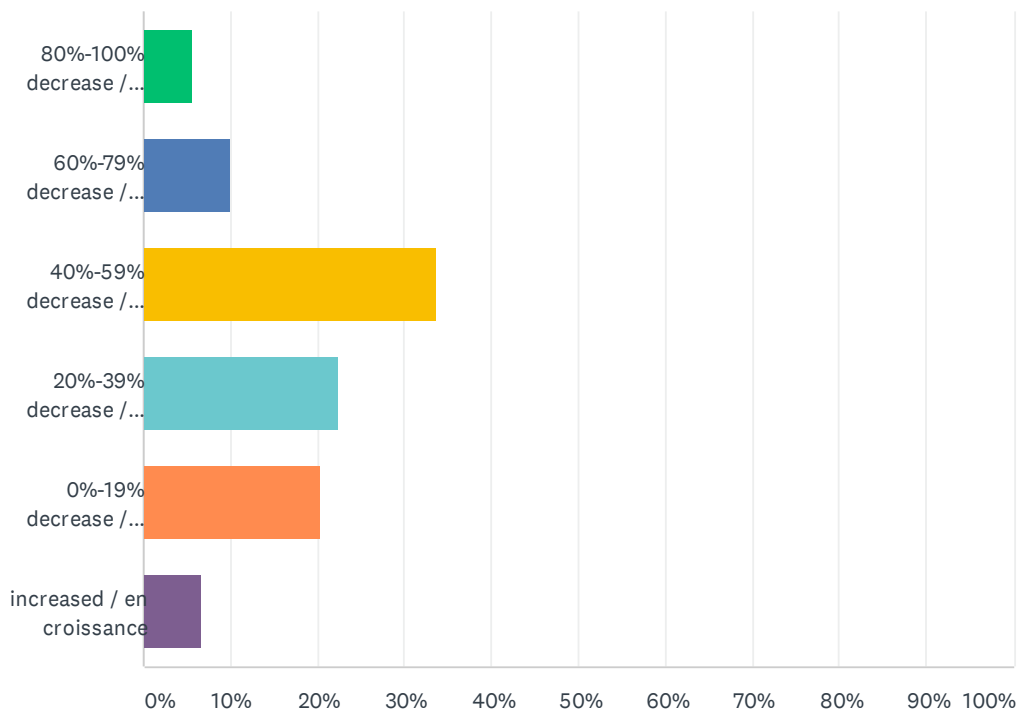


# Q1 What percentage of your company's income changed as a result of the COVID-19 pandemic in comparison to this time last year? / Quel pourcentage du revenu de votre entreprise a subi des changements à la suite de la pandémie de la COVID-19 par rapport à la même période l'an dernier?

Answered: 89 Skipped: 1

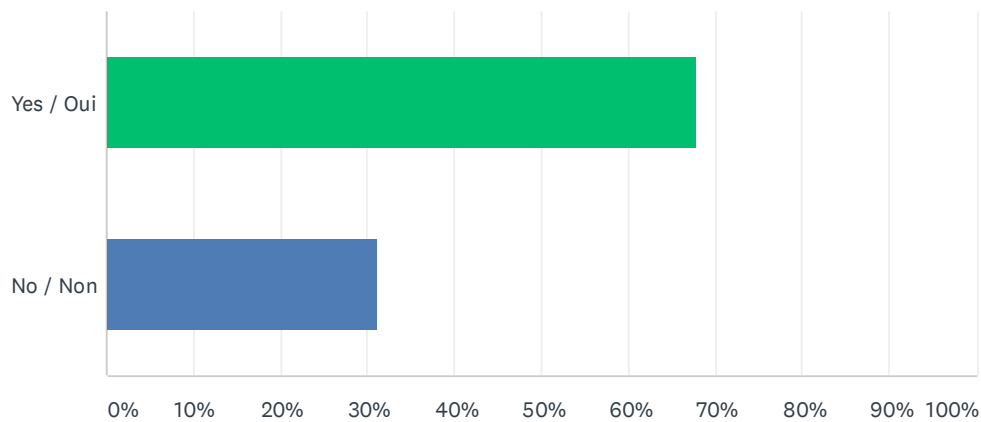


ANSWER CHOICES	RESPONSES
80%-100% decrease / diminution de 80%-100%	5.62% 5
60%-79% decrease / diminution de 60%-79%	10.11% 9
40%-59% decrease / diminution de 40%-59%	33.71% 30
20%-39% decrease / diminution de 20%-39%	22.47% 20
0%-19% decrease / diminution de 0%-19%	20.22% 18
increased / en croissance	6.74% 6
<b>TOTAL</b>	<b>89</b>

#	PLEASE PROVIDE COMMENT IF YOU'D LIKE. / VEUILLEZ INSCRIRE VOS COMMENTAIRES.	DATE
1	We work mostly for the embassies (American Embassy, Canadian Embassy etc), They were evacuated as a result of the pandemic and has since then affected the rate of job inflow. Most of the summer moves are on hold. Also most of our clients are more skeptical in receiving our crew into their houses in the light of this pandemic even though we practice all the safety measures.	5/18/2020 6:59 AM
2	Same thing as last year, more or less	5/15/2020 1:23 PM
3	Overall bookings are close to equal, maybe a bit up from last year. Have actually picked up some business DUE to the COVID pandemic. Having a clear, solid response to the pandemic gives customers the confidence. Have actually had two customers cancel their other mover and book with us based on how I responded to their questions around how we are handling COVID.	5/15/2020 11:45 AM
4	Opened for business beginning of March. We expected to be in a growth phase, but there is no growth right now. We have a small amount of work, but no significant income.	5/15/2020 11:16 AM
5	Varies significantly from city to city across Canada	5/8/2020 2:17 PM
6	I believe that this is going to go on for a very long time. Hope we all survive. Everyone take care and keep your distance.	5/8/2020 12:53 PM
7	A few moves put on hold	5/8/2020 11:22 AM
8	Business has slowed, moves have been put on hold and some even cancelled. Hoping that they will move eventually and it will work out in the wash, but unsure at this point. Staffing / Crew have also been an issue with the paranoia around this virus.	5/8/2020 6:54 AM
9	enough to make things harder and not qualify for some relief. what hasn't been considered it the extra costs for PPE and finding it and also cleaning etc.	5/7/2020 2:17 PM
10	march diminution de 30% de bussiness AVRIL DIMINUTION DE DE 50% DE LA BUSSINESS	5/7/2020 2:12 PM
11	march 2020 was down 20% vs march 2019 april was down 65% vs april 2019 (note: we voluntarily closed for the month of april but have now reopened as of may 1) may is trending well. will come in under last may, probably down 25-30% from last may (note: may 2019 was terrible for [our company] as that was our first month as [a van line agent] and all our focus was on learning)	5/7/2020 1:51 PM
12	the residential moving dropped	5/7/2020 1:50 PM
13	March wasn't too bad, but end of April and heading into May we saw the biggest drop in sales- primarily the uniform and van equipment sector. Corrugated seems to be holding it's own.	5/7/2020 1:18 PM
14	We provide third party service to a couple of clients so that has been keeping us busy on a daily basis. Long distance moving is down 70% or more	5/7/2020 1:16 PM
15	about half of this drop came from booked moves being postponed to later dates in May/June....	5/7/2020 1:12 PM
16	Lots of move cancellations; Several move postponements. Locally homes are temporarily being taken off the market which affects our local business substantially Office moves have slowed down to a crawl.	5/7/2020 1:12 PM
17	Out of Province slowed right down. Local and provincial up	5/7/2020 12:57 PM
18	We're still busy moving the folks who sold prior to the pandemic. We are still doing site surveys through the phones have been a lot quieter since late-April. It will be an interesting start to the summer season. Taking it one day at a time, can't control the uncontrollable.	5/7/2020 12:50 PM

Q2 Has the COVID-19 pandemic caused you to lay off employees?  
Please provide a percentage (or number) and comment in the box. / La pandémie COVID-19 vous a-t-elle amené à licencier des employés?  
Veillez fournir un pourcentage (ou nombre) et commenter dans la case appropriée.

Answered: 90 Skipped: 0



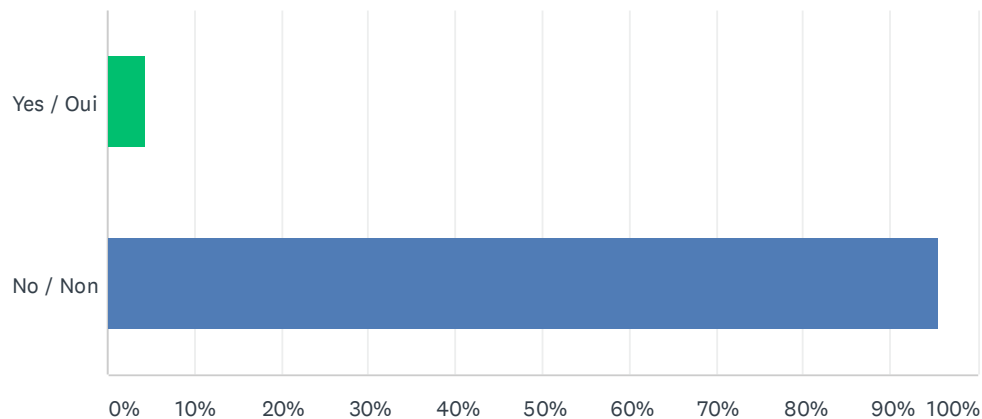
ANSWER CHOICES	RESPONSES	
Yes / Oui	67.78%	61
No / Non	31.11%	28
TOTAL		90

#	PLEASE PROVIDE COMMENT. / VEUILLEZ INSCRIRE VOS COMMENTAIRES.	DATE
1	We have laid off close to 70% of our workforce. Most of the packing crew are home leaving a skeleton staff mostly made up of administration staff. We only call them in as and when there's a move.	5/18/2020 6:59 AM
2	Layoff and/or reduced hours	5/15/2020 12:43 PM
3	We didn't lay off workers, but 50% of our crews requested leave for various reasons with concerns to the safety of their families because we are in and out of so many homes each day.	5/15/2020 11:23 AM
4	1 employee due to his family members that are high risk	5/15/2020 11:22 AM
5	100% of 1 girl in my office. I have been able to keep my regular employees but have not been able to hire any summer help	5/15/2020 11:19 AM
6	20%	5/15/2020 11:16 AM
7	We don't have any employees.	5/15/2020 11:16 AM
8	75%	5/15/2020 10:55 AM
9	50%	5/15/2020 10:51 AM
10	30% temporary laid off for 12 weeks.	5/15/2020 10:50 AM
11	A few staff members asked to be off -- their choice.	5/15/2020 10:48 AM
12	One employee	5/15/2020 10:44 AM
13	9	5/15/2020 10:25 AM
14	10 percent to date	5/15/2020 10:17 AM
15	85%	5/11/2020 8:30 AM
16	Many quit however to take CERB and EI.	5/8/2020 2:17 PM
17	partial layoff.	5/8/2020 11:22 AM
18	50% 3 workers refuse to work (out of 6)	5/7/2020 8:25 PM
19	30%	5/7/2020 4:30 PM
20	50%	5/7/2020 3:39 PM
21	15% of staff laid off	5/7/2020 3:01 PM
22	50%	5/7/2020 2:59 PM
23	3	5/7/2020 2:51 PM
24	maintaining team for now. Have set up to work from home for office staff	5/7/2020 2:17 PM
25	NOUS AVIONS 55 EMPLOYÉES ON EST RENDU 25	5/7/2020 2:12 PM
26	laid off all staff effective march 27. i ran the place by myself for all of april. may 1 i brought back 1 f/t office person	5/7/2020 1:51 PM
27	We laid off one person	5/7/2020 1:18 PM
28	5 management and 10 drivers - associates	5/7/2020 1:17 PM
29	Roughly 10-20 pct	5/7/2020 1:16 PM
30	Only 1 contract office employee	5/7/2020 1:13 PM
31	only one....because he chose to stop working during the pandemic. everyone else is still working	5/7/2020 1:12 PM
32	No salary staff has had to be laid off - yet. The brokers have less work and some are being partially compensated by the Federal Government. Helpers and hourly staff are working less hours but not officially laid-off.	5/7/2020 1:12 PM

33	We did not hire any body extra for the usual rush.	5/7/2020 12:57 PM
34	20%	5/7/2020 12:56 PM
35	5-7	5/7/2020 12:52 PM
36	40%	5/7/2020 12:51 PM
37	Typically January and February are slow months, we had employees laid off with the expected recall for early April which obviously hasn't happened. It's a wait and see thing.	5/7/2020 12:50 PM

### Q3 Did your company decide to temporarily shut down during this pandemic? / Votre entreprise a-t-elle décidé de fermer temporairement pendant cette pandémie?

Answered: 90 Skipped: 0

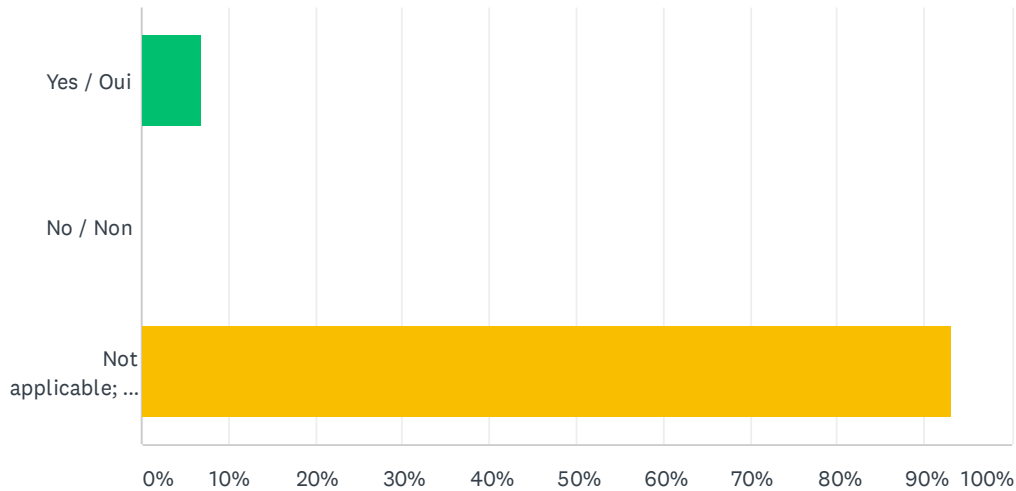


ANSWER CHOICES	RESPONSES	
Yes / Oui	4.44%	4
No / Non	95.56%	86
TOTAL		90

#	PLEASE PROVIDE COMMENT ON LENGTH OF TIME SHUT DOWN SO FAR. / VEUILLEZ INSCRIRE VOS COMMENTAIRES RELATIVEMENT À LA PÉRIODE DE FERMETURE JUSQU'À CE JOUR.	DATE
1	Though our company decided to shut down temporarily as a result no jobs coming in, we also adhered to a governmental policy of a three-week shut down.	5/18/2020 6:59 AM
2	45 days	5/11/2020 8:30 AM
3	NO BUT CHOICE OUR MOVE,	5/7/2020 3:39 PM
4	SERVICE ESSENTIEL	5/7/2020 2:12 PM
5	Shutting down when there is a mortgage to pay on the building would be a recipe for disaster.	5/7/2020 1:12 PM
6	Reduced Hours	5/7/2020 12:59 PM

### Q4 If you shut down, do you expect your business will reopen? / Si vous avez cessé vos opérations temporairement, croyez-vous que votre entreprise rouvrira?

Answered: 88 Skipped: 2

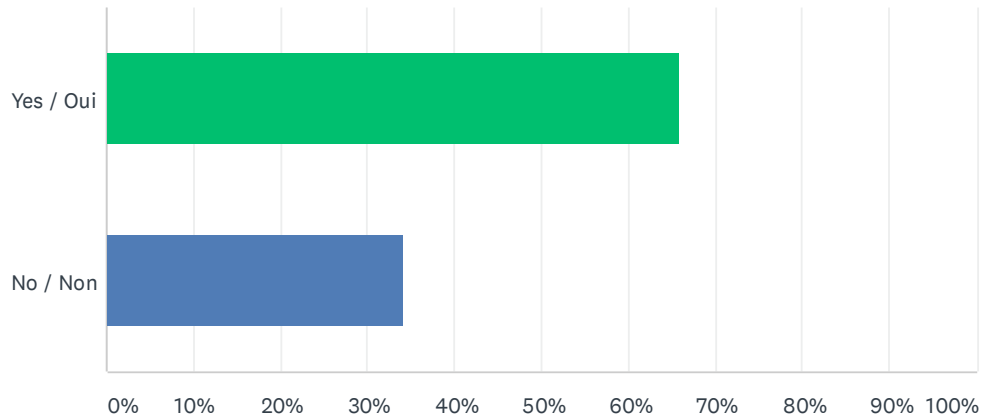


ANSWER CHOICES	RESPONSES
Yes / Oui	6.82% 6
No / Non	0.00% 0
Not applicable; we haven't shut down. / Sans objet; nous n'avons pas fermé.	93.18% 82
<b>TOTAL</b>	<b>88</b>

#	PLEASE PROVIDE A SHORT EXPLANATION. / VEUILLEZ INSCRIRE UNE BRÈVE EXPLICATION.	DATE
1	We only work when the client calls on us.	5/18/2020 6:59 AM
2	We have reopened but with a small team.	5/11/2020 8:30 AM
3	we have re-opened	5/7/2020 1:51 PM
4	Yes, However, is there is not an immediate rebound we will likely close forever	5/7/2020 12:59 PM

## Q5 Did your company access relief funding from the Federal Government? / Votre entreprise a-t-elle eu accès à du financement de secours du gouvernement federal?

Answered: 88 Skipped: 2



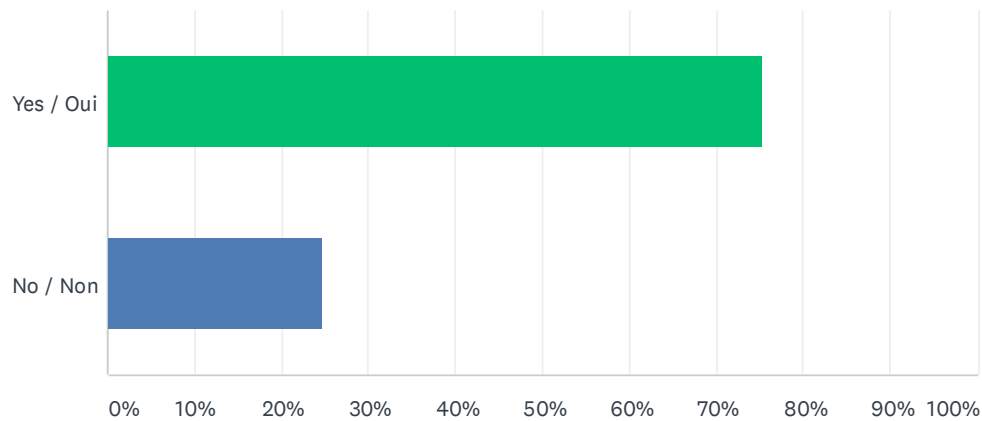
ANSWER CHOICES	RESPONSES	
Yes / Oui	65.91%	58
No / Non	34.09%	30
<b>TOTAL</b>		<b>88</b>



#	PLEASE PROVIDE DETAILS IF YOU WISH. / VEUILLEZ INDIQUER DES DÉTAILS À CET EFFET SI VOUS LE SOUHAITEZ.	DATE
1	We did not because it is not available	5/18/2020 6:59 AM
2	[Company A] - NO [Company B] - YES	5/15/2020 12:44 PM
3	We took the bank loan to help cover costs	5/15/2020 11:23 AM
4	We took the \$40,000 loan but that is really not relief funding. We are not eligible for the 75% payroll subsidy since we have only lost around 15-20% of our income compared to last year but have lost around 35% of our expected income. We have not yet used the 10% payroll tax subsidy but will at some point.	5/15/2020 11:22 AM
5	we have applied	5/15/2020 11:16 AM
6	The \$40,000 government guaranteed loan.	5/15/2020 10:21 AM
7	Not qualified yet.	5/15/2020 10:17 AM
8	Salaries	5/11/2020 8:30 AM
9	Most of our franchisees across Canada took advantage of what ever was available.	5/8/2020 2:17 PM
10	Not yet but we are applying for the \$40,000.00 loan.	5/8/2020 11:22 AM
11	Our company has fallen just short of the decreased revenue numbers set by the federal government. Based on our current schedule and the lack of house sales we may fall below the 30% mark in May and likely June.	5/8/2020 10:07 AM
12	employment subsidies	5/7/2020 8:25 PM
13	40,000.\$ GIVE BACK 30,000	5/7/2020 3:39 PM
14	e have applied for the CEBA loan	5/7/2020 2:51 PM
15	just minimal 10% wage subsidy	5/7/2020 2:17 PM
16	75% SALAIRE PAYÉ POUR 3 MOIS	5/7/2020 2:12 PM
17	as of writing we have received 10% wage subsidy from march as well as \$40,000 loan. 75% wage subsidy is in progress but not submitted yet.	5/7/2020 1:51 PM
18	40000\$	5/7/2020 1:50 PM
19	We where not able to take advantage to get the \$ 40,000.00 Grant due to the \$ 1.5 million payroll and we are \$ 300,000.00 over and do not qualify .. That does not make sense !! we just applied for the other grant but have not heard yet !!	5/7/2020 1:17 PM
20	We received the \$40,000.00 Business Operating Loan and we are taking advantage of the Wage Subsidy	5/7/2020 1:13 PM
21	the \$40,000 loan	5/7/2020 1:12 PM
22	received the \$40,000 loan. Working on the 75% wage subsidy but still are trying to qualify.	5/7/2020 1:12 PM
23	Did not meet requirements	5/7/2020 12:59 PM
24	Not yet, still looking at the numbers to see if we qualify.	5/7/2020 12:50 PM

## Q6 Did you access CAM's COVID-19 news page at any time for up-to-date information? / Avez-vous consulté la section de nouvelles sur la COVID-19 de l'ACD à tout moment pour obtenir des informations à jour?

Answered: 89 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes / Oui	75.28%	67
No / Non	24.72%	22
TOTAL		89

#	COMMENT. / COMMENTAIRES.	DATE
1	That was a great source of information and much appreciated	5/15/2020 11:23 AM
2	We just joined CAM last week.	5/15/2020 11:16 AM
3	was my best and first resource	5/7/2020 8:25 PM
4	Like everyone else i went to Nancy first lol.. she directed me to the webpage which literally answered every question I had.. Referred to it and referred others to it.	5/7/2020 1:18 PM
5	Yes - it's been an excellent source of information! From a mover's perspective, I found myself going to CAM's website first to find out the latest.	5/7/2020 1:12 PM
6	It was helpful when trying to understand the whole essential business list	5/7/2020 12:50 PM

**Q7 Is there anything else you'd like to tell us? / Y a-t-il autre chose que vous souhaiteriez nous indiquer?**

Answered: 23 Skipped: 67

#	RESPONSES	DATE
1	I would like to know the CAM's plan to aid members in this pandemic.	5/18/2020 6:59 AM
2	Appreciate CAM for providing info to keep our trucks rolling	5/15/2020 1:37 PM
3	Be well and stay healthy	5/15/2020 12:19 PM
4	Working and doing jobs but with difficulty due to staffing and nervousness from employees and clients	5/15/2020 11:25 AM
5	PPE can be dangerous for people in our line of work. Proper masks can cause heart attacks in young fit people by cutting off oxygen to the blood. They can also limit oxygen intake to the point where movers can lose consciousness will carrying heavy furniture upstairs. Some property managers insist on movers wearing goggles but they fog up badly (especially with masks) causing a major hazard for movers. We no longer enforce goggles or masks for safety reasons. We went as far as hiring people to make double layer cotton masks but the guys couldn't breathe through them either. They were constantly touching their faces with their gloves to pull the masks down to catch their breath. This was putting the movers at even more risk. They now have single-layer cotton masks which basically offer no protection and are just for show.	5/15/2020 11:22 AM
6	Live will go on...	5/15/2020 10:48 AM
7	No thank you	5/15/2020 10:47 AM
8	No	5/15/2020 10:25 AM
9	TWO MEN AND A TRUCK was very active with PR promoting the fact that we were an essential business.	5/8/2020 2:17 PM
10	Just stay safe and keep our distance	5/8/2020 12:53 PM
11	Stay Safe and Stay Strong, we will come out of this better, stronger and together we will beat it!!	5/8/2020 6:54 AM
12	Thank you !	5/7/2020 8:25 PM
13	Thanks for reaching out	5/7/2020 3:01 PM
14	NOUS AVONS MIS DES ANNONCES EN PREMIERE PÂGE DU JOURNAL DE QUÉBEC CECI A AMENÉ DE LA BUSSINESS ( A LOT OF LOCAL MOVING FOR US)	5/7/2020 2:12 PM
15	will you be sharing these results? i'd like to know what other movers did	5/7/2020 1:51 PM
16	we all should stay strong.	5/7/2020 1:50 PM
17	Keep up the good work! You may need to do a segment on how to Flatten the curve in my waistline after this is over!	5/7/2020 1:18 PM
18	It was very relieving to myself and my staff when you sent out early that Moving Companies where essential requirement on Facebook !! Thank You as everyone in my company was not sure where we stand on the crisis !!! Also very interesting on how people reacted to this crisis !!!	5/7/2020 1:17 PM
19	STAY SAFE!	5/7/2020 1:12 PM
20	After social distancing, washing your hands frequently with soap & water is the first line of defense especially when interacting with customers. A distant second (when soap & water is not available) is hand sanitizer. Ideally there should only be one customer present when doing an onsite survey as well as during the loading & loading. Avoid touching any & all door handles whatsoever in the customer's home. Wearing gloves can give one a false sense of security in that any virus can not only survive on the outside of the glove, but can also by inadvertently spread to other areas. <a href="https://www.sacbee.com/news/nation-world/national/article241129091.html">https://www.sacbee.com/news/nation-world/national/article241129091.html</a>	5/7/2020 1:12 PM
21	no	5/7/2020 12:57 PM
22	Lets get back to work. Be smart, make sure your staff has all necessary equipment, educate your staff, ask your customers if they have travelled or if any one is sick, and get back to work.	5/7/2020 12:56 PM
23	CAM is doing a good job keeping the membership informed.	5/7/2020 12:50 PM