem a risk	9/23/2021 3:11 AM
12	We had the employee quarantine for 14 days, at the end of the quarantine tested for covid (negative)	9/21/2021 4:06 PM
13	followed guidelines as set out by Health agencies, he was off work for over 10 days (after his week off for vacation)	9/21/2021 1:49 PM

14	We sanitized and did a deep clean of our office/trucks. We had the positive case quarantine at home for 14 days, and had any employees that had been in contact self isolate for 10 days or until a negative Covid test was provided. We also advised our customers for contact tracing	9/17/2021 12:35 PM
15	Employee was placed in 10 day quarantine. Everyone else got tested right away and again 2 weeks later.	9/17/2021 10:00 AM
16	Followed all AHS protocols, direct contact employees had to isolate for 14 days	9/16/2021 7:43 PM
17	Mandatory quarantine of infected and close contacts.	9/16/2021 5:11 PM
18	Mandatory quarantine - all others tested	9/16/2021 3:23 PM
19	Followed all the Provincial Health & Company Guidelines.	9/16/2021 2:58 PM
20	Followed Public Health guidelines.	9/16/2021 2:53 PM
21	Followed local health authority rules regarding self isolation of close contacts. Increased cleaning of trucks and office. Rapid tests for all staff	9/16/2021 2:49 PM
22	Tested all staff.	9/16/2021 2:46 PM
23	We paid them to stay home ! We did every think to keep them safe	9/16/2021 2:35 PM
24	we deep cleaned the whole office as was our receptionist that had the covid virus.	9/16/2021 2:31 PM
25	Had the affected employees off work and also off work some employees due to close contact. They were all at home while they recovered. We did deep clean to all spaces and equipment upon having being notified of the problem. We had all the procedures for covid in place and were following them.	9/16/2021 2:21 PM

### Q3 Did your company have to close down in part or in whole due to an employee's exposure to COVID?

Answered: 60 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes, in part	6.67% 4
Yes, complete shut-down	1.67% 1
No, isolated the employees	61.67% 37
Other	30.00% 18
<b>TOTAL</b>	<b>60</b>

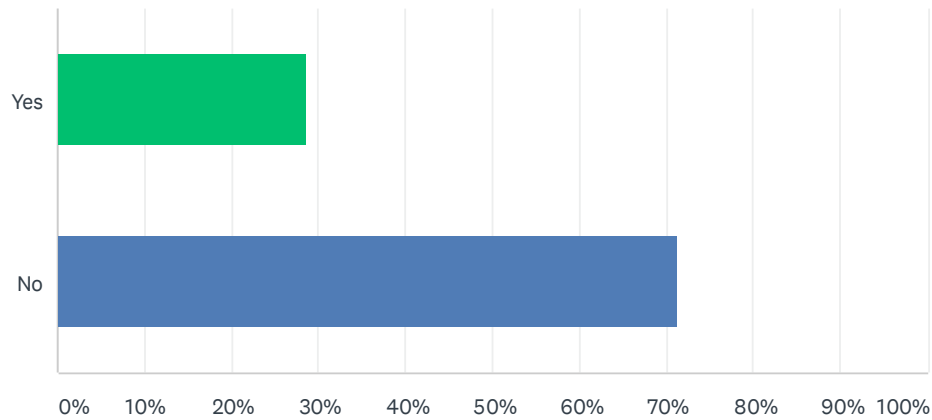
#	PLEASE PROVIDE DETAILS.	DATE
1	Not applicable	9/25/2021 2:18 PM
2	no one tested positive for covid and it is just a different type of flu anyways. All these crazy measures are just stripping away our freedoms for a flu like virus.	9/24/2021 3:31 PM
3	Only one employee was ill - over a long weekend and did not infect or affect any other staff members	9/23/2021 3:43 PM
4	N/A	9/23/2021 2:56 PM
5	N/A	9/23/2021 2:01 PM
6	N/a never been exposed.	9/23/2021 1:18 PM
7	No employees tested positive	9/23/2021 1:05 PM
8	N/A	9/23/2021 10:14 AM
9	We had the employee quarantine for 14 days, at the end of the quarantine tested for covid (negative)	9/21/2021 4:06 PM



10	Had a couple employees go for testing due to close contact but results were negative.	9/20/2021 2:01 PM
11	no worries	9/20/2021 8:21 AM
12	no	9/17/2021 4:56 PM
13	Small company, employee was limited to office work for 10 days.	9/17/2021 10:00 AM
14	employees working from home since the beginning of the pandemic.	9/17/2021 8:48 AM
15	N/A	9/16/2021 6:52 PM
16	No positive tested	9/16/2021 3:40 PM
17	n/a	9/16/2021 3:12 PM
18	n/a	9/16/2021 2:32 PM
19	had no one test positive	9/16/2021 2:27 PM
20	No exposure	9/16/2021 2:26 PM
21	With the loss of a significant number of employees we were restricted for a couple weeks in the one instance.	9/16/2021 2:21 PM
22	NO OUTBREAKS	9/16/2021 1:57 PM

# Q4 Do you have a formalized COVID vaccination policy in place in your company?

Answered: 63 Skipped: 0

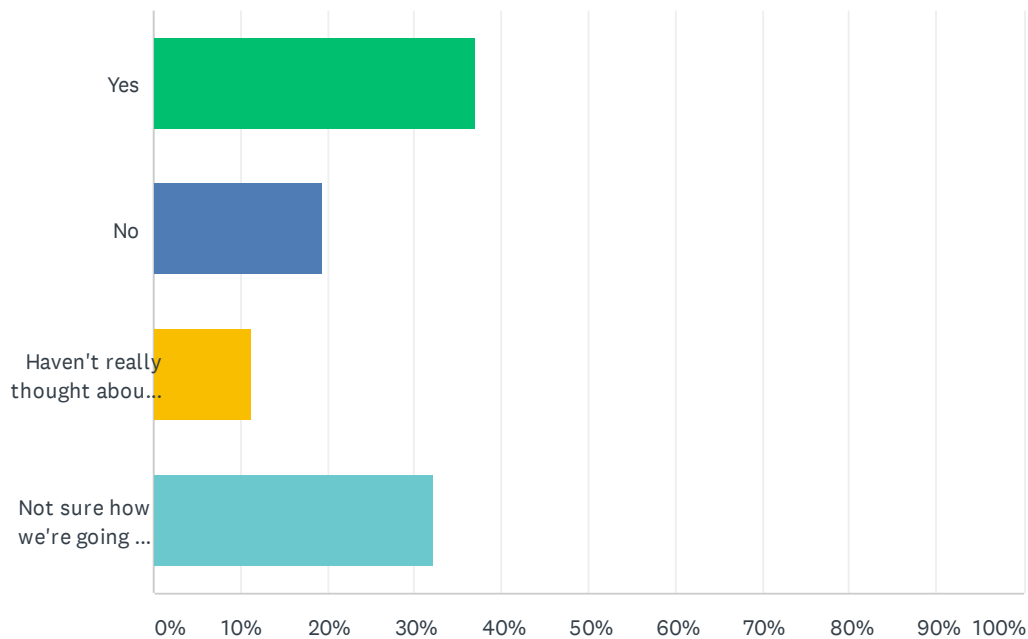


ANSWER CHOICES	RESPONSES	
Yes	28.57%	18
No	71.43%	45
TOTAL		63

#	COMMENT.	DATE
1	Yes but it is pointless	9/24/2021 3:31 PM
2	I do not believe that is an employer's right to impose nor the governments.	9/23/2021 2:56 PM
3	This is between each person and their doctor.	9/23/2021 12:47 PM
4	Have made the decision to not impliment mandatory vaccine	9/23/2021 12:24 PM
5	Just encouragement in writing on our COVID 19 plan to get it done	9/23/2021 3:11 AM
6	i don't believe we can, we strongly encourage the double vaccine, and most people have got it. We are pretty much letting our commercial accounts dictate, to this point, that they will not allow any non double vaxed people on their property	9/21/2021 1:49 PM
7	But everyone in our office has had both shots	9/17/2021 4:56 PM
8	All staff must have complete vaccination	9/17/2021 4:27 PM
9	Many organizations we work with have implemented policies; We have no directly implemented a vaccination mandate in the workplace to date.	9/17/2021 12:10 PM
10	cannot force employees to be vaccinated according to labor canada	9/16/2021 2:31 PM
11	Must be vaccinated to get full hours.	9/16/2021 1:57 PM

## Q5 Is your company considering a policy around vaccination of employees?

Answered: 62 Skipped: 1

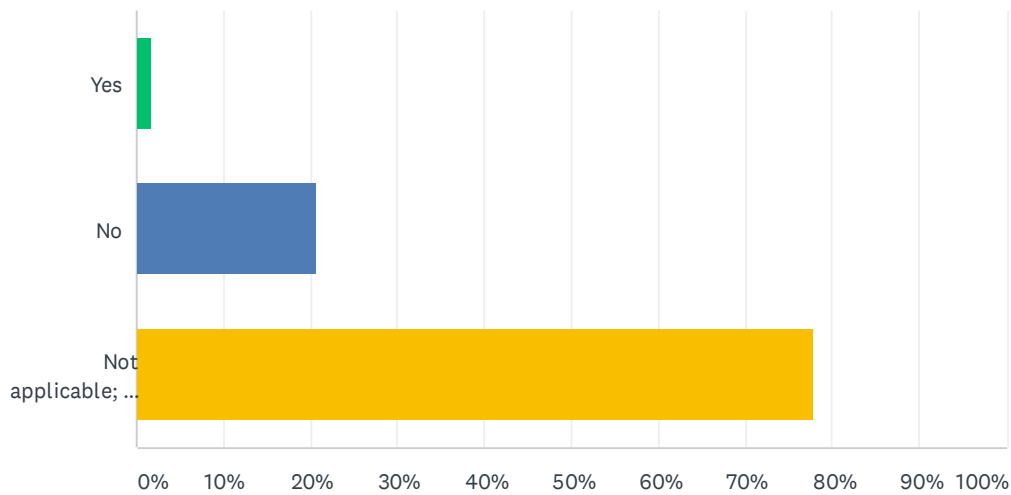


ANSWER CHOICES	RESPONSES	
Yes	37.10%	23
No	19.35%	12
Haven't really thought about it yet	11.29%	7
Not sure how we're going to deal with it	32.26%	20
Total Respondents: 62		

#	OTHER (PLEASE SPECIFY)	DATE
1	Absolutely not it is no ones business but each person and their doctor. This is absolutely disgusting anyone would even consider anything other then the individuals right to choose.	9/24/2021 3:31 PM
2	Need to consider the legal ramifications. At the moment, we cannot force employees to be vaccinated.	9/23/2021 1:29 PM
3	Have not heard from corporate if a formal policy will be implemented.	9/23/2021 1:05 PM
4	Natural immunity counts equal to vaccine.	9/23/2021 12:47 PM
5	The policy will be to not make it mandatory for our employees to be vaccinated	9/23/2021 12:24 PM
6	You can not legally enforce at the moment and you can not release who has and has not had it -Confidential medical records .I would love to enforce it across the board	9/23/2021 3:11 AM
7	still looking at options, and what direction other companies will move. We are close to 85% compliance now.	9/21/2021 1:49 PM
8	Will require proof of completed vaccination	9/17/2021 4:27 PM
9	not that I am aware of.	9/17/2021 8:48 AM

## Q6 If you have a mandatory vaccination policy, have you lost employees because they refuse to be vaccinated?

Answered: 63 Skipped: 0

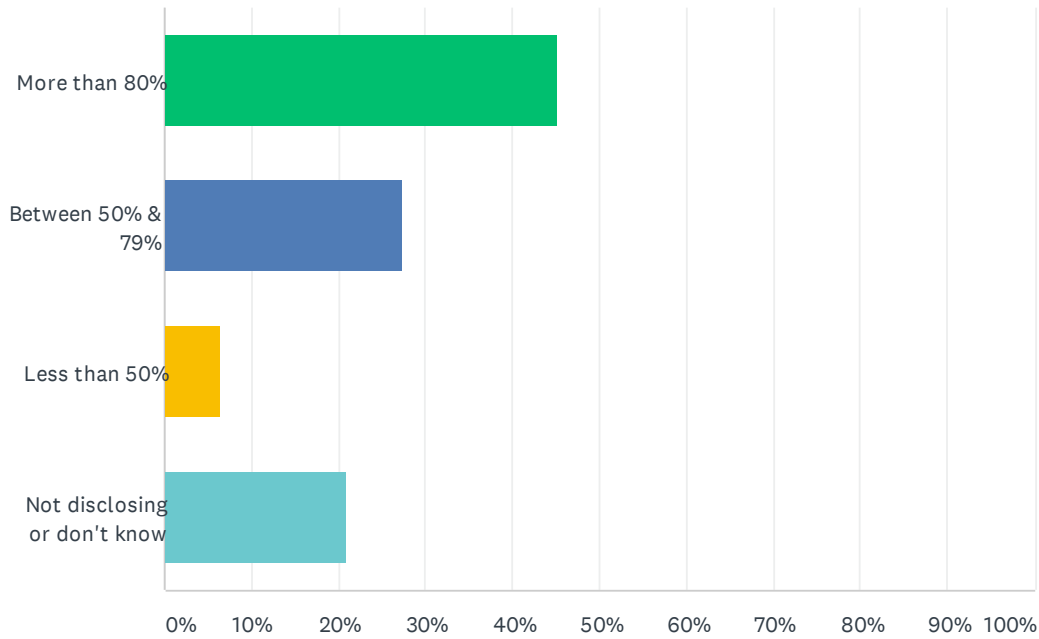


ANSWER CHOICES	RESPONSES
Yes	1.59% 1
No	20.63% 13
Not applicable; we don't have a mandatory vaccination policy.	77.78% 49
<b>TOTAL</b>	<b>63</b>

#	COMMENT.	DATE
1	and never will	9/24/2021 3:31 PM
2	Although we do not have this policy, I believe it may drive away certain employees if/when implemented.	9/23/2021 3:43 PM
3	I would lose better than 1/2 my staff	9/23/2021 12:24 PM
4	Anticipating backlash and possible employee loss due to mandatory vaccinations.	9/17/2021 12:10 PM
5	But if we did we would have employees that would leave	9/16/2021 2:27 PM

## Q7 Approximately how many of your employees are vaccinated?

Answered: 62 Skipped: 1

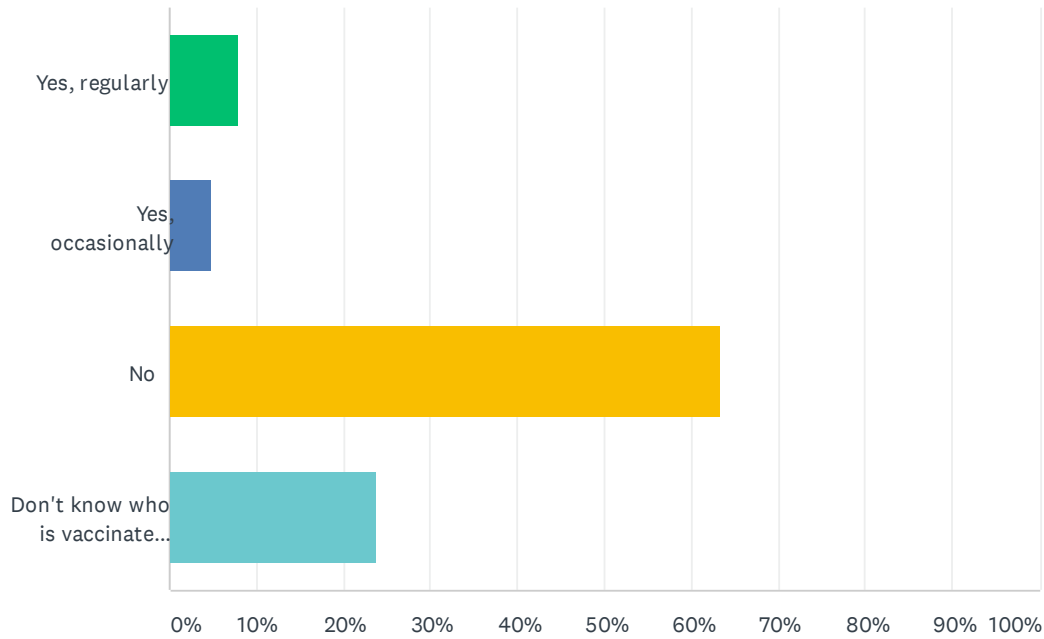


ANSWER CHOICES	RESPONSES
More than 80%	45.16% 28
Between 50% & 79%	27.42% 17
Less than 50%	6.45% 4
Not disclosing or don't know	20.97% 13
<b>TOTAL</b>	<b>62</b>

#	COMMENT.	DATE
1	no ones business	9/24/2021 3:31 PM
2	Don't know.	9/17/2021 10:00 AM
3	100%	9/16/2021 6:52 PM
4	100%	9/16/2021 3:40 PM

## Q8 Do you require COVID testing of your non-vaccinated employees?

Answered: 63 Skipped: 0

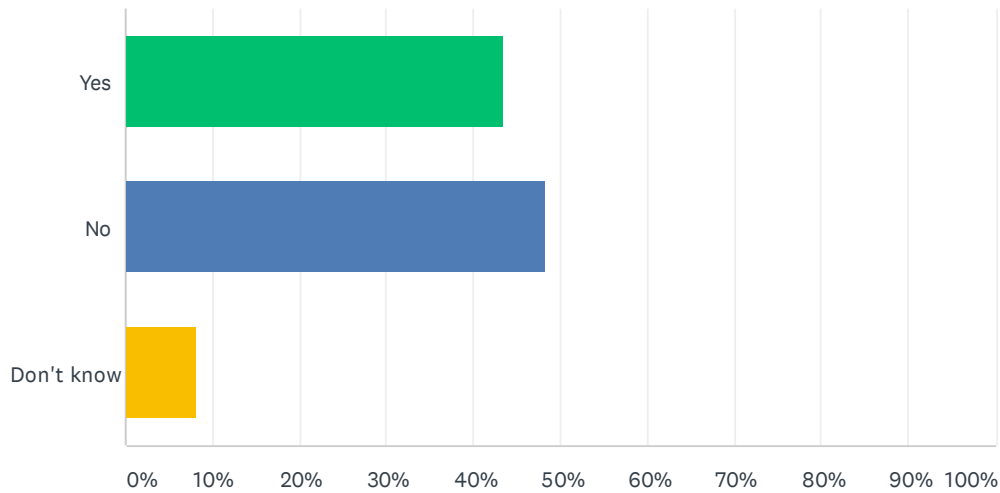


ANSWER CHOICES	RESPONSES	
Yes, regularly	7.94%	5
Yes, occasionally	4.76%	3
No	63.49%	40
Don't know who is vaccinated and who isn't	23.81%	15
<b>TOTAL</b>		<b>63</b>

#	COMMENT.	DATE
1	also should be against the law	9/24/2021 3:31 PM
2	We haven't made vaccination mandatory, so neither is testing	9/23/2021 3:43 PM
3	we are mainly working from home; those who work in the office do not require proof of vaccination	9/23/2021 1:29 PM
4	Health check of staff every morning	9/23/2021 12:24 PM
5	not currently	9/21/2021 1:49 PM
6	N/A	9/20/2021 2:01 PM
7	Must be vaccinated	9/17/2021 4:27 PM
8	Not yet.	9/16/2021 2:58 PM
9	At retirement homes and bi-weekly	9/16/2021 1:57 PM

## Q9 Have customers asked for vaccine proof for the crew coming to their home?

Answered: 62 Skipped: 1

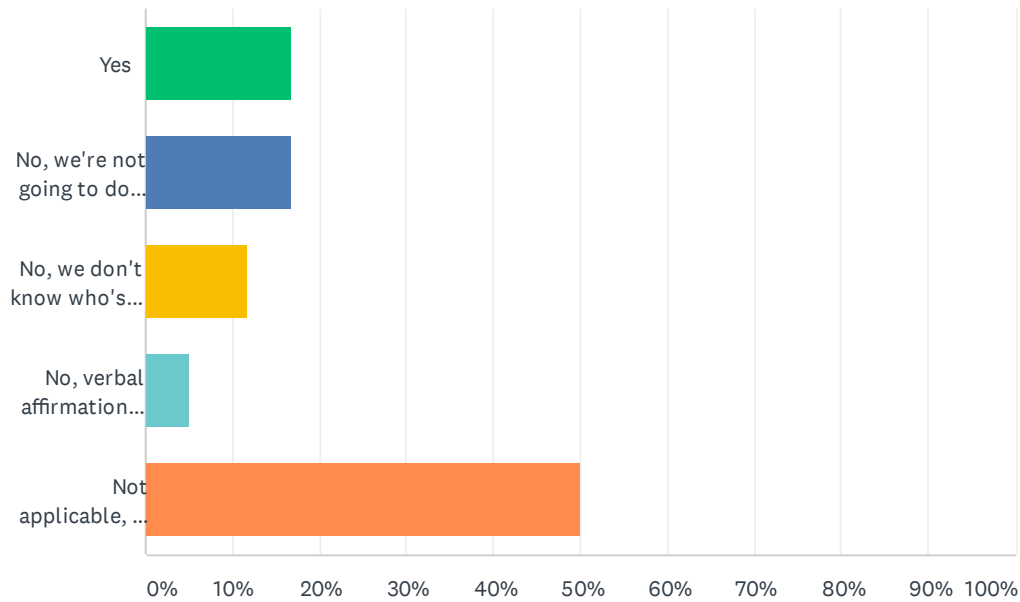


ANSWER CHOICES	RESPONSES
Yes	43.55% 27
No	48.39% 30
Don't know	8.06% 5
<b>TOTAL</b>	<b>62</b>

#	COMMENT.	DATE
1	yes but it is not their business	9/24/2021 3:31 PM
2	Only a handful - all clients moving into care homes (which require proof)	9/23/2021 3:43 PM
3	N/A	9/23/2021 2:01 PM
4	Not yet.	9/23/2021 1:18 PM
5	Very few have asked	9/23/2021 12:24 PM
6	One old age home customer which we lost the job as we can not insist our staff disclose medical records	9/23/2021 3:11 AM
7	not aware, pretty much dealing with masks	9/21/2021 1:49 PM
8	only 2 customers have asked if our staff is vaccinated they have not asked for proof	9/16/2021 5:13 PM
9	Not all of them but we have had request	9/16/2021 2:27 PM
10	I have not had any inquires from our sales dept.	9/16/2021 2:21 PM

### Q10 If yes, have you provided physical proof (i.e., copy of their vaccination record) to the customer?

Answered: 60 Skipped: 3



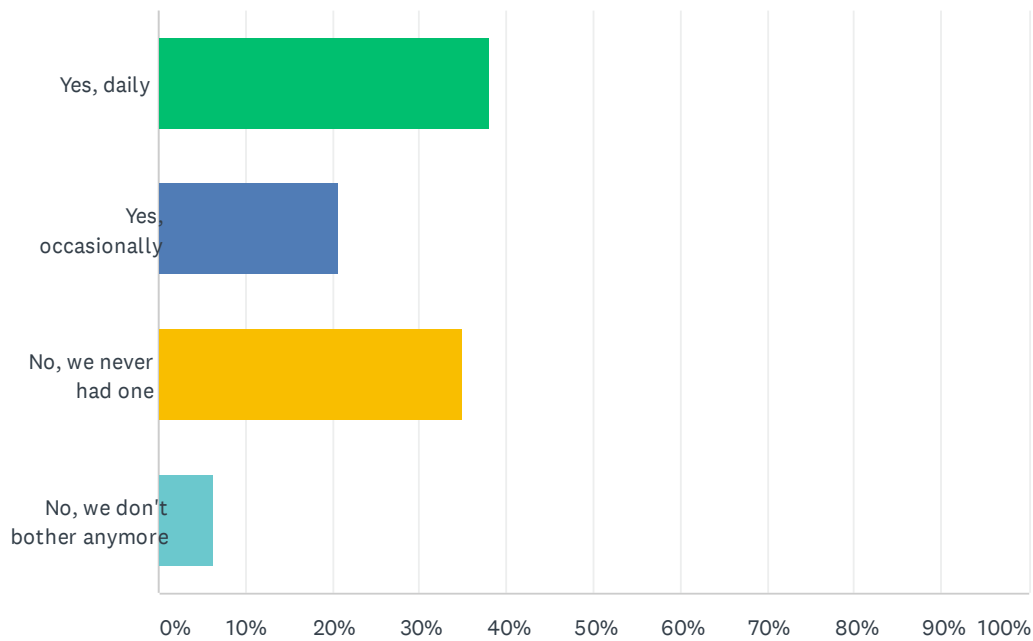
ANSWER CHOICES	RESPONSES
Yes	16.67% 10
No, we're not going to do that	16.67% 10
No, we don't know who's vaccinated	11.67% 7
No, verbal affirmation only	5.00% 3
Not applicable, no one has asked	50.00% 30
<b>TOTAL</b>	<b>60</b>

#	OTHER OR COMMENT.	DATE
1	NOPE and never will	9/24/2021 3:31 PM
2	We are not entitled to disclose our employees vaccination status or health records. They have been informed that clients may request this information, and it is up to the employee to disclose their own information to management/clients.	9/23/2021 3:43 PM
3	Not applicable	9/23/2021 1:05 PM
4	with any vital information blacked out	9/23/2021 12:44 PM
5	Not applicable	9/23/2021 12:24 PM
6	The good thing is BC is mandating it now for entry to restaurants and sports event etc so many more of our staff will be vaccinated and come forward and advise us.	9/23/2021 3:11 AM
7	At this time they have accepted assertions but staff are prepared to provide documents upon request.	9/20/2021 2:01 PM



### Q11 If you had an employee health screening program set up at your business, is it still in place?

Answered: 63 Skipped: 0

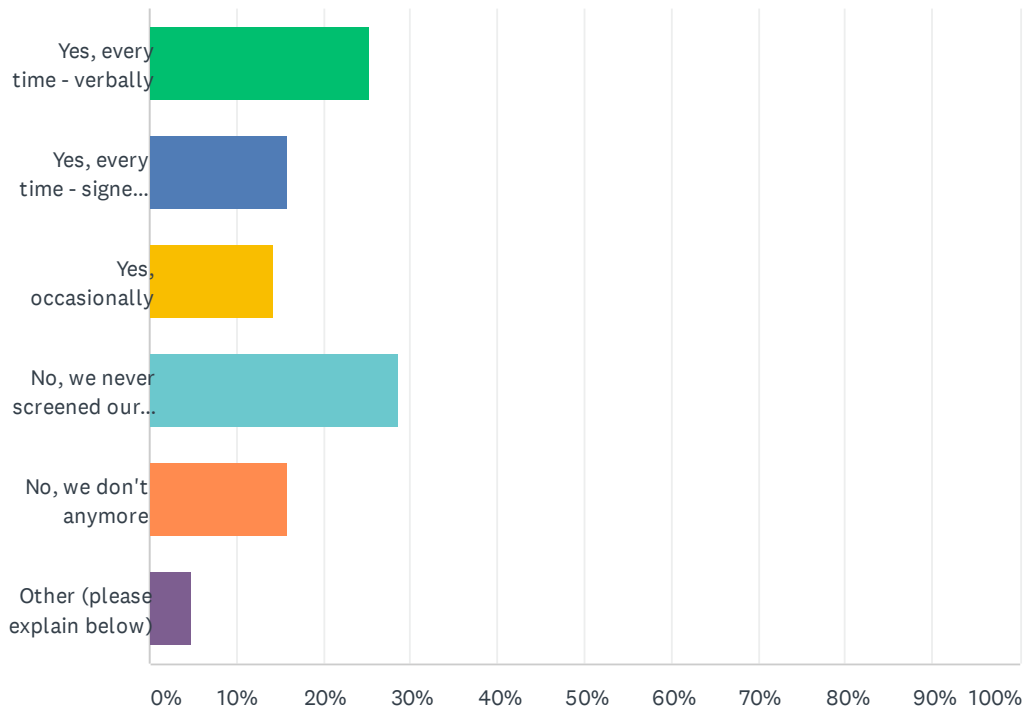


ANSWER CHOICES	RESPONSES
Yes, daily	38.10% 24
Yes, occasionally	20.63% 13
No, we never had one	34.92% 22
No, we don't bother anymore	6.35% 4
Total Respondents: 63	

#	PLEASE PROVIDE DETAIL IF YOU WISH.	DATE
1	Everyone knows if they have symptoms or are not feeling well that they will not come to work.	9/23/2021 2:56 PM

## Q12 If you implemented a health screening policy for your customers, do you still screen them?

Answered: 63 Skipped: 0



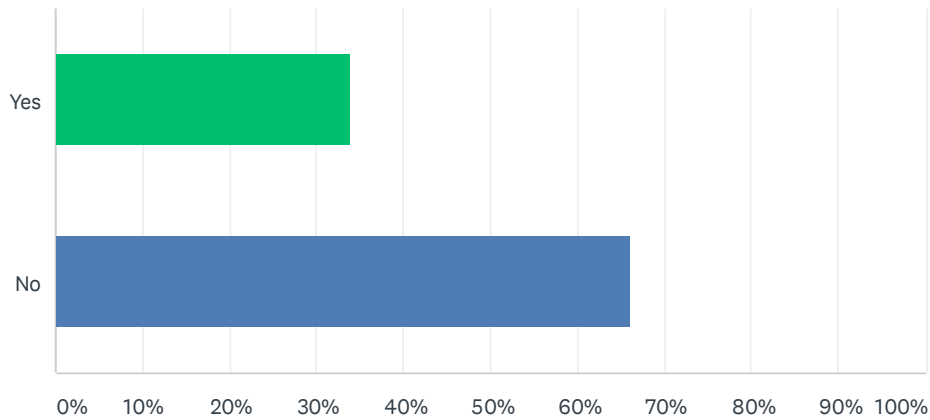
ANSWER CHOICES	RESPONSES
Yes, every time - verbally	25.40% 16
Yes, every time - signed declaration	15.87% 10
Yes, occasionally	14.29% 9
No, we never screened our customers	28.57% 18
No, we don't anymore	15.87% 10
Other (please explain below)	4.76% 3
Total Respondents: 63	

#	OTHER OR COMMENT.	DATE
1	The clients are supposed to inform us if they have been feeling unwell, are a contact of a positive case, or have contracted covid 19.	9/23/2021 3:43 PM
2	We did have a strict screening process but have since stopped this past summer. We find our customers are very informative and honest and have had no issues.	9/23/2021 2:56 PM
3	Customers don't want to be screened. Are we allowed to screen them?	9/23/2021 1:18 PM
4	Corporate office - not applicable	9/23/2021 1:05 PM
5	We have very few walk in customers, maybe 2-3 a week.	9/21/2021 4:06 PM
6	Telephone call the day prior to service. Driver upon arrival.	9/20/2021 2:01 PM

7	employees work from home but we do have a screening policy in place should an employee need to attend the office.	9/17/2021 8:48 AM
8	email sent to customers prior to crews arrival	9/16/2021 3:12 PM

### Q13 Has your company refused a job because the customer failed the health screen?

Answered: 62 Skipped: 1

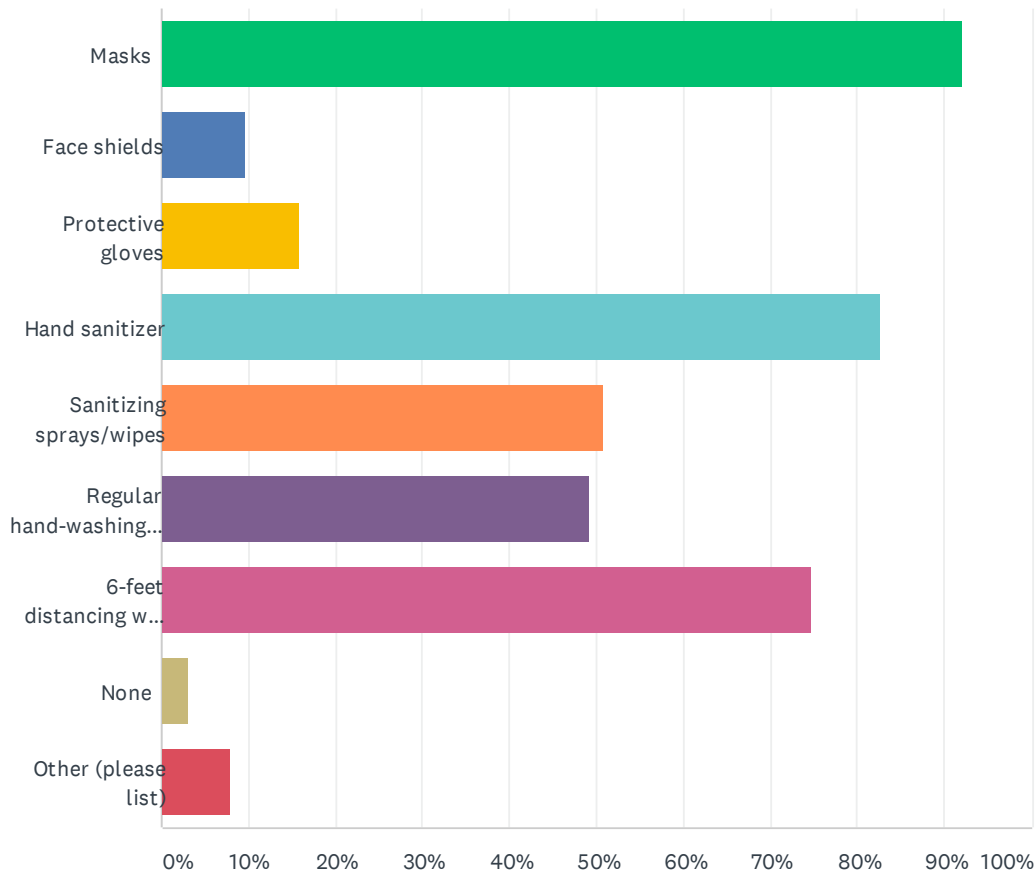


ANSWER CHOICES	RESPONSES	
Yes	33.87%	21
No	66.13%	41
TOTAL		62

#	COMMENT.	DATE
1	Only once as they had just returned from out of the country and had not completed their quarantine period last year.	9/23/2021 2:56 PM
2	Not applicable - corporate office	9/23/2021 1:05 PM
3	We had two sperate incidents where customers rescheduled due to their own covid issues	9/23/2021 12:24 PM
4	generally we accomodate by having another family member / friend handle the move who has passed the health screen	9/21/2021 1:49 PM
5	A few in advance and a few upon arrival at residence.	9/20/2021 2:01 PM
6	Not been required	9/17/2021 4:27 PM
7	N/A	9/17/2021 10:00 AM
8	not aware of this	9/16/2021 3:12 PM

### Q14 Are your driver and crew still using personal protection when at a job site? (check all that apply)

Answered: 63 Skipped: 0



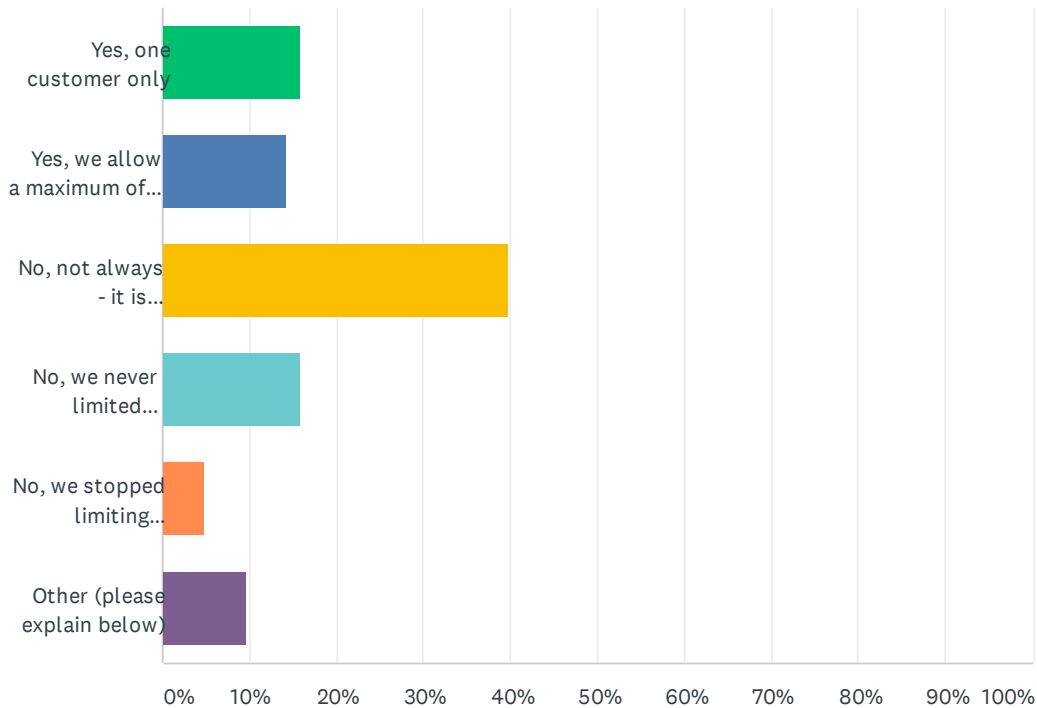
ANSWER CHOICES	RESPONSES
Masks	92.06% 58
Face shields	9.52% 6
Protective gloves	15.87% 10
Hand sanitizer	82.54% 52
Sanitizing sprays/wipes	50.79% 32
Regular hand-washing breaks	49.21% 31
6-foot distancing when possible	74.60% 47
None	3.17% 2
Other (please list)	7.94% 5
Total Respondents: 63	

#	OTHER (PLEASE LIST)	DATE
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1	They wear masks for the initial arrival and walk through but typically explain that due to the physicality of the job, it makes it very difficult to quickly and efficiently get the job done and request customers stay in one area distanced for safety. They do wear masks (and gloves) if a customer requests and have been subjected to rapid testing and temperature taking etc. when completing jobs at retirement facilities.	9/23/2021 2:56 PM
2	masks are use by crew only when in close proximity while doing ppwk for example	9/23/2021 1:29 PM
3	Corporate office - not applicable	9/23/2021 1:05 PM
4	I am not aware.	9/17/2021 8:48 AM
5	had no mandatory mask wearing in Alberta since July	9/16/2021 2:31 PM

## Q15 Do you limit the number of customers at the move site?

Answered: 63 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, one customer only	15.87%	10
Yes, we allow a maximum of two customers	14.29%	9
No, not always - it is assessed case by case	39.68%	25
No, we never limited customers	15.87%	10
No, we stopped limiting customers	4.76%	3
Other (please explain below)	9.52%	6
<b>TOTAL</b>		<b>63</b>

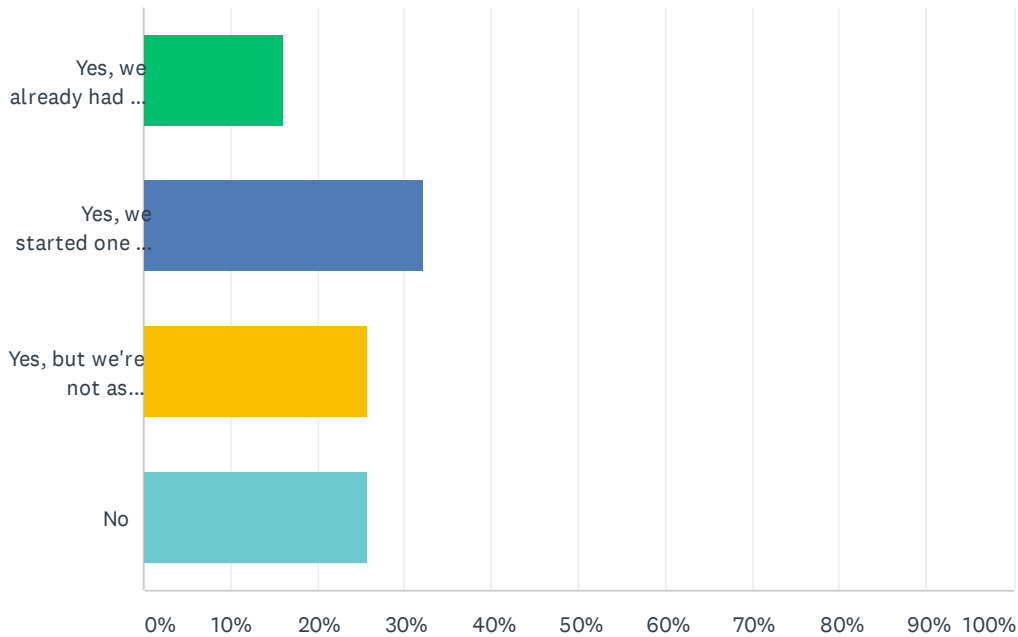
#	OTHER OR COMMENT.	DATE
1	We request no more than 2 but sometimes when there are children or elderly couples who require assistance from a grown child then that is understandable and acceptable.	9/23/2021 2:56 PM
2	N/A	9/23/2021 2:01 PM
3	We advise them to have the least amount of people possible. We advise no one to be there from their end and if that's not possible then at least one representative it's up to the clients and what they are comfortable with.	9/23/2021 1:18 PM
4	Corporate office - not applicable	9/23/2021 1:05 PM
5	prefer no more than two (truly one) but interesting how lax some clients can be.	9/21/2021 1:49 PM
6	We have eased this requirement - originally it was limited to just one customer in the residence but we are more relaxed with that now that people are vaccinated/maintaining distance etc.	9/20/2021 2:01 PM

7	We do not work on move sites; we do furniture repairs after the move.	9/17/2021 10:00 AM
8	I am not aware	9/17/2021 8:48 AM
9	we don't offer moving service	9/16/2021 3:45 PM
10	Not applicable	9/16/2021 3:40 PM



## Q16 Do you have a truck disinfecting policy in place?

Answered: 62 Skipped: 1

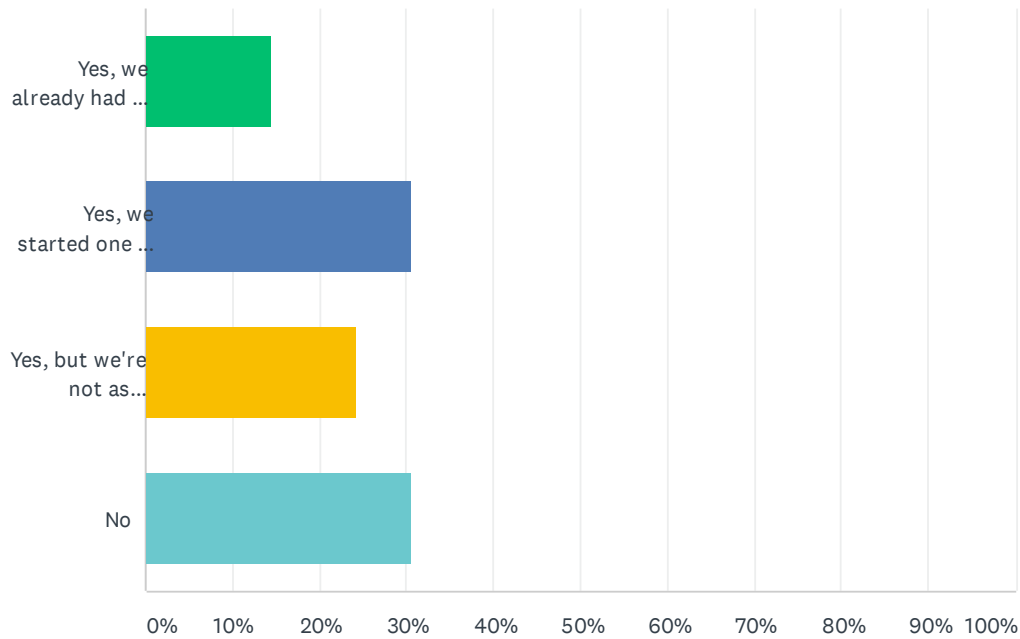


ANSWER CHOICES	RESPONSES	
Yes, we already had one before COVID	16.13%	10
Yes, we started one as a result of COVID	32.26%	20
Yes, but we're not as stringent about it now	25.81%	16
No	25.81%	16
<b>TOTAL</b>		<b>62</b>

#	COMMENT.	DATE
1	Normal hygiene and truck cleanliness has always been a policy and nothing has change due to a bad flu.	9/24/2021 3:31 PM
2	We were able to source a spray that kills covid and other viruses and does not require any wiping or washing off and is good for fabric and metal and plastic so very multi-purpose.	9/23/2021 2:56 PM
3	Our agents have in place their own individual policies	9/23/2021 1:29 PM
4	Corporate office - not applicable	9/23/2021 1:05 PM
5	still following the same protocol instituted in the first couple of weeks of Covid (March 2020)	9/21/2021 1:49 PM
6	Vehicles are used by the same people and not interchanged.	9/17/2021 10:00 AM
7	we don't own the trucks. Our agents own the trucks.	9/17/2021 8:48 AM
8	N/A	9/16/2021 6:52 PM

# Q17 Do you have a warehouse (and/or storage facility) disinfecting policy in place?

Answered: 62 Skipped: 1

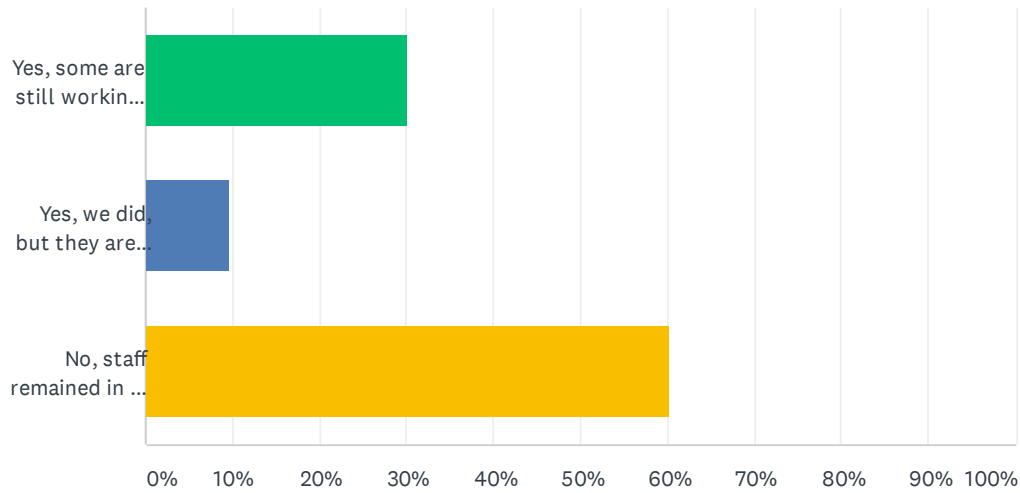


ANSWER CHOICES	RESPONSES
Yes, we already had one before COVID	14.52% 9
Yes, we started one as a result of COVID	30.65% 19
Yes, but we're not as stringent about it now	24.19% 15
No	30.65% 19
<b>TOTAL</b>	<b>62</b>

#	COMMENT.	DATE
1	It varies; our agents have their policies at their location.	9/23/2021 1:29 PM
2	Corporate office - not applicable	9/23/2021 1:05 PM
3	Forklifts, pump trucks, high traffic touch areas	9/21/2021 1:49 PM
4	We do not allow outsiders into our facility.	9/17/2021 10:00 AM
5	we don't own the warehouse. Our agents own the warehouse.	9/17/2021 8:48 AM
6	N/A	9/16/2021 6:52 PM

## Q18 Do you have staff working remotely?

Answered: 63 Skipped: 0

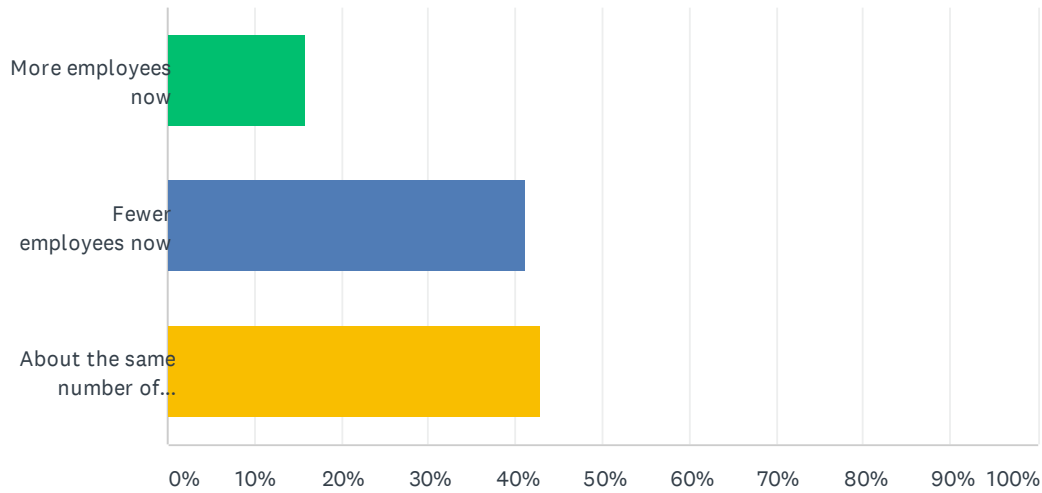


ANSWER CHOICES	RESPONSES
Yes, some are still working remotely	30.16% 19
Yes, we did, but they are back in the office now	9.52% 6
No, staff remained in the office	60.32% 38
<b>TOTAL</b>	<b>63</b>

#	COMMENT.	DATE
1	50% home and 50% at office depending on the week.	9/24/2021 3:31 PM
2	Our operations depend on having staff in the office. We are working to upgrade our office systems away from paper schedules, etc. However, this has not yet been implemented.	9/23/2021 3:43 PM
3	Most staff have been working remotely since the beginning of the pandemic	9/23/2021 1:29 PM
4	Majority of office still works remotely. Approx 15% work rotating shifts in the office and only 4 staff members in the office 100% of the time	9/23/2021 1:05 PM
5	mostly all of the staff is working at home.	9/17/2021 8:48 AM

### Q19 Thinking back to the summer of 2019 (pre-COVID-19), do you have:

Answered: 63 Skipped: 0

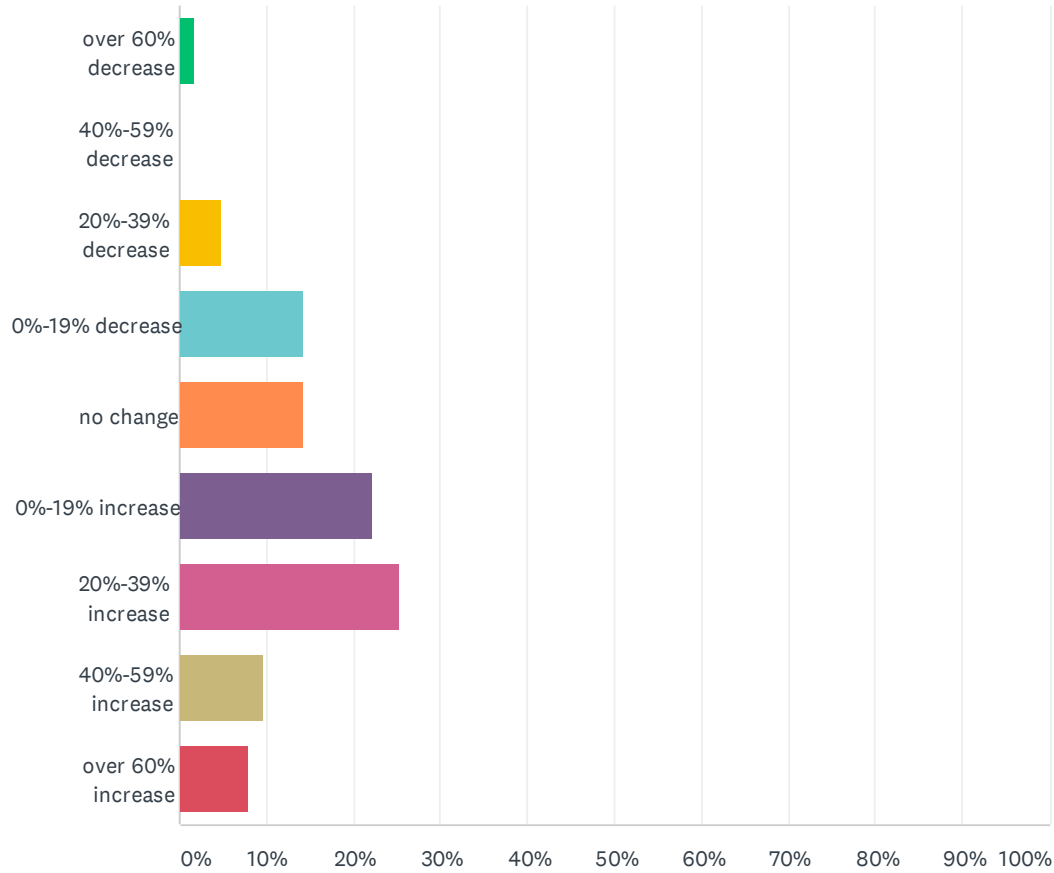


ANSWER CHOICES	RESPONSES
More employees now	15.87% 10
Fewer employees now	41.27% 26
About the same number of employees	42.86% 27
<b>TOTAL</b>	<b>63</b>

#	COMMENT OR EXPLAIN ANY CHANGE.	DATE
1	There was a large fluctuation, we have seen many come and go, but we are back to the same staffing levels as previously (and were even higher during the summer).	9/23/2021 3:43 PM
2	We did have more for the initial summer season but since schools have reopened we lost some so we are about at the same as we were.	9/23/2021 2:56 PM
3	could not attract any new employees, and a lot from 2019 (casual/summer) did not return. we have had to adjust our work load to meet the number of employees	9/21/2021 1:49 PM
4	not interested in working, while getting paid to stay home.	9/16/2021 3:50 PM
5	We don't have access to the ones through the temp agency. They chose to collect CERB	9/16/2021 2:39 PM
6	Natural Business growth was slowed due to covid but we are struggling to find labour.	9/16/2021 1:57 PM

## Q20 What percentage of your company's income this peak season changed in comparison to 2019's peak season (pre-COVID-19)?

Answered: 63 Skipped: 0



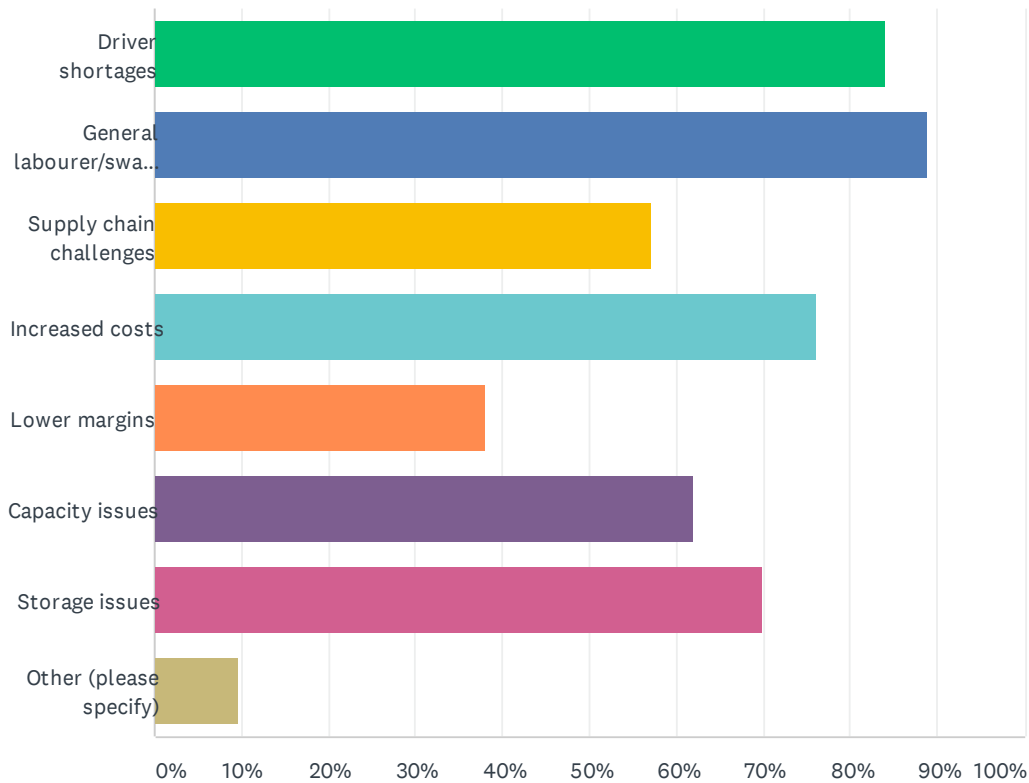
ANSWER CHOICES	RESPONSES	
over 60% decrease	1.59%	1
40%-59% decrease	0.00%	0
20%-39% decrease	4.76%	3
0%-19% decrease	14.29%	9
no change	14.29%	9
0%-19% increase	22.22%	14
20%-39% increase	25.40%	16
40%-59% increase	9.52%	6
over 60% increase	7.94%	5
<b>TOTAL</b>		<b>63</b>

#	PLEASE PROVIDE COMMENT IF YOU'D LIKE.	DATE
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1	This is an approximate, as I do not have the yearly comparisons at this time	9/23/2021 3:43 PM
2	estimated	9/23/2021 1:29 PM
3	Inner organization operational changes plus increased use of third party service increased our service with less staff	9/23/2021 12:24 PM
4	unsure	9/21/2021 4:06 PM
5	our major International contract was up over 2019 numbers	9/21/2021 1:49 PM
6	We started business in Spring of 2020.	9/17/2021 10:00 AM
7	extra work was available, extra employees were missing.	9/16/2021 3:50 PM
8	could not find the staff	9/16/2021 2:27 PM
9	Skewed Results due to natural growth at the time of covid.....	9/16/2021 1:57 PM

## Q21 2021 has been a tough peak season for many members. Did you experience any of these challenges? Check all that apply.

Answered: 63 Skipped: 0



ANSWER CHOICES	RESPONSES
Driver shortages	84.13% 53
General labourer/swamper/helper shortages	88.89% 56
Supply chain challenges	57.14% 36
Increased costs	76.19% 48
Lower margins	38.10% 24
Capacity issues	61.90% 39
Storage issues	69.84% 44
Other (please specify)	9.52% 6
Total Respondents: 63	

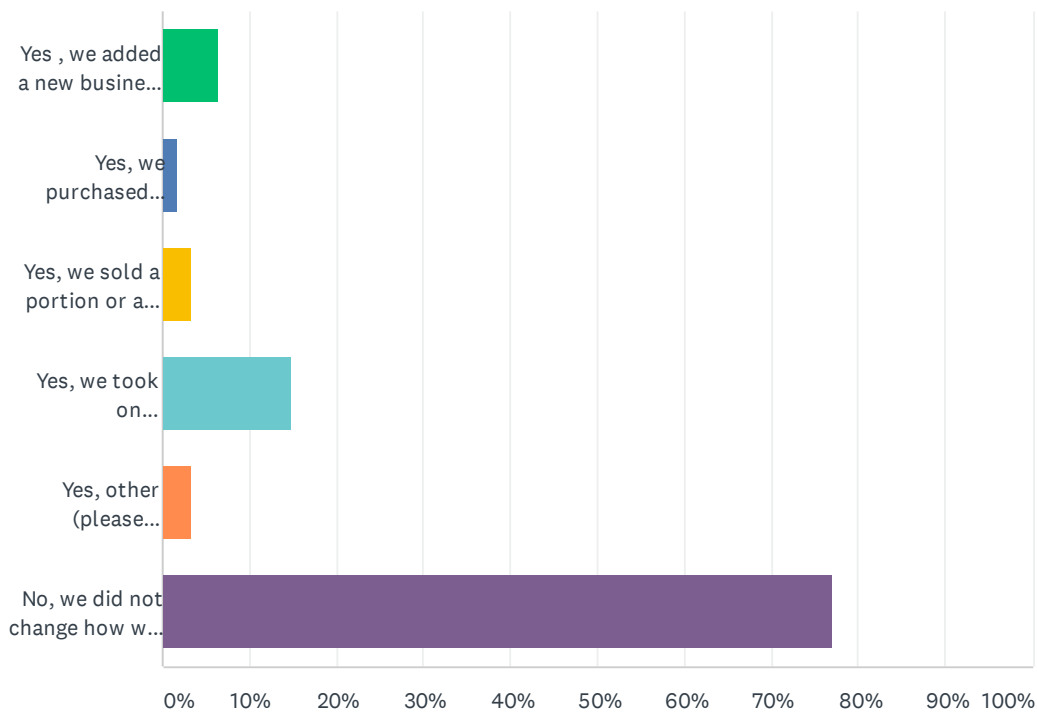
#	OTHER (PLEASE SPECIFY)	DATE
1	The most frustrating and challenging issue for crews has been the increased anxiety and general negative attitude from customers and sometimes unrealistic and lack of support from master franchise.	9/23/2021 2:56 PM
2	No shortages	9/23/2021 1:18 PM

3	We made sure our margins were higher on purpose	9/21/2021 1:49 PM
4	Reduced efficiency of crews due to PPE and sanitizing	9/20/2021 2:01 PM
5	Longer turnaround times for sub-contractors.	9/17/2021 10:00 AM
6	Blankets, Materials, Labourers, Drivers, Lower Margins w/ increased marketing and other costs, truck rental shortages, storage shortages, increased cost of goods.	9/16/2021 1:57 PM



Q22 To adjust to economic pressures during COVID-19, some companies had to "pivot" their business direction and, for example, pick up an alternate, different, or non-traditional type of business; expand into other areas; or close a portion of their business in order to survive. Did your company "pivot" during COVID-19? (Please check all that apply.)

Answered: 61 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes, we added a new business stream	6.56% 4
Yes, we purchased another company or business	1.64% 1
Yes, we sold a portion or all of our business	3.28% 2
Yes, we took on non-household goods transportation projects	14.75% 9
Yes, other (please elaborate below)	3.28% 2
No, we did not change how we conducted business	77.05% 47
Total Respondents: 61	

#	OTHER OR COMMENT.	DATE
1	Had 2 franchises and sold one.	9/23/2021 2:56 PM
2	We stopped offering a packing service, to limit exposure.	9/21/2021 4:06 PM
3	focussed on the highest margin business, and what business provided us the most year round (outside our traditional summer peak) volume	9/21/2021 1:49 PM
4	We are already very diversified	9/16/2021 2:32 PM

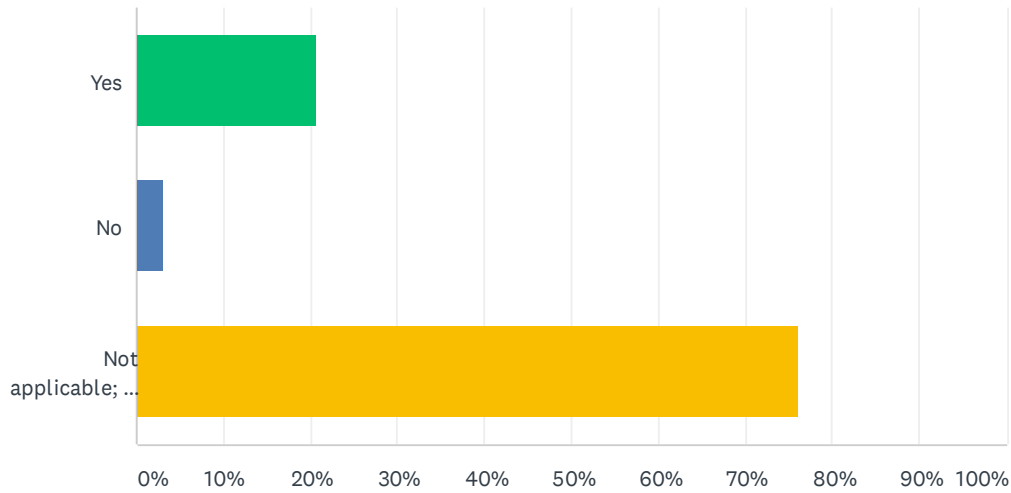
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5	Expanded into full home moves and other streams as seniors had completed slowed to a halt. Also, tried selling merchandise and completed other projects to survive. Deliveries died out so we stopped those, no more furniture deliveries.	9/16/2021 1:57 PM
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### Q23 If your company "pivoted", are you still doing that other business?

Answered: 63 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	20.63% 13
No	3.17% 2
Not applicable; we never pivoted	76.19% 48
<b>TOTAL</b>	<b>63</b>

#	COMMENT.	DATE
1	N/A	9/23/2021 1:18 PM
2	We are still not offering a packing service	9/21/2021 4:06 PM

## Q24 What kind of new business did you do that was supplementary to your pre-COVID business?

Answered: 32 Skipped: 31

#	RESPONSES	DATE
1	N/A	9/23/2021 2:56 PM
2	N/A	9/23/2021 2:01 PM
3	N/A	9/23/2021 1:29 PM
4	none	9/23/2021 1:19 PM
5	N/a	9/23/2021 1:18 PM
6	not applicable	9/23/2021 1:05 PM
7	HD	9/23/2021 12:44 PM
8	n/a	9/23/2021 10:14 AM
9	N/A	9/21/2021 4:06 PM
10	higher margins on existing, raised our rates	9/21/2021 1:49 PM
11	Fabrication and construction	9/20/2021 2:01 PM
12	None	9/20/2021 8:21 AM
13	none	9/17/2021 4:56 PM
14	None	9/17/2021 4:27 PM
15	Flooring deliveries	9/17/2021 12:35 PM
16	Advertised for driving people long distances (long distance taxi service) and large item moves.	9/17/2021 10:00 AM
17	None	9/17/2021 9:27 AM
18	not aware	9/17/2021 8:48 AM
19	Commercial	9/16/2021 7:38 PM
20	n/a	9/16/2021 5:13 PM
21	N/A	9/16/2021 5:11 PM
22	Didnt	9/16/2021 3:40 PM
23	n/a	9/16/2021 3:23 PM
24	Commerical storage.	9/16/2021 2:58 PM
25	Appliance deliveries	9/16/2021 2:45 PM
26	Kitchen Cabinet storage and deliveries to homes under construction	9/16/2021 2:44 PM
27	third party services	9/16/2021 2:31 PM
28	Assembly jobs	9/16/2021 2:29 PM
29	general freight hauling	9/16/2021 2:27 PM
30	NA	9/16/2021 2:26 PM
31	3PL services	9/16/2021 2:01 PM

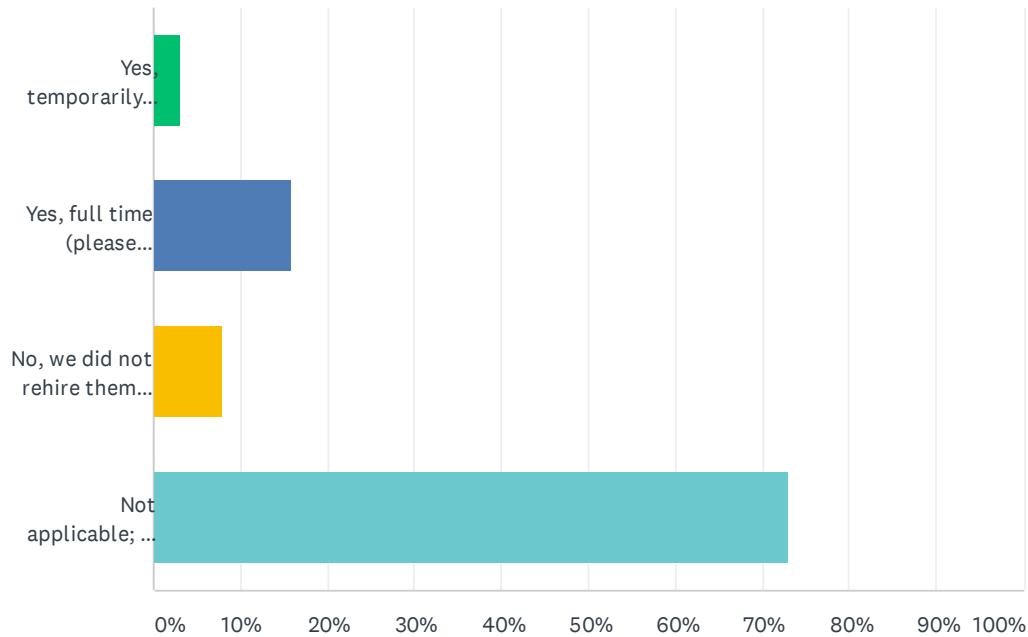
32 Expanded into full home moves and other streams as seniors had completed slowed to a halt. Also, tried selling merchandise and completed other projects to survive. Deliveries died out so we stopped those, no more furniture deliveries.

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9/16/2021 1:57 PM

## Q25 If you laid off employees, have you been able to rehire them?

Answered: 63 Skipped: 0



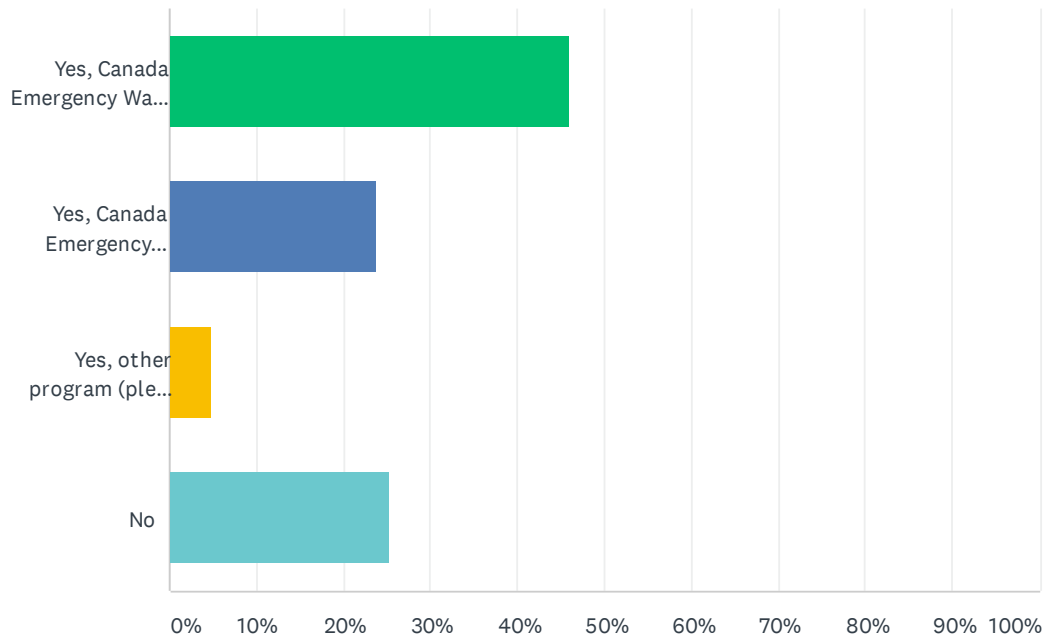
ANSWER CHOICES	RESPONSES	
Yes, temporarily over the summer (please indicate number in the comment box)	3.17%	2
Yes, full time (please indicate number in the comment box)	15.87%	10
No, we did not rehire them (please indicate number not rehired in the comment box)	7.94%	5
Not applicable; we didn't lay off	73.02%	46
<b>TOTAL</b>		<b>63</b>

#	PLEASE PROVIDE COMMENT.	DATE
1	We did lay off a couple of guys who claimed they were not comfortable moving during pandemic but that was in the beginning of it in 2020 and laid off 1 full-time office staff who we brought back.	9/23/2021 2:56 PM
2	1	9/23/2021 2:21 PM
3	N/A	9/23/2021 1:18 PM
4	5	9/23/2021 12:44 PM
5	Hard to get employees back that left for CERB-I dislike CERB immensely	9/23/2021 3:11 AM
6	some full time staff chose not to return operationally	9/21/2021 1:49 PM
7	2	9/17/2021 9:27 AM
8	WE LOST 3 EMPLOYEES WHO REFUSED TO WORK AND RECIEVED CERB. 1 CAME BACK TO WORK	9/16/2021 6:52 PM
9	All	9/16/2021 5:11 PM
10	2	9/16/2021 3:45 PM

11	5	9/16/2021 2:58 PM
12	6	9/16/2021 2:44 PM

## Q26 Did your company access relief funding from the Federal Government?

Answered: 63 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes, Canada Emergency Wage Subsidy (CEWS)	46.03% 29
Yes, Canada Emergency Business Account loan (CEBA)	23.81% 15
Yes, other program (please indicate in comment section)	4.76% 3
No	25.40% 16
<b>TOTAL</b>	<b>63</b>

#	PLEASE PROVIDE DETAILS IF YOU WISH.	DATE
1	We accessed CWES, CEBA and rent subsidy.	9/25/2021 2:18 PM
2	We applied for and received the CEBA loan, however did not need to use it.	9/23/2021 3:43 PM
3	can't comment	9/23/2021 1:29 PM
4	Didn't need to	9/23/2021 1:18 PM
5	Do not know if corporate accessed	9/23/2021 1:05 PM
6	Yes, not sure on which programs (as office manager i am aware that we received help, just not sure which program)	9/21/2021 4:06 PM
7	and rent subsidy	9/21/2021 1:49 PM
8	Workshare program	9/17/2021 12:35 PM
9	Not aware	9/17/2021 8:48 AM
10	work share	9/16/2021 3:12 PM



## Q27 Is there anything else you'd like to tell us?

Answered: 63 Skipped: 0

#	RESPONSES	DATE
1	No	9/25/2021 2:18 PM
2	No	9/24/2021 3:31 PM
3	Can't wait for life to return to normal	9/24/2021 7:44 AM
4	No, thank you.	9/23/2021 3:43 PM
5	We suspended any moves that went into other provinces. We definitely have experienced an increase in long distance overnight moves as we found a lot of customers wishing to leave densely populated areas and head for more rural areas.	9/23/2021 2:56 PM
6	No	9/23/2021 2:21 PM
7	N/A	9/23/2021 2:01 PM
8	no , thank You !	9/23/2021 1:38 PM
9	no	9/23/2021 1:29 PM
10	no	9/23/2021 1:20 PM
11	no	9/23/2021 1:19 PM
12	We didn't require relief funding we are growing.	9/23/2021 1:18 PM
13	nope	9/23/2021 1:08 PM
14	no comments	9/23/2021 1:05 PM
15	Natural immunity is equal to double vax. The vaccine passport should include natural immunity. Why is it not part of the narrative?	9/23/2021 12:47 PM
16	Not at this time	9/23/2021 12:45 PM
17	no	9/23/2021 12:44 PM
18	no	9/23/2021 12:24 PM
19	N/A	9/23/2021 10:14 AM
20	Help Get rid of CERB and we can get employees back to work-short of staff	9/23/2021 3:11 AM
21	No	9/22/2021 9:24 AM
22	N/A	9/21/2021 4:06 PM
23	by remaining open , being deemed essential, we were able to maintain a certain balance which helped us in our startup.... we still do not have enough qualified staff to perform our daily work	9/21/2021 1:49 PM
24	No	9/20/2021 2:01 PM
25	Nope	9/20/2021 8:21 AM
26	no	9/17/2021 4:56 PM
27	No	9/17/2021 4:27 PM
28	no	9/17/2021 1:55 PM
29	No	9/17/2021 12:35 PM
30	NA	9/17/2021 12:10 PM

31	Hopefully business continues to pick up!	9/17/2021 10:00 AM
32	Let's work together to make this covid 19 go away for good!	9/17/2021 9:27 AM
33	no	9/17/2021 8:48 AM
34	No	9/17/2021 8:31 AM
35	.	9/16/2021 7:43 PM
36	No	9/16/2021 7:38 PM
37	THANK YOU FOR THE SUPPORT DURING THIS UNCERTUN TIMES	9/16/2021 6:52 PM
38	no	9/16/2021 5:13 PM
39	No	9/16/2021 5:11 PM
40	no	9/16/2021 3:50 PM
41	no	9/16/2021 3:45 PM
42	No	9/16/2021 3:41 PM
43	No	9/16/2021 3:40 PM
44	no	9/16/2021 3:23 PM
45	N/A	9/16/2021 3:23 PM
46	no	9/16/2021 3:12 PM
47	Not at this time. Thank you.	9/16/2021 2:58 PM
48	Biggest challenges are finding new employees and having to increase wages of existing employees to keep them.	9/16/2021 2:53 PM
49	No	9/16/2021 2:49 PM
50	no	9/16/2021 2:46 PM
51	No	9/16/2021 2:45 PM
52	no	9/16/2021 2:44 PM
53	No	9/16/2021 2:44 PM
54	No	9/16/2021 2:39 PM
55	no	9/16/2021 2:35 PM
56	no	9/16/2021 2:32 PM
57	no	9/16/2021 2:31 PM
58	N/A	9/16/2021 2:29 PM
59	have a great day	9/16/2021 2:27 PM
60	No	9/16/2021 2:26 PM
61	no	9/16/2021 2:21 PM
62	no	9/16/2021 2:01 PM
63	Been tough it looks like we grew but it happened during our natural business increase and we were slowed due to the pandemic, our base floor fell out from underneath and we've spent tons of money to bring in new leads that lead to an increase sales but less profits. Also the business suffered because we are still spending money and can't find people to do the jobs we are getting!	9/16/2021 1:57 PM