

The Survey Center

NH Small Business Development Center

Phase 2 Business Resiliency Survey February 2021

Greater Nashua Region

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The Survey Center University of New Hampshire July, 2021

The University of New Hampshire Survey Center

The UNH Survey Center is an independent, non-partisan academic survey research organization and division of the UNH College of Liberal Arts.

The Survey Center conducts telephone, mail, web, and intercept surveys, as well as focus groups and other qualitative research for university researchers, government agencies, public non-profit organizations, private businesses and media clients.

Our senior staff have over 50 years experience in designing and conducting custom research on a broad range of political, social, health care, and other public policy issues.

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The NH Small Business Development Center (NH SBDC) is the leading resource for business advising and education for small businesses in the Granite State. SBDC's team of certified business advisors provides highly individualized, confidential advising, at no charge to NH enterprises. Whether a company is just getting started, seeking capital, bringing new products to market, or improving operations, SBDC's team can help them achieve their goals.

NH SBDC is funded in part through a Cooperative Agreement with the U.S. Small Business Administration (SBA) and through assistance provided by the State of NH. NH SBDC is an outreach program of the UNH Peter T. Paul College of Business and Economics in conjunction with SBA, the State of NH (BEA), the University of NH, and the private sector.

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Executive Summary

The University of New Hampshire Survey Center conducted a survey for the NH Small Business Development Center (SBDC) to assess the impact of COVID-19 on small businesses throughout New Hampshire. This is Phase 2, the second iteration of the SBDC Business Resiliency Survey, following the first iteration which was conducted in June 2020. By better understanding the challenges and needs of NH business owners, economic development partners can more effectively help businesses recover and become more resilient.

Fifty-six business organizations partnered with the NH SBDC by sending an open-link email invitation to participate in the survey to their member businesses. The survey partners represented a wide range of industries, business associations, and regions. They were encouraged to send periodic reminders to potential respondents. Overall, one thousand six hundred and eleven (1,611) participants from 174 towns and cities completed the survey between February 1 and February 22, 2021.

The following report presents the results of this survey among respondents whose business is located in the Greater Nashua Area of New Hampshire, encompassing the following towns and cities: Amherst, Brookline, Hollis, Hudson, Litchfield, Lyndeborough, Mason, Merrimack, Milford, Mont Vernon, Nashua, Pelham, and Wilton. One hundred thirty-one (131) such respondents from twelve (12) towns and cities completed the survey.

The following figures display survey results including any demographic differences. Due to rounding, percentages may not sum to 100%.

The Phase 2 NH SBDC Business Resiliency Survey was made possible with funds from the CARES Act.

Key Findings

Demographics

Nearly half of responding Greater Nashua Area businesses are located in Nashua, with large numbers also coming from Hudson, Milford, and Amherst. Greater Nashua Area businesses most frequently report being part of the professional, scientific, and technical services, the arts, entertainment, and recreation, the manufacturing, and the health care and social assistance industries. Among the survey partners, these businesses most frequently report affiliations with the NH SBDC, the Chamber of Commerce, and the US SBA NH District Office.

Open Status During COVID-19 Pandemic

Half of responding Greater Nashua Area businesses have reduced their hours of operation since the COVID-19 pandemic began and one-third have closed temporarily. Greater Nashua Area businesses reduced their hours and closed temporarily at about the same rate as businesses located elsewhere in the state. Most businesses that closed did so for 1-3 months and a quarter closed for more than three months. Greater Nashua Area businesses most frequently say they closed or reduced their hours because they were required to per government order, because of health and safety concerns, or because of a loss in revenue.

Employees

The average responding Greater Nashua Area business has about ten employees, up slightly since June 2020 but slightly lower than in February 2020, when the average business had a reported average of eleven employees. More than four in ten Greater Nashua Area businesses currently have fewer employees than in February 2020, a slightly higher proportion than among businesses located elsewhere in the state.

Finances

More than four in five responding Greater Nashua Area businesses report lower monthly revenue as a result of the COVID-19 pandemic, largely unchanged since June 2020 and higher than elsewhere in the state. However, the proportion of Greater Nashua Area businesses who report facing a decline of 50% or more in revenue has fallen since June 2020. As was the case last summer, nearly all respondents cite a decline in sales as among the top three factors impacting their finances, while a majority cite reduced hours of operation and being required to close as a nonessential business as important factors. Four in ten say their accounts receivable have been slower as a result of the pandemic, a good deal lower than in June 2020, while less than a quarter have deferred or modified payments to vendors due to COVID-19, also lower than in June.

Relief Programs

More than four in five responding Greater Nashua Area businesses applied for financial relief in 2020 and nearly two-thirds plan to apply for relief in 2021. Businesses located elsewhere are less likely to have applied for relief in 2020 and plan to apply in 2021.

The Payroll Protection Program was by far the most commonly utilized federal relief program among Greater Nashua Area businesses; 94% say their business received it, while more than half received an Economic Injury Disaster Advance or Loan and four in ten participated in the SBA loan deferment program. Among state, municipal, and private relief programs, Greater Nashua Area businesses most frequently received relief through unemployment for themselves and their employees and through the original Main Street Relief Fund and the 2.0 version. Greater Nashua Area businesses are dramatically more likely than in June to report receiving relief trough unemployment for their employees and through the Main Street Relief Fund but they remain less likely than businesses located elsewhere to have received aid through the Main Street Relief Fund.

Resiliency

Only 16% of responding Greater Nashua Area businesses had a resiliency or continuity plan prior to the COVID-19 pandemic but one-fifth have developed one since. Most businesses who do have a resiliency or continuity plan report that their plan lacks at least one important component. Six in ten believe that resiliency planning will be very important or somewhat important to their business in the future, including nearly three-quarters of those with a plan and nearly half of those whose business lacks such a plan.

Management of Business

As a result of COVID-19, half of responding Greater Nashua Area businesses have purchased personal protective equipment (PPE) for their employees while more than a third have maintained or brought employees back under the Payroll Protection Program or have changed the layout of their business to protect employees. More than a quarter report providing health and safety training for employees, personally working without a salary, or reducing employee hours.

Respondents reported innovations and modifications that their business has implemented due to COVID-19. Majorities require their employees and customers to wear masks, while many have made changes to their physical location, have employees working from home, or are offering new products or services. When asked about one successful thing their business has done in response to COVID-19, respondents whose business is located in the Greater Nashua Area most frequently mention changing how they deliver or produce their products or protecting the health of employees or customers.

Recovery

Nearly half of responding Greater Nashua Area businesses say they are worse off financially than they were in June 2020, slightly higher than among businesses located elsewhere, while one-fifth say their business is better off than in June. As in June, maintaining sales and revenue and maintaining customers are by far the biggest concerns of Greater Nashua Area businesses as they recover from COVID-19, followed by concerns about public acceptance of the COVID-19 vaccine, access to capital, and timely payment of bills. Greater Nashua Area businesses are less concerned about various things than they were in June, particularly bringing back employees and cleaning the work environment, but concerns about energy costs and cybersecurity have increased.

Going Forward

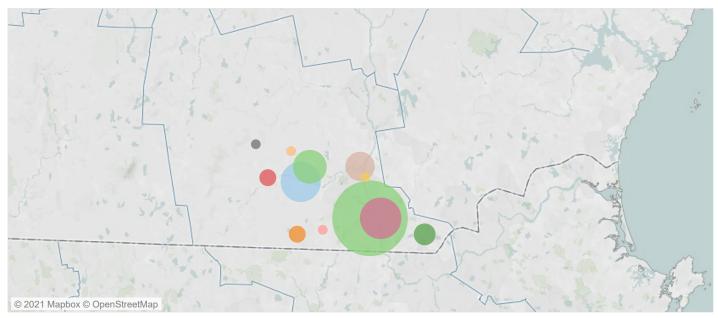
Respondents whose business is located in the Greater Nashua Area most frequently cite renewed access to customers, financial assistance, health and safety guidance, cybersecurity, and access to the COVID-19 vaccine for their employees as important to their business in the future. Respondents are less likely than in June 2020 to consider health and safety guidance and training on recovery and reopening to be important but are more likely than businesses elsewhere in the state to consider regulatory relief to be important to their business in the future.

Mirroring results in June 2020, the vast majority of Greater Nashua Area businesses plan to continue most of the changes and innovations they made in response to COVID-19 after the pandemic has passed; more than three-quarters of those who have started engaging in e-commerce, offering takeout, collaborating with other businesses, offering new products or services, and offering curbside delivery plan to continue doing so. Respondents whose business is located in the Greater Nashua Area are more confident in the short-term survival of their business than they were in June 2020 but most continue to believe the state economy will take more than six months to recover to pre-pandemic levels.

Demographics

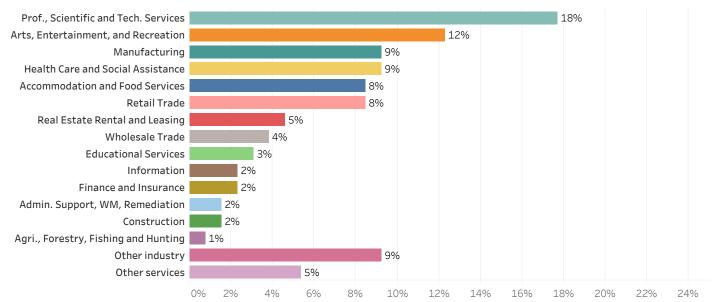
Overall, one hundred thirty-one (131) respondents from twelve (12) towns and cities in the Greater Nashua Area of New Hampshire, encompassing Amherst, Brookline, Hollis, Hudson, Litchfield, Lyndeborough, Mason, Merrimack, Milford, Mont Vernon, Nashua, Pelham, and Wilton, responded to the survey.

Figure 1: Town where business located - Greater Nashua Area - February 2021



Eighteen percent of respondents whose business is located in the Greater Nashua Area say their business is in the professional, scientific, and technical services industry, 12% are in the arts, entertainment, and recreation industry, 9% each are in the manufacturing or health care and social assistance industries, and 8% each are in the accommodation and food services or retail trade industries. Five percent or less say their business is in the real estate rental and leasing (5%), wholesale trade (4%), educational services (3%), information (2%), finance and insurance (2%), administrative support, waste management, and remediation (2%), construction (2%), or the agriculture, forestry, fishing, and hunting (1%) industries. Nine percent say their business belongs to another type of industry while 5% say their business is part of another type of services.

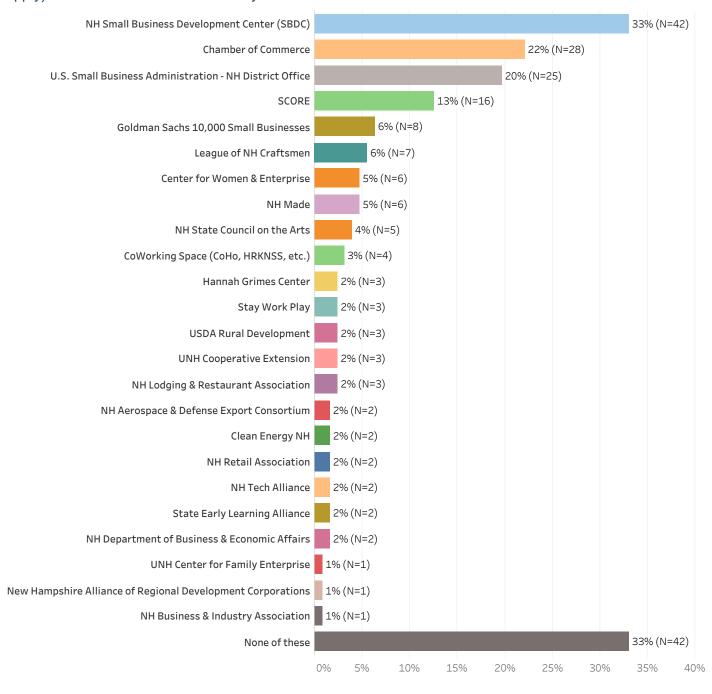
Figure 2: Industry - Greater Nashua Area - February 2021



Among respondents whose business is located in the Greater Nashua Area, one-third (33%) say their business is currently affiliated with the NH Small Business Development Center (SBDC), 22% are affiliated with the Chamber of Commerce, 20% are affiliated with the U.S. Small Business Administration - NH District Office, and 13% are affiliated with SCORE. Less than 10% say they are currently affiliated with Goldman Sachs 10,000 Small Businesses (6%), the League of NH Craftsmen (6%), the Center for Women & Enterprise (5%), NH Made (5%), the NH State Council on the Arts (4%), or CoWorking Space (3%).

Two percent or less are currently affiliated with the Hannah Grimes Center (2%), Stay Work Play (2%), USDA Rural Development (2%), UNH Cooperative Extension (2%), the NH Lodging & Restaurant Association (2%), the NH Aerospace & Defense Export Consortium (2%), Clean Energy NH (2%), the NH Retail Association (2%), the NH Tech Alliance (2%), the State Early Learning Alliance (2%), the NH Department of Business & Economic Affairs (2%), the UNH Center for Family Enterprise (1%), the New Hampshire Alliance of Regional Development Corporations (1%), or the NH Business & Industry Association (1%). Thirty-three percent of respondents say they are not currently affiliated with any of these groups.

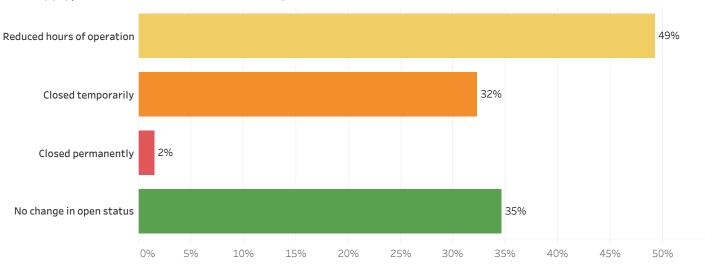
Figure 3: With which of the following survey partners are you currently affiliated? (Please select all that apply) - Greater Nashua Area - February 2021



Open Status During COVID-19 Pandemic

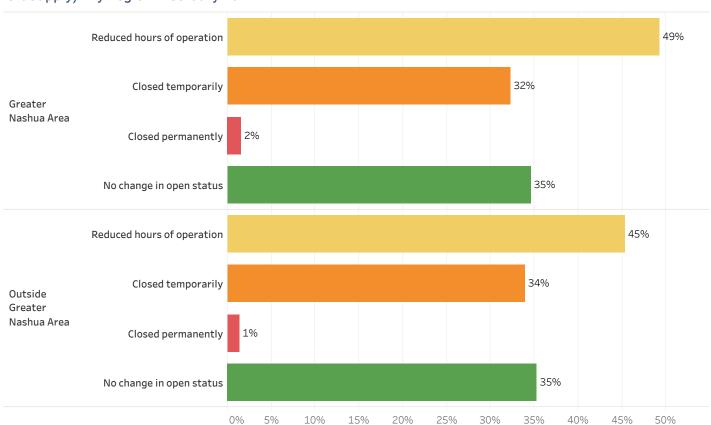
Among respondents whose business is located in the Greater Nashua Area, 49% say that their business reduced their hours of operation since February 15, 2020, 32% say that their business closed temporarily, 2% say that their business closed permanently, and 35% say their business has had no change in its open status in that time.

Figure 4a: Which of the following has happened to your business since February 15, 2020? (Please select all that apply) - Greater Nashua Area - February 2021



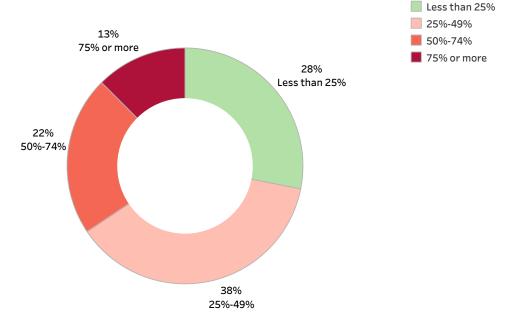
Respondents whose business is located in the Greater Nashua Area are about as likely as businesses located elsewhere to report having reduced their hours of operation or closed temporarily since February 15.

Figure 4b: Which of the following has happened to your business since February 15, 2020? (Please select all that apply) - By Region - February 2021



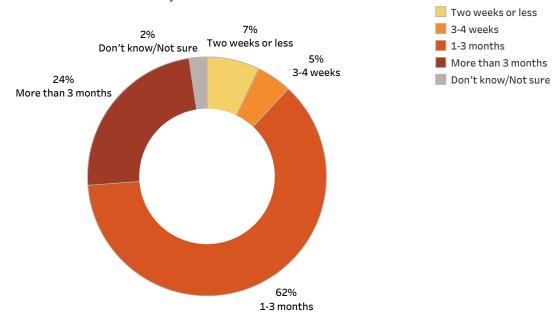
Among respondents whose business is located in the Greater Nashua Area who say their business reduced their hours since February 15th, 2020 (N=64), just over a quarter (28%) say that while operating under reduced hours their business typically reduced their hours by less than 25%. Thirty-eight percent say their business typically reduced hours by 25%-49%, 22% typically reduced hours by 50%-74%, and 13% typically reduced hours by 75% or more.

Figure 5: Since February 15, 2020, when your business was operating under reduced hours, by about how much were your business's hours of operation typically reduced? (If unsure, please estimate) - Greater Nashua Area - February 2021



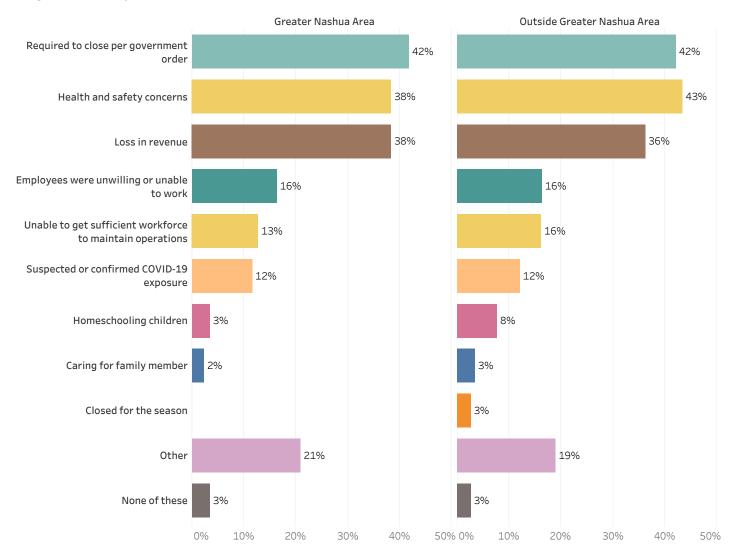
Among respondents whose business is located in the Greater Nashua Area who say their business closed temporarily since February 15th, 2020 (N=42), only 12% say their business closed for two weeks or less (7%) or for three to four weeks (5%). Most (62%) of those whose business closed temporarily say it closed for one to three months while 24% say it closed for more than three months.

Figure 6: Since February 15, 2020, how long in total has your business been temporarily closed? (If unsure, please estimate) - Greater Nashua Area - February 2021



Among respondents whose business is located in the Greater Nashua Area who say their business reduced their hours, closed temporarily, or closed permanently since February 15th, 2020 (N=86), four in ten say they reduced their hours or closed because they were required to close per government order (42%), because of health and safety concerns (38%), or due to a loss of revenue (38%). Fewer say they reduced their hours or closed because employees were unwilling or unable to work (16%), because they were unable to get a sufficient workforce to maintain operations (13%), because of suspected or confirmed COVID-19 exposure (12%), due to homeschooling children (3%), or due to caring for a family member (2%). Twenty-one percent say they reduced hours or closed for another reason while 3% say none of these are reasons they reduced hours or closed.

Figure 7: Why did your business close or reduce its hours of operation? (Please select all that apply) - By Region - February 2021



Employees

Respondents whose business is located in the Greater Nashua Area report that on February 15th, 2020, their businesses on average employed 11.3 people in the state of New Hampshire; on average they had 7.6 full-time employees, 2.1 part-time employees, and 1.5 other types of employees at that time.

In June 2020, respondents report their businesses employed on average 8.7 people in New Hampshire; on average they had 6.3 full-time employees, 1.5 part-time employees, and .9 other types of employees.

Currently, respondents say their businesses employ on average 9.5 people in New Hampshire; on average they have 6.9 full-time employees, 1.6 part-time employees, and 1.0 other types of employees.

Figure 8a: Number and type of employees - Greater Nashua Area - February 2021

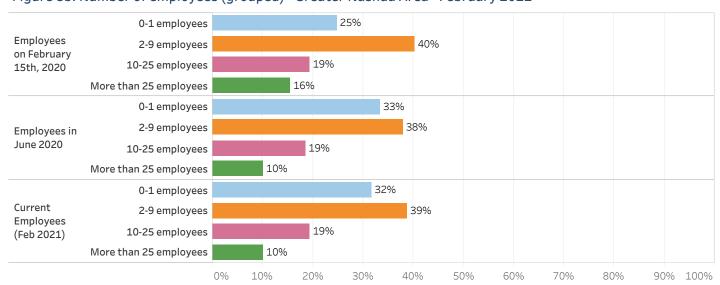


Among respondents whose business is located in the Greater Nashua Area, 25% say that on February 15th, 2020 their business employed one person or no one, 40% employed 2-9 people, 19% employed 10-25 people, and 16% had more than 25 employees.

In June 2020, 33% report their business employed one person or no one, 38% say they employed 2-9 people, 19% employed 10-25 people, and 10% had more than 25 employees.

Currently, 32% of respondents say their business employs one person or no one, 39% employ 2-9 people, 19% employ 10-25 people, and 10% have more than 25 employees.

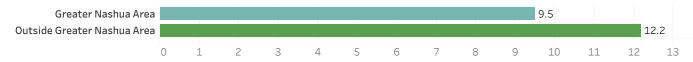
Figure 8b: Number of employees (grouped) - Greater Nashua Area - February 2021



9

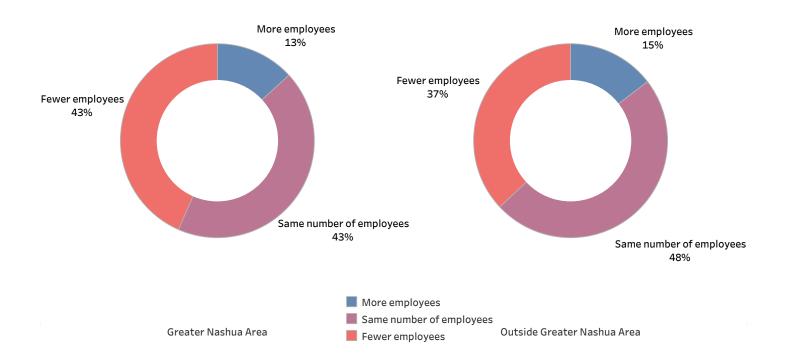
Respondents whose business is located in the Greater Nashua Area report having slightly fewer employees on average currently than businesses located elsewhere.

Figure 8c: Total Feb 2021 employees - By Region - February 2021



Thirteen percent of responding Greater Nashua Area businesses currently have more employees than they did on February 15th, 2020; 43% have the same number of employees now as they did in February 2020 while 43% have fewer employees. Businesses located elsewhere are slightly less likely than businesses in the Greater Nashua Area to report having fewer employees than they did in February 2020.

Figure 9: Change in number of employees since February 15, 2020 - By Region - February 2021

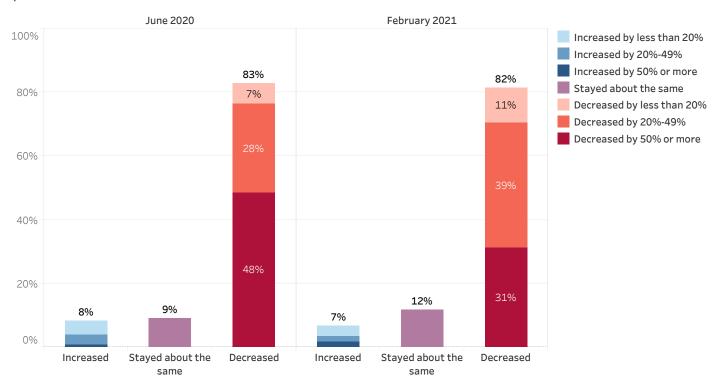


Finances

Among respondents whose business is located in the Greater Nashua Area, more than four in five (82%) say their business has seen its monthly revenue decrease as a result of the COVID-19 pandemic; 11% of respondents say their business's monthly revenue has fallen by less than 20%, 39% say their revenue has fallen by 20%-49%, and 31% say their revenue has fallen by 50% or more. Twelve percent of respondents say their monthly revenue has stayed about the same, while 7% say their revenue has increased.

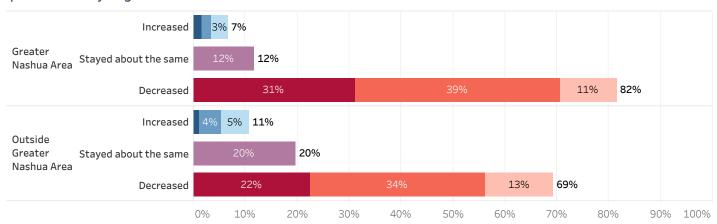
Among businesses located in the Greater Nashua Area, the proportion whose monthly revenue has decreased as a result of the COVID-19 pandemic (82%) is unchanged since June 2020 (83%) but the percentage who report a decline in revenue of 50% or more (31%) has fallen since then (48%).

Figure 10a: To the best of your knowledge, how has your monthly revenue been affected by the COVID-19 pandemic? - Greater Nashua Area



Businesses located in the Greater Nashua Area are more likely than businesses located elsewhere to say that their business's monthly revenue has decreased as a result of the COVID-19 pandemic.

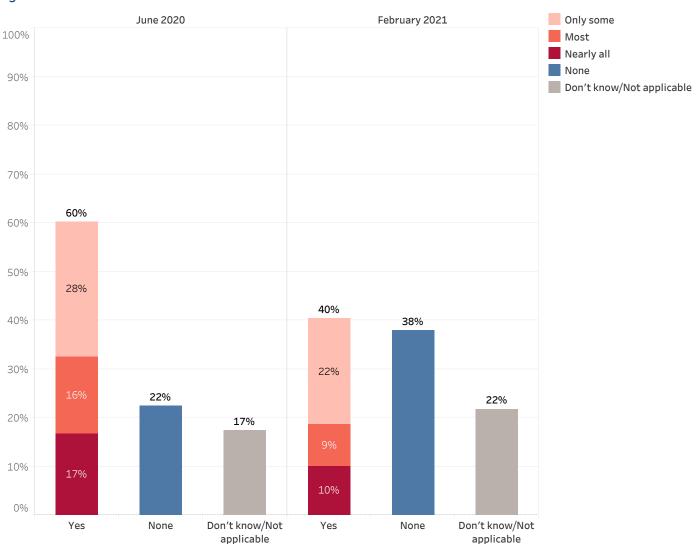
Figure 10b: To the best of your knowledge, how has your monthly revenue been affected by the COVID-19 pandemic? - By Region



Among respondents whose business is located in the Greater Nashua Area, 40% say their business's accounts receivable (money owed to company by customers) from customers have been slower due to COVID-19; 22% say that only some have been slower, 9% say most have been slower, and 10% say that nearly all have been slower. Three in eight (38%) say their accounts receivable have not been slower while 22% say they don't know or the question is not applicable.

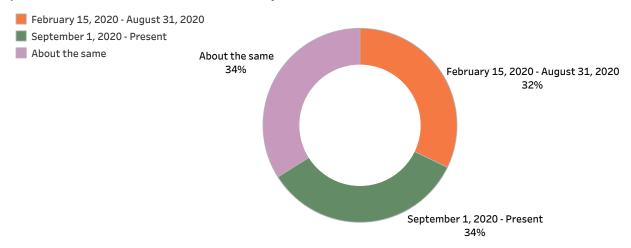
Respondents whose business is located in the Greater Nashua Area are much less likely than in June 2020 to say that any of their accounts receivable from customers have been slower due to COVID-19.

Figure 11: Have accounts receivable from customers been slower due to COVID-19? - Greater Nashua Area



Among respondents whose business is located in the Greater Nashua Area who say at least some of their accounts receivable have been slower (N=56), 32% say their accounts receivable were slower from February 15, 2020 - August 31, 2020, 34% say their accounts receivable were slower from September 1, 2020 to the present, while 34% say the two periods have been about the same.

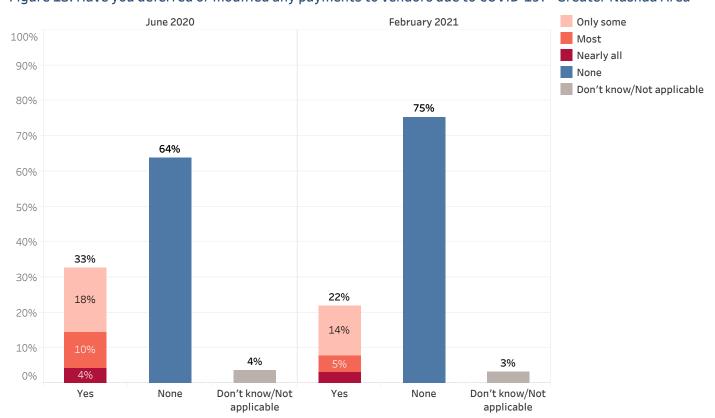
Figure 12: Were your accounts receivable slower from 2/15/2020 to 8/31/2020 or from 9/1/2020 to the present? - Greater Nashua Area - February 2021



Among respondents whose business is located in the Greater Nashua Area, 22% say their business has deferred or modified payments to vendors due to COVID-19; 14% have deferred or modified only some of these payments, 5% have deferred or modified most, and 3% have deferred or modified nearly all of them. Three in four (75%) say their business has not deferred or modified any payments while 3% don't know or say the question is not applicable.

Respondents whose business is located in the Greater Nashua Area are less likely than in June 2020 to say that they have deferred or modified any payments to vendors due to COVID-19.

Figure 13: Have you deferred or modified any payments to vendors due to COVID-19? - Greater Nashua Area

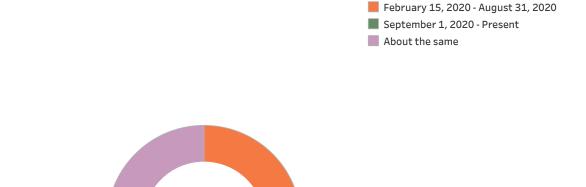


Among respondents whose business is located in the Greater Nashua Area who say they have deferred or modified at least some of their payments (N=28), 39% say they deferred or modified payments more often from February 15, 2020 - August 31, 2020, 11% say they have deferred or modified payments more often from September 1, 2020 to the present, while 50% say the two periods have been about the same.

Figure 14: Have you deferred or modified payments more often from 2/15/2020 to 8/31/2020 or from 9/1/2020 to the present? - Greater Nashua Area - February 2021

About the same

50%



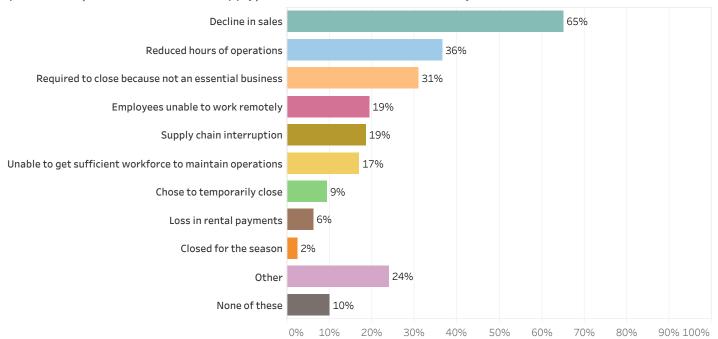
September 1, 2020 - Present

February 15, 2020 - August 31, 2020

39%

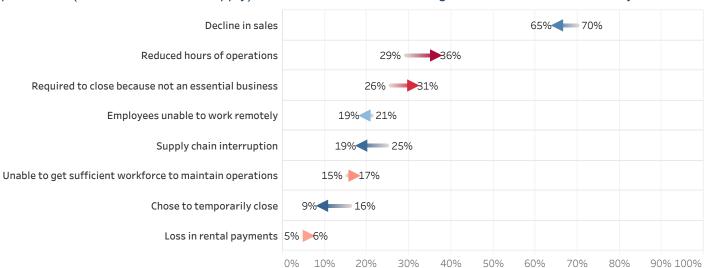
Nearly two-thirds (65%) of respondents whose business is located in the Greater Nashua Area say that a decline in sales has caused their business to experience financial losses as a result of the COVID-19 pandemic while 36% have experienced financial losses due to reduced hours of operation and 31% have experienced losses due to being required to close because they were not an essential business. About one in five say their business experienced financial losses due to employees being unable to work remotely (19%), supply chain interruptions (19%), or being unable to get a sufficient workforce to maintain operations (17%), while fewer respondents say they experienced losses because they chose to temporarily close (9%), due to a loss in rental payments (6%), or because they close for the season (2%). Twenty-four percent say they experienced losses for another reason while 10% say their business has not experienced any of these things.

Figure 15a: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply) - Greater Nashua Area - February 2021



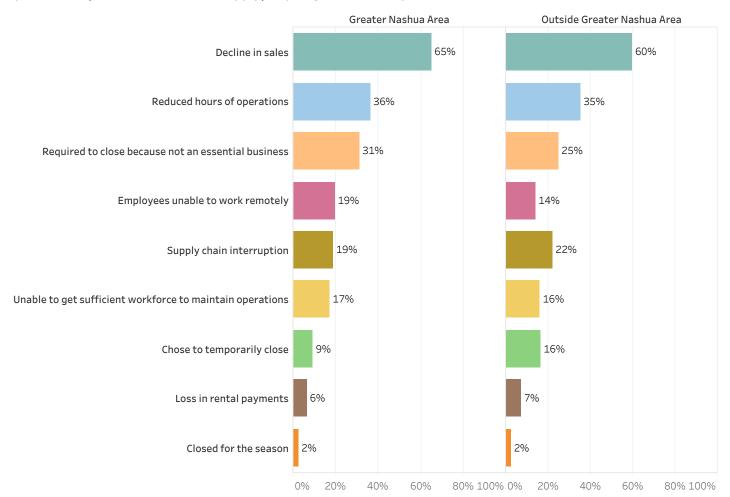
Respondents whose business is located in the Greater Nashua Area are slightly less likely than in June 2020 to say that they have experienced financial losses because they chose to temporarily close (-7 percentage points), due to supply chain interruptions (-6), or due to a decline in sales (-5), while they are slightly more likely to say they have experienced losses due to reduced hours of operations (+7) or being required to close because they are not an essential business (+5).

Figure 15b: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply) - Greater Nashua Area - Change from June 2020 to February 2021



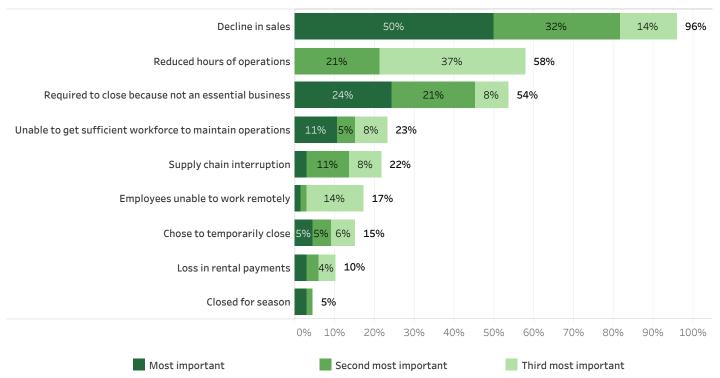
Greater Nashua Area businesses are very slightly more likely than businesses located elsewhere to say that a decline in sales, being required to close because they were not an essential business, and employees being unable to work remotely caused their business to experience financial losses as a result of the COVID-19 pandemic.

Figure 15c: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply) - By Region - February 2021



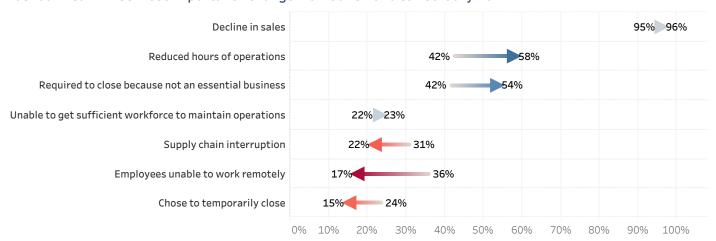
Among respondents whose business is located in the Greater Nashua Area, nearly all (96%) say that a decline in sales has had the most (50%), second most (32%), or third most (14%) important impact on their business's finances, while 58% cite reduced hours of operation, and 54% cite being required to close as among the three most important factors. Just under a quarter say that being unable to get a sufficient workforce to maintain operations (23%) or supply chain interruptions (22%) were among their top three, while slightly fewer cite employees being unable to work remotely (17%), choosing to temporarily close (15%), a loss in rental payments (10%), or being closed for the season (5%) as among the three most important factors.

Figure 16a: Which of the following have had the greatest impact on your business's finances? - Greater Nashua Area - Three most important - February 2021



Compared to June 2020, a larger percentage of respondents whose business is located in the Greater Nashua Area say that reduced hours of operation (+16 percentage points) and being required to close because they were not an essential business (+12) is among the three most important factors impacting their business's finances while fewer respondents say employees being unable to work remotely (-19), supply chain interruptions (-9), and choosing to temporarily close (-8) are among the top three most important factors.

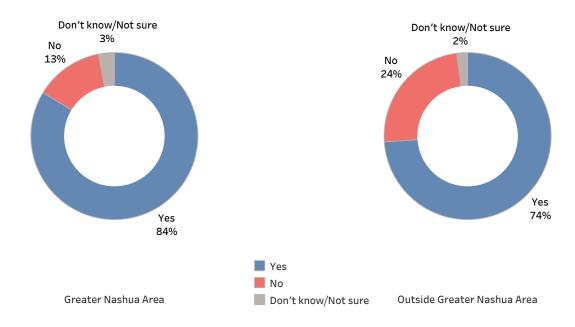
Figure 16b: Which of the following have had the greatest impact on your business's finances? - Greater Nashua Area - Three most important - Change from June 2020 to February 2021



Relief Programs

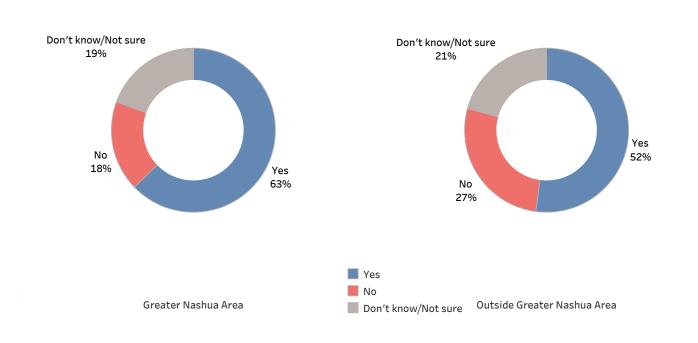
Among respondents whose business is located in the Greater Nashua Area, 84% report that their business applied for some type of relief in 2020, 13% did not do so, and 3% don't know or are unsure. Respondents whose business is located elsewhere (74%) are less likely to say their business applied for some type of relief in 2020.

Figure 17: Did your business apply for relief in 2020? - By Region - February 2021



Nearly two-thirds (63%) of respondents whose business is located in the Greater Nashua Area say they plan to apply for relief for their business if it is available in 2021, 18% do not plan to do so, and 19% don't know or are unsure. Respondents whose business is located elsewhere (52%) are less likely to plan on applying for relief in 2021.

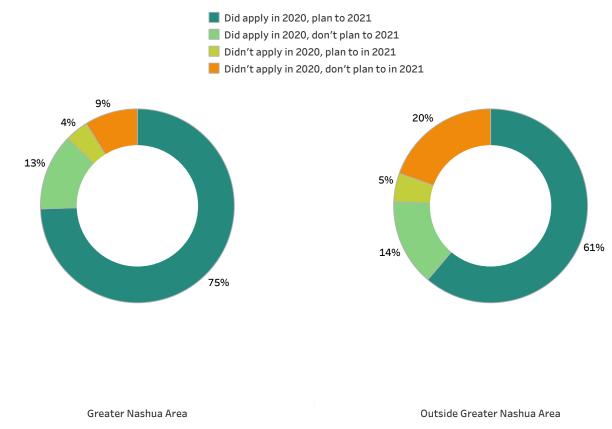
Figure 18: Do you plan to apply for relief if it is available in 2021? - By Region - February 2021



July 2021

Among respondents whose business is located in the Greater Nashua Area, 75% say that they applied for relief for their business in 2020 and plan to do so in 2021. Thirteen percent say they did apply for relief in 2020 but don't plan to in 2021, 4% say they didn't apply for relief in 2020 but plan to do so in 2021, and 9% say they didn't apply in 2020 and don't plan to in 2021. Respondents whose business is located elsewhere (61%) are less likely to have applied for relief in 2020 and plan to do so in 2021.

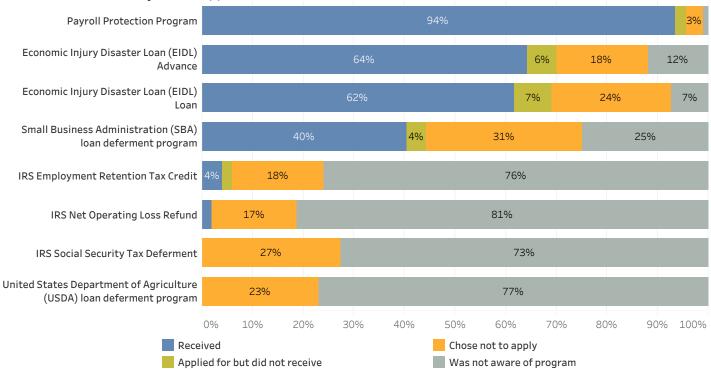
Figure 19: Application for aid in 2020 & plan for 2021 - By Region - February 2021



Among respondents whose business is located in the Greater Nashua Area who say the following programs are applicable to their business, 94% say their business received relief from the Payroll Protection Program, while an additional 2% say they applied but did not receive relief from this program, 3% say they chose not to apply, and 1% say they were not aware of the program. Nearly two-thirds say they received relief through the Economic Injury Disaster Loan (EIDL) Advance (64%) and the EIDL Loan (62%) programs while about a quarter chose not to apply. Four in ten (40%) say they received aid through the Small Business Administration (SBA) loan deferment program, 4% applied for this program but did not receive aid, 31% chose not to apply, and 25% were not aware of it.

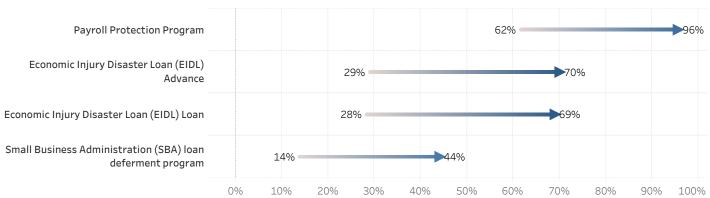
Very few respondents received relief through the IRS Employment Retention Tax Credit (4%) or the IRS Net Operating Loss Refund program (2%). Most respondents say they were not aware of these two programs or the IRS Social Security Tax Deferment and the United States Department of Agriculture (USDA) loan deferment programs.

Figure 20a: What did your business do with regard to the following federal relief programs in 2020? - Greater Nashua Area - February 2021 - Applicable businesses



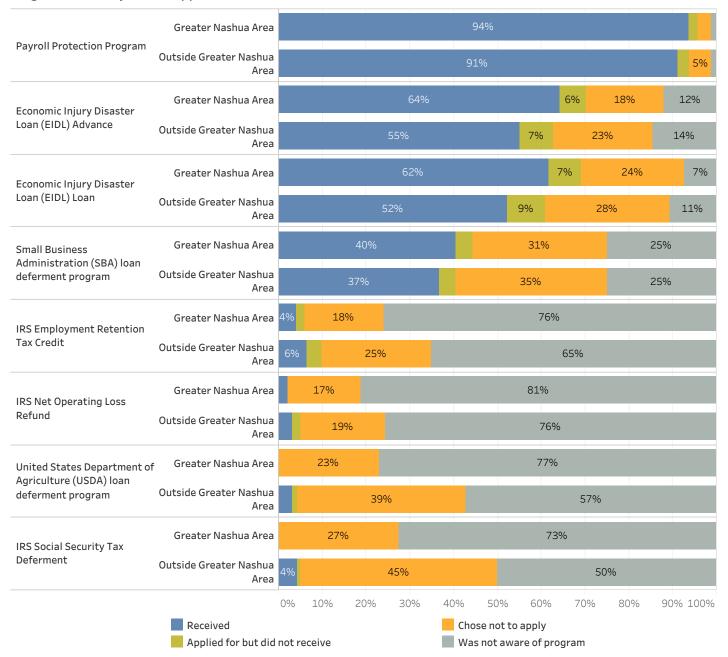
Among respondents whose business is located in the Greater Nashua Area, the percentage who received or applied for these programs has increased dramatically since June 2020, with large increases in the percentage of respondents who have received relief or applied for relief through the EIDL Advance (+41 percentage points) and EIDL Loan (+41) programs, the Payroll Protection Program (+34), and the SBA loan deferment program (+30).

Figure 20b: Business received or applied for relief through following federal programs in 2020 - Greater Nashua Area - Change from June 2020 to February 2021 - Applicable Businesses



Respondents whose business is located in the Greater Nashua Area are more likely than those whose business is located elsewhere to say they received relief through an EIDL Loan or Advance.

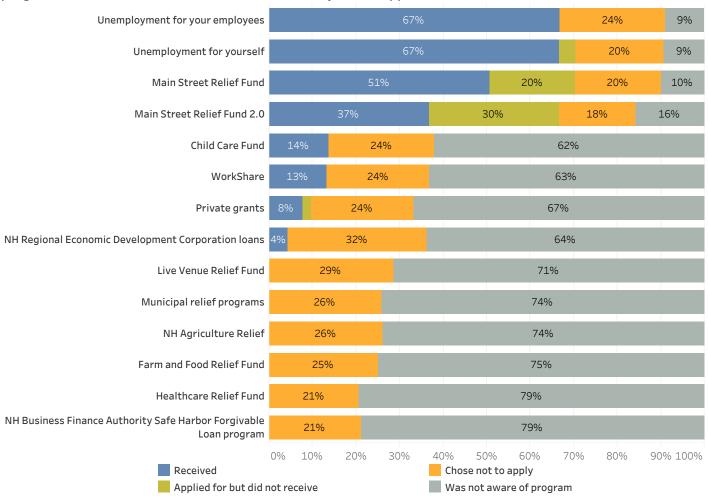
Figure 20c: What did your business do with regard to the following federal relief programs in 2020? - By Region - February 2021 - Applicable businesses



Among respondents whose business is located in the Greater Nashua Area who say the following programs are applicable to their business, two-thirds say their business received relief through unemployment for their employees (67%) and through unemployment for themselves (67%). Half (51%) of Greater Nashua Area businesses received relief through the Main Street Relief Fund while 37% received aid through the Main Street Relief Fund 2.0.

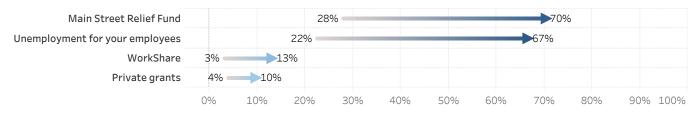
Fewer respondents received relief through the Child Care Fund (14%), Workshare (13%), private grants (8%), or the NH Regional Economic Development Corporation loans (4%). No responding Greater Nashua Area businesses received aid through the Live Venue Relief Fund, municipal relief programs, NH Agricultural Relief, the Farm and Food Relief Fund, the Healthcare Relief Fund, or the NH Business Finance Authority Safe Harbor Forgivable Loan program; majorities say they were not aware of each of these programs while between 20% and 30% were aware of them but chose not to apply.

Figure 21a: What did your business do with regard to the following state, municipal, or private relief programs in 2020? - Greater Nashua Area - February 2021 - Applicable businesses



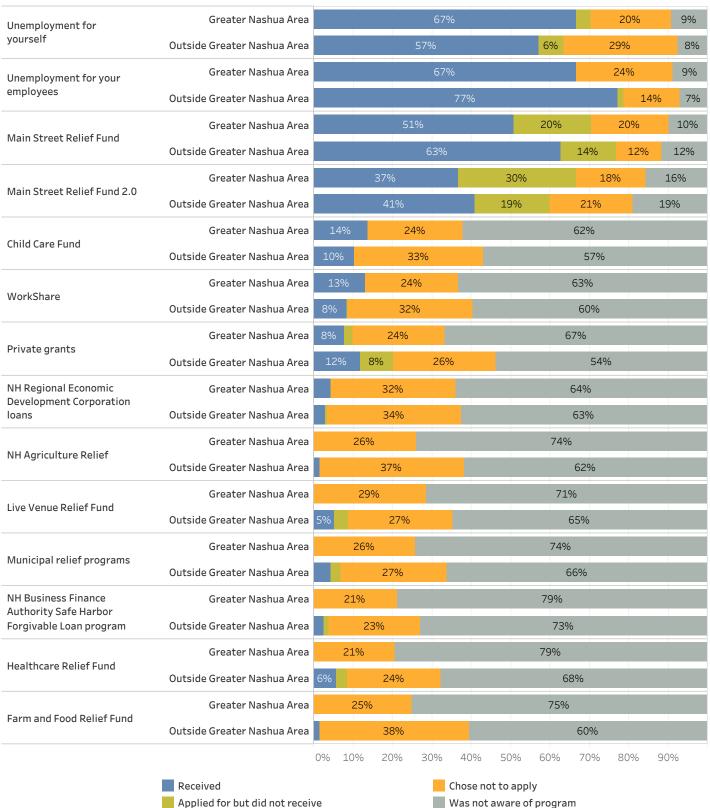
Among respondents whose business is located in the Greater Nashua Area, the percentages who received or applied for relief through unemployment for their employees (+45 percentage points) or through the Main Street Relief Fund (+42) have increased dramatically since June 2020.

Figure 21b: Business received or applied for relief through following federal programs in 2020 - Greater Nashua Area - Change from June 2020 to February 2021 - Applicable Businesses



Respondents located in the Greater Nashua Area are more likely than respondents whose business is located elsewhere to say they received relief through unemployment for themselves but less likely to have received relief through unemployment for their employees and through the Main Street Relief Fund.

Figure 21c: What did your business do with regard to the following state, municipal, or private relief programs in 2020? - By Region - February 2021 - Applicable businesses

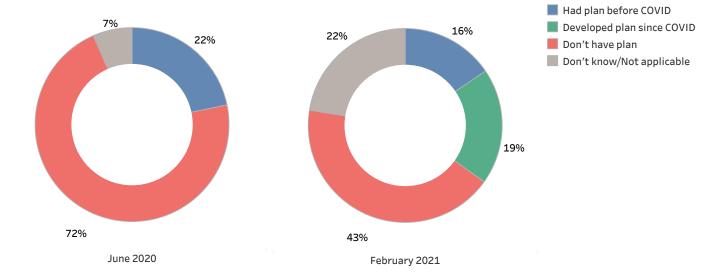


Resiliency

Among respondents whose business is located in the Greater Nashua Area, 16% report that their business had a resiliency or continuity plan in the event of a disaster prior to the COVID-19 pandemic, 19% have developed a plan since the pandemic began, 43% don't have a plan, and 22% don't know or say the question is not applicable.

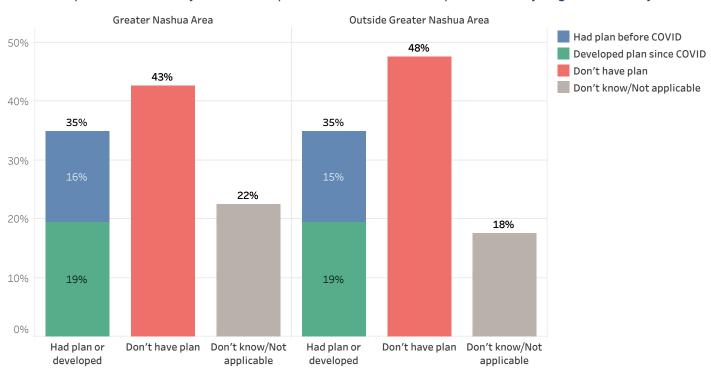
In June 2020, only 22% reported that they had developed a resiliency or continuity plan prior to the pandemic and 72% did not have a plan.

Figure 22a: Did your business have a resiliency or continuity plan in the event of a disaster prior to the COVID-19 pandemic or have you created a plan since the start of the pandemic? - Greater Nashua Area



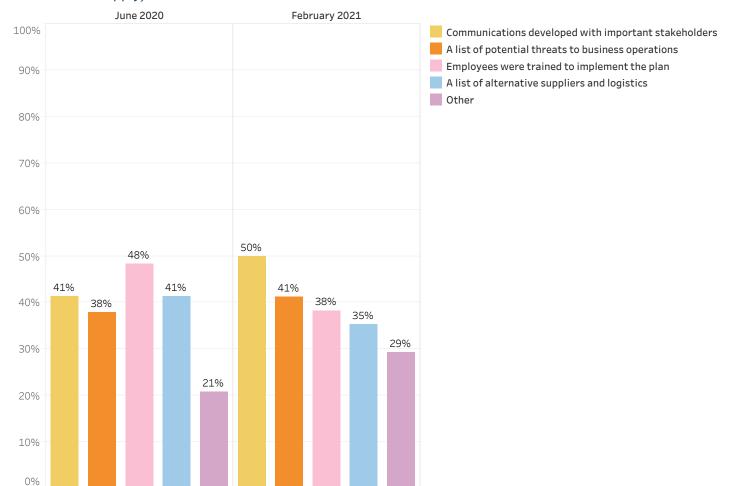
Respondents whose business is located in the Greater Nashua Area are about as likely as those whose business is located elsewhere to say their business had a resiliency or continuity plan prior to the COVID-19 pandemic or have developed a plan since.

Figure 22b: Did your business have a resiliency or continuity plan in the event of a disaster prior to the COVID-19 pandemic or have you created a plan since the start of the pandemic? - By Region - February 2021



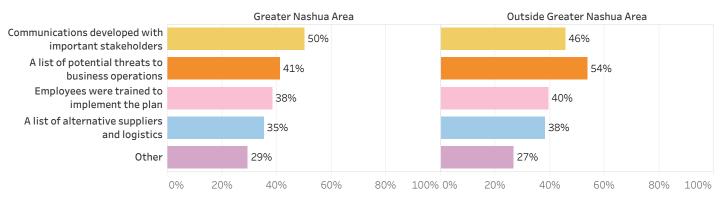
Among respondents whose business is located in the Greater Nashua Area who had a resiliency or continuity plan prior to the COVID-19 pandemic or have created one since (N=34), half (50%) say communications being developed with important stakeholders is included in their plan, 41% say their plan includes a list of potential threats to business operations, 38% say their plan includes employees being trained to implement the plan, 35% say their plan includes a list of alternative suppliers and logistics, and 29% say their plan includes another component.

Figure 23a: Which of the following components were included in your resiliency or continuity plan? (Please select all that apply) - Greater Nashua Area



Respondents whose business is located in the Greater Nashua Area who have a resiliency or continuity plan are less likely than those whose business is located elsewhere to say their plan includes a list of potential threats to their business operations.

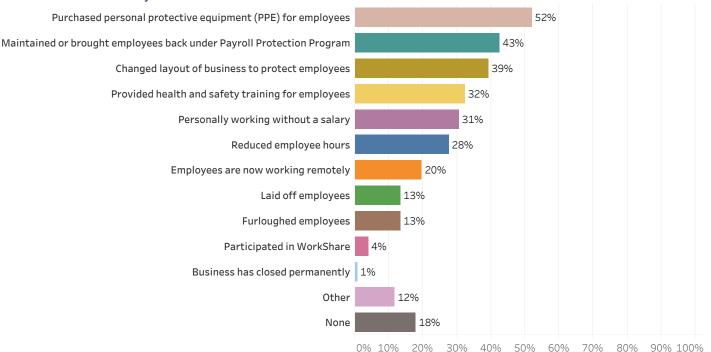
Figure 23b: Which of the following components were included in your resiliency or continuity plan? (Please select all that apply) - By Region



Management of Business

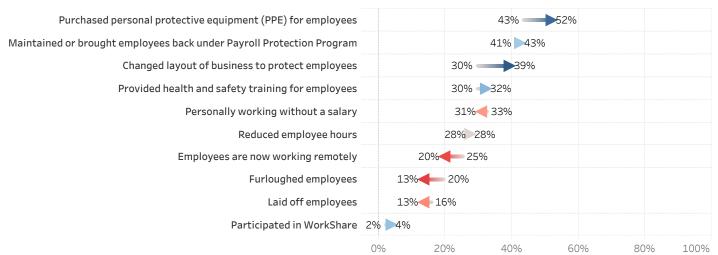
As a result of the COVID-19 pandemic, half (52%) of respondents whose business is located in the Greater Nashua Area say that their business has purchased personal protective equipment (PPE) for employees, 43% have maintained or brought employees back under the Payroll Protection Program, 39% have changed the layout of their business to protect employees, and just under one-third have provided health and safety training for employees (32%), are personally working without a salary (31%), or have reduced employee hours (28%). Twenty percent of respondents whose business is located in the Greater Nashua Area say their business had employees working remotely, 13% each have laid off or furloughed employees, 4% participated in WorkShare, and 1% say their business has closed permanently. Twelve percent have managed their workforce in another way while 18% say they have done none of these things.

Figure 24a: How have you managed your business's workforce as a result of the COVID-19 pandemic? - Greater Nashua Area - February 2021



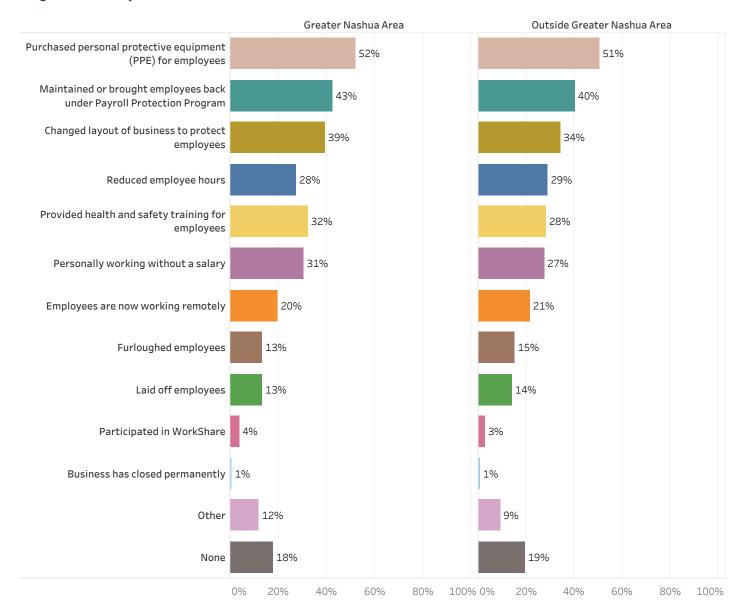
Respondents whose business is located in the Greater Nashua Area are slightly more likely than they were in June 2020 to say they have changed the layout of their business to protect employees (+9 percentage points) and to purch PPE for employees (+9) while they are slightly less likely to report having furloughed employees (-7).

Figure 24b: How managed business as a result of COVID-19 pandemic - Greater Nashua Area - Change from June 2020 to February 2021



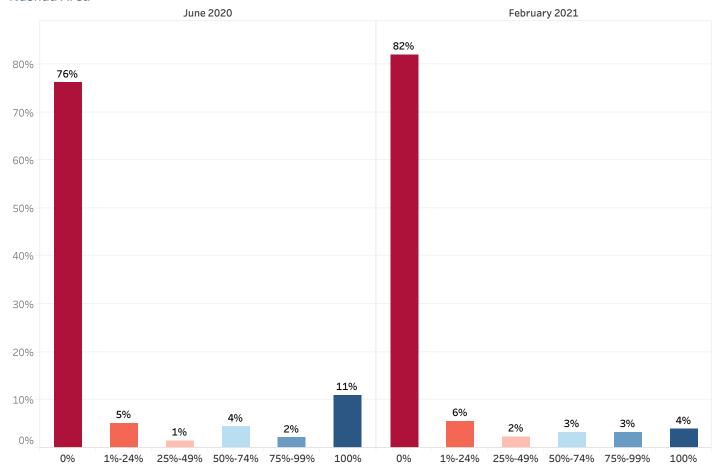
Respondents whose business is located in the Greater Nashua Area report managing their business's workforce in much the same way as respondents whose business is located elsewhere.

Figure 24c: How have you managed your business's workforce as a result of the COVID-19 pandemic? - By Region - February 2021



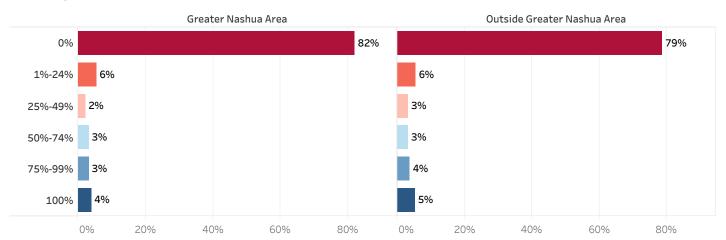
Among respondents whose business is located in the Greater Nashua Area, 82% say that none of their employees are currently working remotely. Six percent say that 1%-24% of their employees are working remotely, 2% say that 25%-49% are working remotely, 3% say that 50%-74% are working remotely, 3% say that 75%-99% are working remotely, and 4% say that 100% of their business's employees are currently working remotely. Slightly fewer Greater Nashua Area businesses have employees working remotely than in June.

Figure 25a: Approximately what percentage of your employees are currently working remotely? - Greater Nashua Area



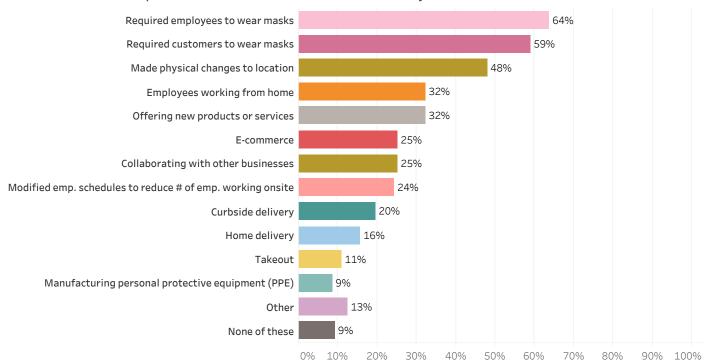
Respondents whose business is located in the Greater Nashua Area are about equally likely as respondents whose business is located elsewhere to say that at least some of their workforce is currently working remotely.

Figure 25b: Approximately what percentage of your employees are currently working remotely? - By Region - February 2021



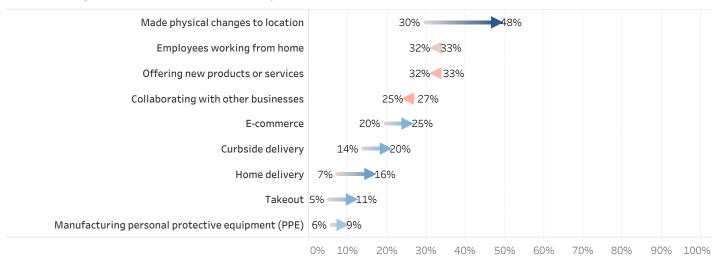
As a result of the COVID-19 pandemic, a majority of respondents whose business is located in the Greater Nashua Area say that their business requires employees (64%) and customers (59%) to wear masks. Forty-eight percent have made physical changes to their location, about one-third have had employees working from home (32%) or are offering new products or services (32%), and about a quarter are engaging in e-commerce (25%), are collaborating with other businesses (25%), or have modified employee schedules to reduce the number of employees working onsite at any one time (24%). Fewer respondents whose business is located in the Greater Nashua Area say as a result of the pandemic that they now offer curbside delivery (20%), home delivery (16%), or takeout (11%), are manufacturing personal protective equipment (9%), or have made another type of innovation or modification (13%). Nine percent say they have not made any innovations or modifications as a result of the pandemic.

Figure 26a: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? - Greater Nashua Area - February 2021



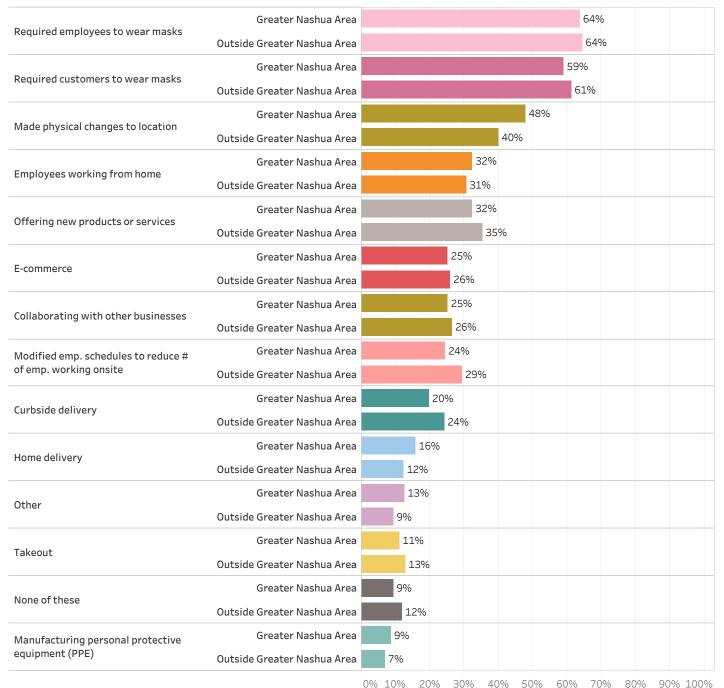
Those whose business is located in the Greater Nashua Area are more likely than they were in June 2020 to say they have made physical changes to their location (+18 percentage points), to be offering home delivery (+9), curbside delivery (+6), or takeout (+6).

Figure 26b: Innovations or modifications business made as a result of COVID-19 pandemic- Greater Nashua Area - Change from June 2020 to February 2021



Respondents whose business is located in the Greater Nashua Area are slightly more likely than those whose business is located elsewhere to have made physical changes to their location since the COVID-19 pandemic began.

Figure 26c: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? - By Region - February 2021



20%

30%

40%

50%

60%

70%

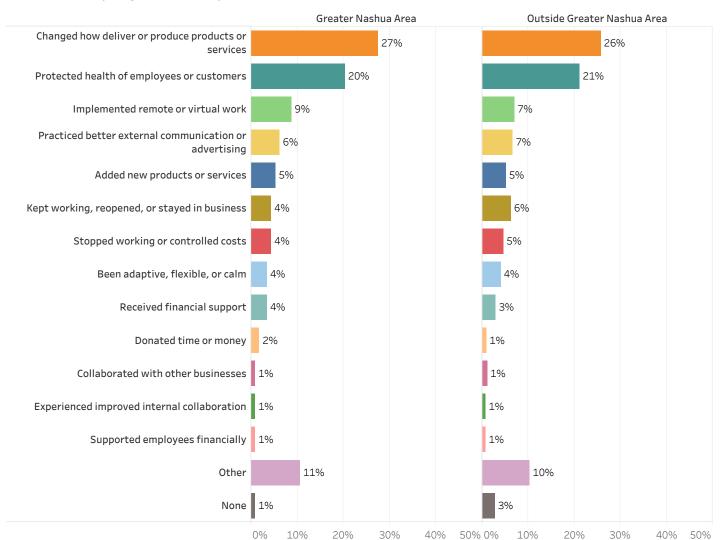
80%

90% 100%

When asked for one thing their business has done in response to the COVID-19 pandemic that has been successful, 27% of respondents whose business is located in the Greater Nashua Area mention something related to changing how they deliver or produce products or services while 20% mention how they protected the health of their employees or customers.

Fewer respondents say one successful thing their business has done in response to COVID-19 is that they implemented remote or virtual work (9%), practiced better external communication or advertising (6%), or added new products or services (5%). Less than 5% mention how they kept working, reopened, or just stayed in business (4%), stopped working or controlled costs (4%), were adaptive, flexible, or calm (4%), received financial support (4%), donated time or money (2%), collaborated with other businesses (1%), experienced improved internal collaboration (1%), or supported employees financially (1%). Eleven percent mention another type of successful thing their business has done in response to COVID-19 while 1% say nothing has been successful.

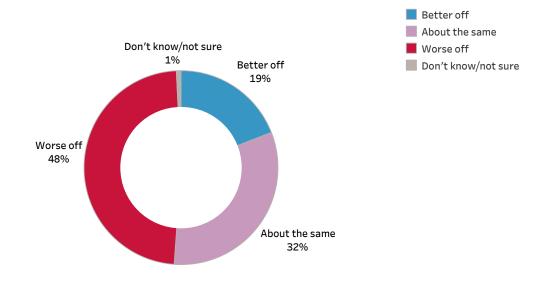
Figure 27: What is one thing your business has done in response to the COVID-19 pandemic that has been successful? - By Region - February 2021



Recovery

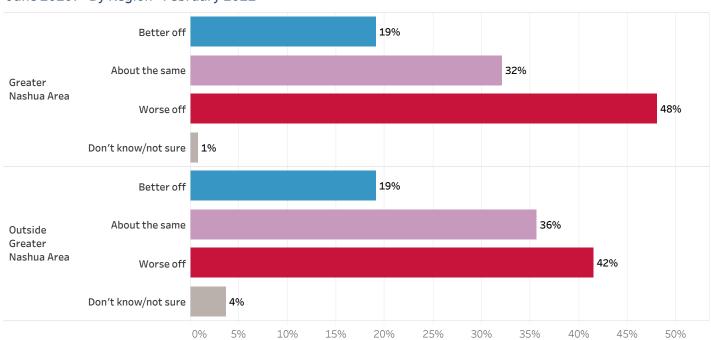
Nineteen percent of respondents whose business is located in the Greater Nashua Area report that their business is better off financially than it was in June 2020; 32% say they are in about the same position financially as they were in June 2020, 48% are worse off, and 1% don't know or are unsure.

Figure 28a: Would you say that you and your business are better off or worse off financially than you were in June 2020? - Greater Nashua Area - February 2021



When asked about their business's financial situation compared to June 2020, respondents whose business is located in the Greater Nashua Area are very slightly more likely than those whose business is located elsewhere to say that their business is worse off.

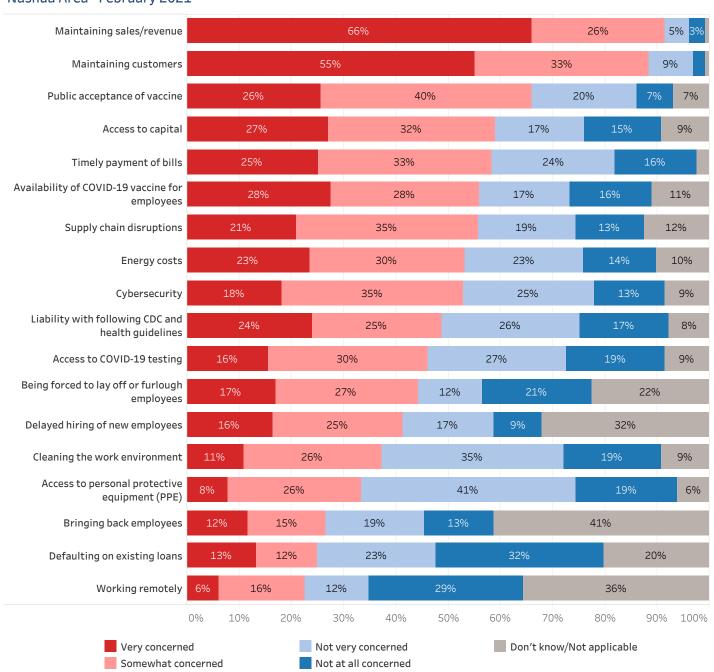
Figure 28b: Would you say that you and your business are better off or worse off financially than you were in June 2020? - By Region - February 2021



Among respondents whose business is located in the Greater Nashua Area, 91% say that they are very (66%) or somewhat (26%) concerned about maintaining sales/revenue as their business recovers, while 88% are very or somewhat concerned about maintaining customers. Two-thirds (66%) are very or somewhat concerned about public acceptance of the COVID-19 vaccine, while more than half are very or somewhat concerned about access to capital (59%), timely payment of bills (58%), the availability of the COVID-19 vaccine for their employees (56%), supply chain disruptions (56%), energy costs (53%), and cybersecurity (53%).

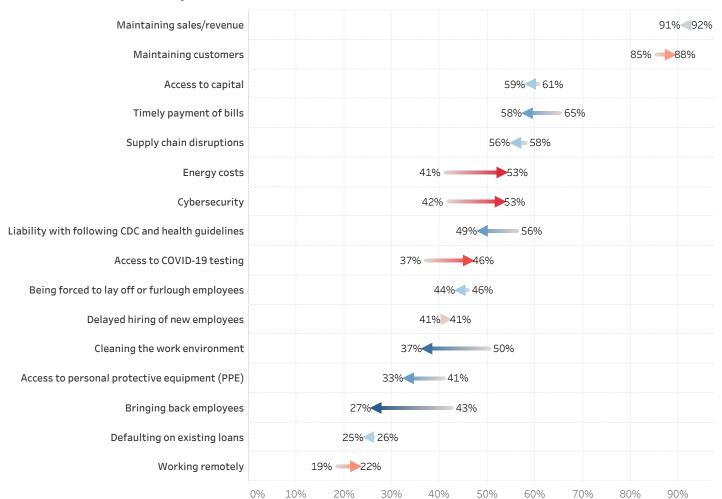
Less than half are very or somewhat concerned about liability with following CDC and health guidelines (49%), access to COVID-19 testing (46%), being forced to lay off or furlough employees (44%), delayed hiring of new employees (41%), and cleaning the work environment (37%). One-third or less say they are very or somewhat concerned about access to personal protective equipment (33%), bringing back employees (27%), defaulting on existing loans (25%), or working remotely (22%) as their business recovers.

Figure 29a: How concerned are you about the following potential issues as your business recovers? - Greater Nashua Area - February 2021



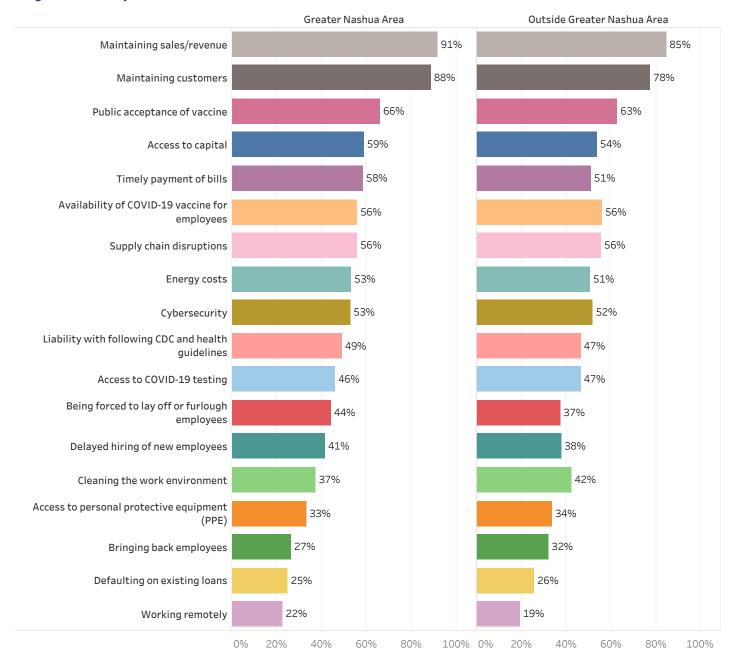
Respondents whose business is located in the Greater Nashua Area are less concerned than they were in June about bringing back employees (-16 percentage points), cleaning the work environment (-13), and access to personal protective equipment (-8), while they are more concerned about energy costs (+12), cybersecurity (+11), and access to COVID-19 testing (+9).

Figure 29b: Very or somewhat concerned about following as business recovers - Greater Nashua Area - Change from June 2020 to February 2021



Respondents whose business is located in the Greater Nashua Area are more concerned about maintaining customers, timely payment of bills, and being forced to lay off or furlough employees those whose business is located elsewhere.

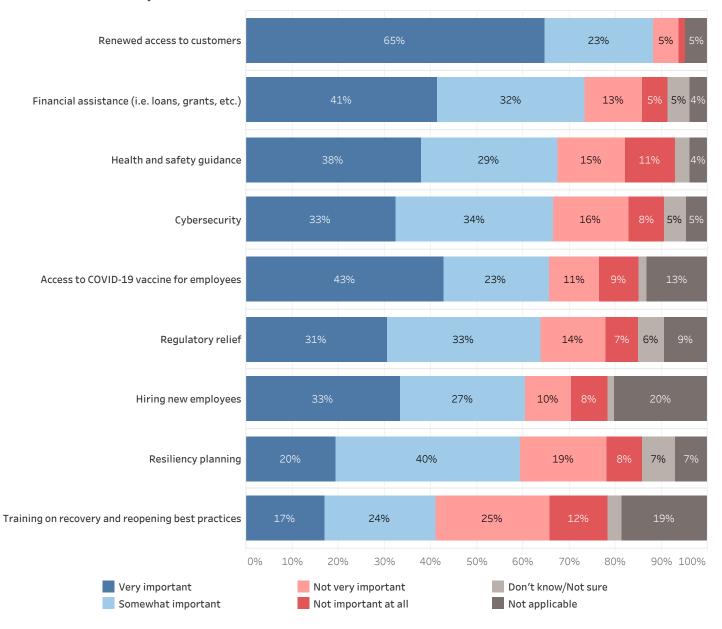
Figure 29c: How concerned are you about the following potential issues as your business recovers? - By Region - February 2021



Going Forward

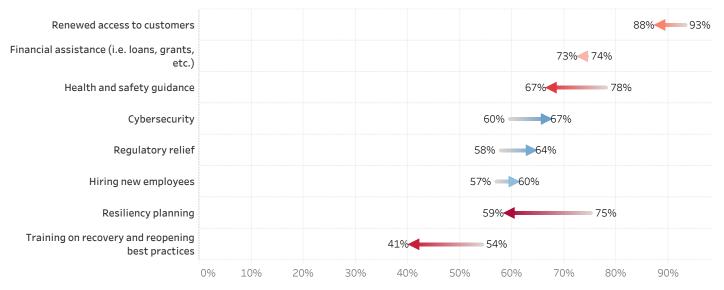
Among respondents whose business is located in the Greater Nashua Area, 88% expect renewed access to customers will be very (65%) or somewhat (23%) important to their business in the future while two-thirds or more believe financial assistance (73%), health and safety guidance (67%), cybersecurity (67%), and access to the COVID-19 vaccine for employees (66%) will be very or somewhat important. Slightly fewer believe that regulatory relief (64%), hiring new employees (60%), and resiliency planning (59%) will be very or somewhat important to their business in the future while 41% feel training on recovery and reopening best practices will be important.

Figure 30a: How important do you expect the following things will be to your business in the future? - Greater Nashua Area - February 2021



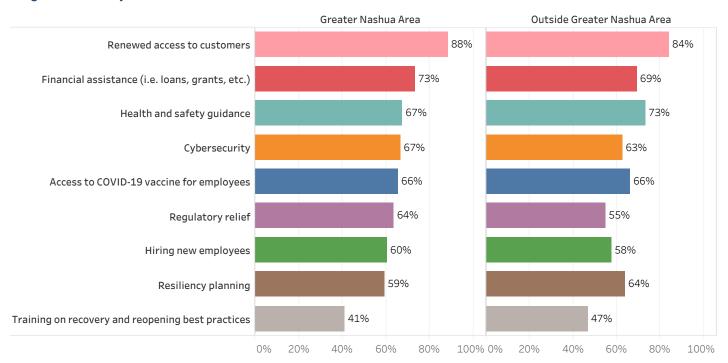
Respondents whose business is located in the Greater Nashua Area are less likely than in June 2020 to believe that resiliency planning (-16 percentage points), training on recovery and reopening best practices (-13), and health and safety guidance (-11) will be important to their business in the future, while they are slightly more likely to believe that cybersecurity (+7) and regulatory relief (+6) will be important.

Figure 30b: Believe the following will be very or somewhat important to business in the future - Greater Nashua Area - Change from June 2020 to February 2021



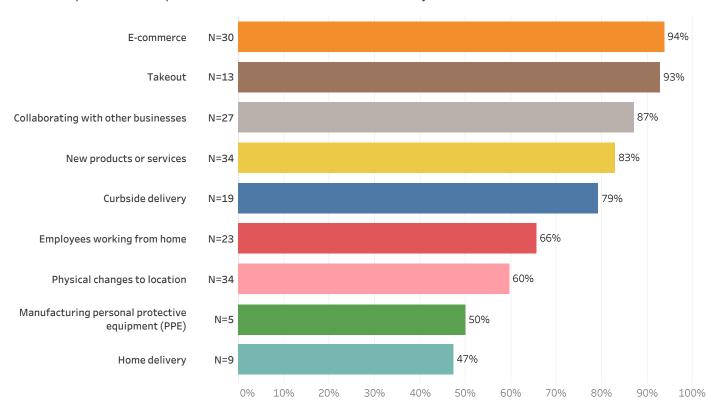
Respondents whose business is located in the Greater Nashua Area are slightly more likely than those whose business is located elsewhere to think that regulatory relief will be important to their business in the future.

Figure 30c: How important do you expect the following things will be to your business in the future? - By Region - February 2021



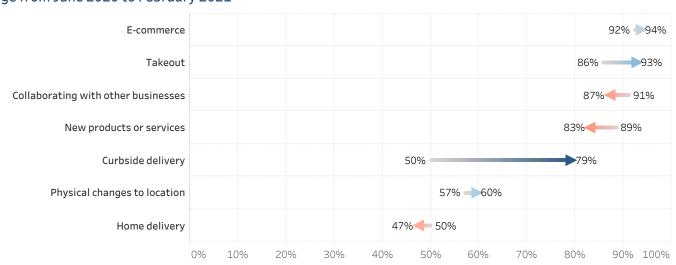
Among those whose business is located in the Greater Nashua Area, the vast majority of those whose business started engaging in e-commerce (94%), offering takeout (93%), collaborating with other businesses (87%), offering new products or services (83%), and offering curbside delivery (79%) plan to continue to do so after the COVID-19 pandemic has passed. Two-thirds (66%) of those who have employees working from home plan to continue doing so after the pandemic is over, 60% plan to keep physical changes to their location, half (50%) plan to keep manufacturing personal protective equipment (PPE), and 47% plan to continue offering home delivery.

Figure 31a: Which of these innovations or modifications do you think your business will continue after the COVID-19 pandemic has passed? - Greater Nashua Area - February 2021



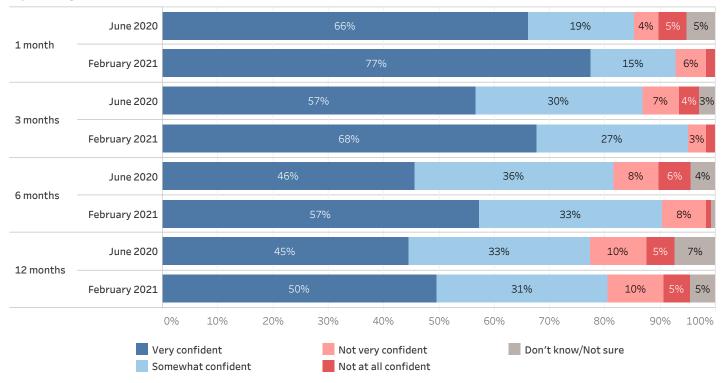
Those whose business is located in the Greater Nashua Area are more likely than in June 2020 to say they plan on continuing to offer curbside delivery (+29) after the COVID-19 pandemic has passed and are about as likely as in June to say they plan on continuing the other innovations and modifications below.

Figure 31b: Plan to continue innovation or modification after pandemic has passed - Greater Nashua Area - Change from June 2020 to February 2021



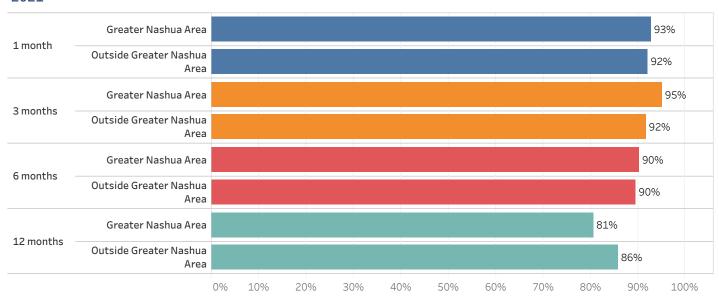
Those whose business is located in the Greater Nashua Area are more confident in the continued operation of their business in the short and medium-term than they were in June 2020. Ninety-two percent are very (77%) or somewhat (15%) confident that their business will be operating in one month and 95% are confident their business will be operating in three months. Ninety percent are confident they will be operating in six months, up from 82% in June 2020, and 81% are confident they will be operating in twelve months, up very slightly since June 2020 (78%).

Figure 32a: Based on what you know now, how confident are you that your business will continue to be operating in... - Greater Nashua Area



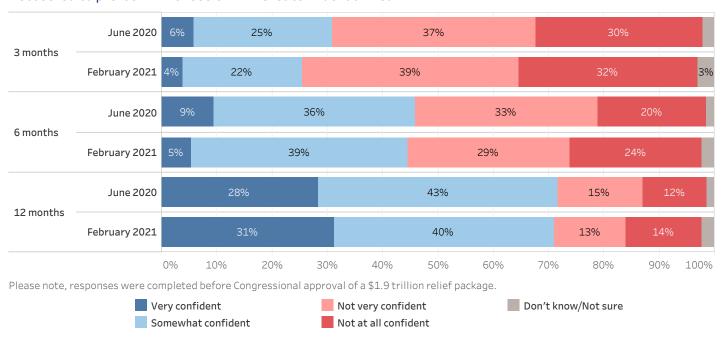
Respondents whose business is located in the Greater Nashua Area are very slightly less confident that their business will still be operating in twelve months than those whose business is located elsewhere.

Figure 32b: Very or somewhat confident business will continue to be operating in... - By Region - February 2021



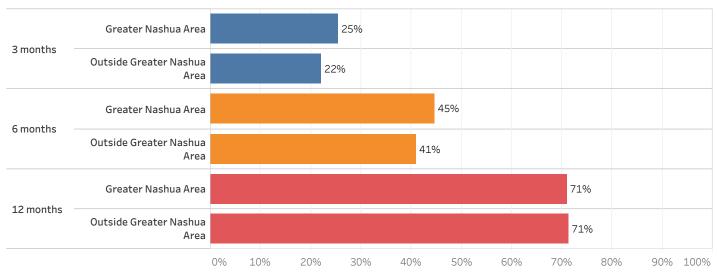
Only 25% of respondents whose business is located in the Greater Nashua Area are very (4%) or somewhat (22%) confident that the New Hampshire economy will have recovered to pre-pandemic levels within three months and 45% are confident the state economy will have recovered within six months, both very slightly lower than in June 2020. Respondents whose business is located in the Greater Nashua Area are more bullish on an economic recovery within twelve months: seven in ten (71%) are very or somewhat confident the state economy will have recovered to pre-pandemic levels in that time, unchanged since June 2020 (71%).

Figure 33a: Based on what you know now, how confident are you that the New Hampshire economy will have recovered to pre-COVID-19 levels in... - Greater Nashua Area



Respondents whose business is located in the Greater Nashua Area are about equally optimistic as those whose business is located elsewhere about when the state economy will recover to pre-pandemic levels.

Figure 33b: Very or somewhat confident that the New Hampshire economy will have recovered to pre-COVID-19 levels in... - By Region - February 2021



Appendix A

Q1: Which of the following has happened to your business since February 15, 2020? (Please select all that apply)

| | | Reduced hours of operation | <u>Closed</u> temporarily | <u>Closed</u> permanently | No change in open status | N |
|-----------------|--------------------------------------|----------------------------|------------------------------|------------------------------|-----------------------------|-----|
| Overall | February 2021 | 49% | 32% | 2% | 35% | 130 |
| Current Number | 0-1 employees | 54% | 32% | | 27% | 41 |
| of Employees | 2-9 employees | 56% | 36% | | 32% | 50 |
| | 10-25 employees | 38% | 38% | | 46% | 24 |
| | More than 25 employees | 38% | 15% | | 54% | 13 |
| Open Status | Remained open | | | | 100% | 45 |
| | Reduced hours of operation | 100% | 36% | | | 64 |
| | Closed temporarily | 55% | 100% | | | 42 |
| Contingency or | Had plan before COVID | 45% | 5% | | 50% | 20 |
| Resiliency Plan | Developed plan since COVID | 60% | 36% | | 24% | 25 |
| | Don't have plan | 50% | 31% | | 39% | 54 |
| | Don't know/Not applicable | 45% | 52% | | 28% | 29 |
| Remote Work | Employees working remotely | 48% | 20% | | 44% | 25 |
| | Employees not working remotely | 50% | 36% | | 34% | 101 |
| COVID-19 Effect | Revenue increased | 38% | | | 63% | 8 |
| on Revenue | Revenue stayed the same | 14% | 14% | | 86% | 14 |
| | Revene decreased | 55% | 38% | | 26% | 103 |
| Change # of | More employees | 31% | 19% | | 63% | 16 |
| Employees Since | Same number of employees | 45% | 29% | | 39% | 56 |
| Feb 2020 | Fewer employees | 61% | 41% | | 23% | 56 |
| Confidence | Very confident | 40% | 25% | | 52% | 63 |
| Operating in 12 | Somewhat confident | 55% | 40% | | 23% | 40 |
| Months | Not very or not at all confident | 68% | 37% | | 16% | 19 |
| Industry | Accommodation and Food Services | 82% | 64% | | | 11 |
| | Admin. Support, WM, Remediation | 50% | | | 50% | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 56% | 50% | | 13% | 16 |
| | Construction | | | | 100% | 2 |
| | Educational Services | 100% | 25% | | | 4 |
| | Finance and Insurance | 67% | 33% | | 33% | 3 |
| | Health Care and Social Assistance | 50% | 67% | | 17% | 12 |
| | Information | 33% | | | 67% | 3 |
| | Manufacturing | 17% | | | 83% | 12 |
| | Prof., Scientific and Tech. Services | 30% | 9% | | 61% | 23 |
| | Real Estate Rental and Leasing | 50% | 17% | | 50% | 6 |
| | Retail Trade | 82% | 55% | 9% | | 11 |
| | Wholesale Trade | 40% | | 20% | 40% | 5 |
| | Other industry | 42% | 42% | | 33% | 12 |
| | Other services | 33% | 33% | | 33% | 6 |

Q2: Since February 15, 2020, when your business was operating under reduced hours, by about how much were your business's hours of operation typically reduced? (If unsure, please estimate)

| | | Less than 25% | <u>25%-49%</u> | <u>50%-74%</u> | 75% or more | <u>N</u> |
|-----------------|--------------------------------------|---------------|----------------|----------------|-------------|----------|
| Overall | February 2021 | 28% | 38% | 22% | 13% | 64 |
| Current Number | 0-1 employees | 14% | 27% | 36% | 23% | 22 |
| of Employees | 2-9 employees | 32% | 39% | 18% | 11% | 28 |
| | 10-25 employees | 33% | 56% | 11% | | 9 |
| | More than 25 employees | 60% | 40% | | | 5 |
| Open Status | Reduced hours of operation | 28% | 38% | 22% | 13% | 64 |
| | Closed temporarily | 17% | 52% | 22% | 9% | 23 |
| Contingency or | Had plan before COVID | 44% | 33% | 11% | 11% | 9 |
| Resiliency Plan | Developed plan since COVID | 13% | 27% | 53% | 7% | 15 |
| | Don't have plan | 33% | 37% | 15% | 15% | 27 |
| | Don't know/Not applicable | 23% | 54% | 8% | 15% | 13 |
| Remote Work | Employees working remotely | 33% | 42% | 17% | 8% | 12 |
| | Employees not working remotely | 27% | 37% | 22% | 14% | 51 |
| OVID-19 Effect | Revenue increased | 67% | 33% | | | 3 |
| on Revenue | Revenue stayed the same | 50% | 50% | | | 2 |
| | Revene decreased | 26% | 35% | 25% | 14% | 57 |
| Change # of | More employees | 40% | 60% | | | 5 |
| Employees Since | Same number of employees | 32% | 20% | 28% | 20% | 25 |
| Feb 2020 | Fewer employees | 24% | 47% | 21% | 9% | 34 |
| Confidence | Very confident | 32% | 40% | 20% | 8% | 25 |
| Operating in 12 | Somewhat confident | 32% | 32% | 14% | 23% | 22 |
| Months | Not very or not at all confident | 15% | 31% | 46% | 8% | 13 |
| ndustry | Accommodation and Food Services | 11% | 78% | 11% | | 9 |
| | Admin. Support, WM, Remediation | | | 100% | | 1 |
| | Agri., Forestry, Fishing and Hunting | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 11% | 33% | 33% | 22% | 9 |
| | Educational Services | 25% | 50% | | 25% | 4 |
| | Finance and Insurance | | | 100% | | 2 |
| | Health Care and Social Assistance | 33% | 50% | 17% | | 6 |
| | Information | | | | 100% | 1 |
| | Manufacturing | 50% | 50% | | | 2 |
| | Prof., Scientific and Tech. Services | 57% | 29% | | 14% | 7 |
| | Real Estate Rental and Leasing | 33% | | 67% | | 3 |
| | Retail Trade | 33% | 33% | 11% | 22% | 9 |
| | Wholesale Trade | 50% | | 50% | | 2 |
| | Other industry | | 40% | 40% | 20% | 5 |
| | Other services | 100% | | | | 2 |

Q3: Since February 15, 2020, how long in total has your business been temporarily closed? (If unsure, please estimate)

| | | Two weeks or less | 3-4 weeks | 1-3 months | More than 3 months | <u>Don't</u> know/Not sure | <u>N</u> |
|-----------------|--------------------------------------|----------------------|-----------|------------|--------------------|-------------------------------|----------|
| Overall | February 2021 | 7% | 5% | 62% | 24% | 2% | 42 |
| Current Number | 0-1 employees | | 8% | 38% | 54% | | 13 |
| of Employees | 2-9 employees | 6% | 6% | 72% | 11% | 6% | 18 |
| | 10-25 employees | 11% | | 78% | 11% | | 9 |
| | More than 25 employees | 50% | | 50% | | | 2 |
| Open Status | Reduced hours of operation | 9% | 4% | 74% | 9% | 4% | 23 |
| | Closed temporarily | 7% | 5% | 62% | 24% | 2% | 42 |
| Contingency or | Had plan before COVID | | | 100% | | | 1 |
| Resiliency Plan | Developed plan since COVID | | | 67% | 22% | 11% | 9 |
| | Don't have plan | 6% | 12% | 65% | 18% | | 17 |
| | Don't know/Not applicable | 13% | | 53% | 33% | | 15 |
| Remote Work | Employees working remotely | 20% | | 60% | 20% | | 5 |
| | Employees not working remotely | 6% | 6% | 64% | 22% | 3% | 36 |
| COVID-19 Effect | Revenue stayed the same | 50% | | 50% | | | 2 |
| on Revenue | Revene decreased | 3% | 5% | 64% | 26% | 3% | 39 |
| Change # of | More employees | 67% | | 33% | | | 3 |
| Employees Since | Same number of employees | 6% | 6% | 56% | 31% | | 16 |
| Feb 2020 | Fewer employees | | 4% | 70% | 22% | 4% | 23 |
| Confidence | Very confident | 13% | 13% | 50% | 19% | 6% | 16 |
| Operating in 12 | Somewhat confident | | | 75% | 25% | | 16 |
| Months | Not very or not at all confident | 14% | | 57% | 29% | | 7 |
| Industry | Accommodation and Food Services | 14% | | 43% | 29% | 14% | 7 |
| | Agri., Forestry, Fishing and Hunting | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 13% | 13% | 63% | 13% | | 8 |
| | Educational Services | | | | 100% | | 1 |
| | Finance and Insurance | | | 100% | | | 1 |
| | Health Care and Social Assistance | | | 88% | 13% | | 8 |
| | Prof., Scientific and Tech. Services | | | 100% | | | 2 |
| | Real Estate Rental and Leasing | | | 100% | | | 1 |
| | Retail Trade | 17% | | 50% | 33% | | 6 |
| | Other industry | | | 40% | 60% | | 5 |
| | Other services | | | 100% | | | 2 |

Q4: Why did your business close or reduce its hours of operation? (Please select all that apply)

| Overall February 2021 2% 16% 38% Current Number of Employees of Employees of Employees of Employees 10-25 employees 10-25 employees 10-25 employees 10-25 employees 24% 23% 23% 23% 23% 23% 23% 23% 23% 23% 23 | | | Caring for family member | Employees were unwilling or unable to work | Health and safety concerns |
|--|-----------------|--------------------------------------|--------------------------|---|----------------------------|
| of Employees 2.9 employees 21% 26% 10-25 employees 7% 14% 43% More than 25 employees 33% 83% Open Status Reduced hours of operation 2% 20% 42% Contingency or Resiliency Plan Had plan before COVID 10% 20% Resiliency Plan Developed plan since COVID 21% 26% Don't have plan 12% 24% 25% Don't know/Not applicable 5% 24% 52% Employees working remotely 1% 18% 37% COVID-19 Effect Pemployees working remotely 1% 18% 37% COVID-19 Effect Pemployees Revenue increased 17% 37% CONID-19 Effect Pemployees Revenue decreased 1% 17% 35% CONID-19 Effect Pemployees Revenue decreased 1% 17% 35% COMP Revenue stayed the same Revenue decreased 1% 17% 35% Confidenc Operating in 12 More employees 2% 21% 3 | Overall | February 2021 | 2% | 16% | 38% |
| 10-26 mployees | Current Number | 0-1 employees | | 10% | 43% |
| More than 25 employees 33% 83% 20% 20% 42% 20% 42% 20% 42% 20% 42% 20% 42% 20% 42% 20% 42% 20% 42% 20% 42% 20% 42% 20% 42% 20% 42% 20% | of Employees | 2-9 employees | | 21% | 26% |
| Open Status Reduced hours of operation 2% 20% 42% Closed temporarily 2% 17% 45% Contingency or Resiliency Plan Passiliency Plan Developed plan since COVID Developed plan since COVID Don't know/Not applicable Don't know/Not applicable Services 21% 26% Remote Work Employees working remotely Employees not working remotely Passing | | 10-25 employees | 7% | 14% | 43% |
| Closed temporarily 2% 17% 45% | | More than 25 employees | | 33% | 83% |
| Contingency or Resiliency Plan Had plan before COVID 10% 20% Resiliency Plan 12% 26% Don't have plan 12% 44% Don't know/Not applicable 5% 24% 52% Remote Work Employees working remotely 1% 18% 37% COVID-19 Effect on Revenue Revenue increased 67% <td>Open Status</td> <td>Reduced hours of operation</td> <td>2%</td> <td>20%</td> <td>42%</td> | Open Status | Reduced hours of operation | 2% | 20% | 42% |
| Resiliency Plan Developed plan since COVID 21% 26% Don't have plan 12% 44% Don't know/Not applicable 5% 24% 52% Remote Work Employees working remotely 1% 18% 37% COVID-19 Effect On Revenue Revenue increased 1% 18% 37% COVID-19 Effect On Revenue Revenue decreased 1% 17% 36% COVID-19 Effect On Revenue More employees 14% 71% 36% Confident Opposes 1% 17% 36% 37% Employees Sing Enver employees 2% 21% 33% 31% 33% | | Closed temporarily | 2% | 17% | 45% |
| Don't have plan | Contingency or | Had plan before COVID | | 10% | 20% |
| Don't know/Not applicable S% 24% 52% Remote Work | Resiliency Plan | Developed plan since COVID | | 21% | 26% |
| Remote Work Employees working remotely Employees not working remotely 14% 57% COVID-19 Effect On Revenue Revenue increased 67% 67% Revenue stayed the same 50% 36% 36% Change # of Employees More employees 14% 71% 36% Employees Since Feb 2020 Fewer employees 2% 21% 33% 41% 33% 10 33% 36% 48% 33% 36% 48% 33% 36% 48% 33% 36% 48% 36% 48% 36% 48% 36% 48% 36% 48% 36% 48% 36% 48% 36% 48% 36% 48% 36% 48% 36% 45% 48% 36% 45% 48% 36% 45% 45% 48% 36% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45%< | | Don't have plan | | 12% | 44% |
| COVID-19 Effect on Revenue Revenue increased 67% COVID-19 Effect on Revenue Revenue stayed the same 50% Revenue decreased 1% 17% 36% Change # of Employees More employees 12% 71% Employees Since Feb 2020 Same number of employees 2% 21% 33% Confidence Operating in 12 Months Very confident 3% 19% 39% Months Not very or not at all confident 3% 19% 39% Industry Admin. Support, WM, Remediation Accommodation and Food Services 36% 45% Admin. Support, WM, Remediation 7% 14% 29% Agri., Forestry, Fishing and Hunting 100% 60% Finance and Insurance 25% 75% Health Care and Social Assistance 10% 60% Information 11% 33% 67% Manufacturing 11% 33% 67% Real Estate Rental and Leasing 33% 67% Retail Trade 9% 27% 55% <td></td> <td>Don't know/Not applicable</td> <td>5%</td> <td>24%</td> <td>52%</td> | | Don't know/Not applicable | 5% | 24% | 52% |
| COVID-19 Effect on Revenue Revenue stayed the same Revenue stayed the same Revenue decreased 1% 17% 36% Change # of Employees 1% 17% 36% Change # of Employees Since Feb 2020 Fewer employees 2% 21% 33% Confidence Operating in 12 Months Very confident 3% 19% 39% Months Not very or not at all confident 3% 19% 39% Months Accommodation and Food Services 36% 45% Admin. Support, WM, Remediation Agri, Forestry, Fishing and Hunting Agri, Forestry, Fishing and Hunting Finance and Insurance 14% 29% Educational Services 25% 75% Finance and Insurance 10% 60% Health Care and Social Assistance 10% 60% Information 11% 33% Real Estate Rental and Leasing 33% 67% Retail Trade 9% 27% 55% Wholesale Trade 0ther industry 25% 25% | Remote Work | Employees working remotely | | 14% | 57% |
| on Revenue Revenue stayed the same 50% Revene decreased 1% 17% 36% Change # of Employees More employees 14% 71% Employees Since Feb 2020 Fewer employees 2% 21% 41% Confidence Operating in 12 Months Very confident 3% 21% 33% Operating in 12 Months Not very or not at all confident 3% 19% 39% Months Not very or not at all confident 3% 19% 39% Industry Admin. Support, WM, Remediation 36% 45% Agri., Forestry, Fishing and Hunting 14% 29% Arts, Entertainment, and Recreation 7% 14% 29% Educational Services 25% 75% Finance and Insurance 10% 60% Health Care and Social Assistance 10% 60% Information 40% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20% 2 | | Employees not working remotely | 1% | 18% | 37% |
| Revene decreased 1% 17% 36% Change # of Employees 14% 71% 71% Employees Since Feb 2020 | COVID-19 Effect | Revenue increased | | | 67% |
| Change # of Employees More employees 14% 71% Employees Since Feb 2020 Same number of employees 2% 21% 41% Fewer employees 2% 21% 33% Confidence Operating in 12 Months Very confident 3% 19% 39% Months Not very or not at all confident 3% 19% 39% Industry Accommodation and Food Services 36% 45% Admin. Support, WM, Remediation 45% 45% Admin. Support, WM, Remediation 7% 14% 29% Educational Services 25% 75% 16% 29% Educational Services 10% 60 | on Revenue | Revenue stayed the same | | | 50% |
| Employees Sine Feb 2020 Same number of employees 2% 21% 33% Confidence Operating in 12 Months Very confident 3% 19% 39% Months Accommodation and Food Services 3% 19% 39% Industry Accommodation and Food Services 36% 45% Admin. Support, WM, Remediation 3% 14% 29% Admin. Support, Fishing and Hunting 14% 29% Educational Services 25% 75% Finance and Insurance 10% 60% Health Care and Social Assistance 10% 60% Information Manufacturing 11% 33% Prof., Scientific and Tech. Services 11% 33% 67% Real Estate Rental and Leasing 9% 27% 55% Wholesale Trade 9% 27% 55% Wholesale Trade Other industry 25% 25% | | Revene decreased | 1% | 17% | 36% |
| Feb 2020 Fewer employees 2% 21% 33% Confidence Operating in 12 Months Very confident 16% 48% Months Somewhat confident 3% 19% 39% Industry Accommodation and Food Services 36% 45% Admin. Support, WM, Remediation 36% 45% Agri., Forestry, Fishing and Hunting 100% 29% Educational Services 25% 75% Finance and Insurance 4ealth Care and Social Assistance 10% 60% Information Manufacturing 11% 33% Prof., Scientific and Tech. Services 11% 33% Real Estate Rental and Leasing 33% 67% Retail Trade 9% 27% 55% Wholesale Trade Other industry 25% 33% | Change # of | More employees | | 14% | 71% |
| Confidence Operating in 12 Operating in 12 Operating in 12 Industry Very confident 3% 19% 33% Industry Months Accommodation and Food Services 3% 19% 39% Industry Accommodation and Food Services 36% 45% Admin. Support, WM, Remediation 36% 45% Arts, Entertainment, and Recreation 7% 14% 29% Educational Services 25% 75% Finance and Insurance 10% 60% Information Manufacturing 11% 33% Prof., Scientific and Tech. Services 11% 33% Real Estate Rental and Leasing 39% 27% 55% Wholesale Trade 9% 27% 55% Wholesale Trade Other industry 25% 25% | | Same number of employees | | 12% | 41% |
| Operating in 12 Months Somewhat confident 3% 19% 39% Months Not very or not at all confident 13% 31% Industry Accommodation and Food Services 36% 45% Admin. Support, WM, Remediation 47% 100% Agri., Forestry, Fishing and Hunting 100% 29% Educational Services 25% 75% Finance and Insurance 10% 60% Health Care and Social Assistance 10% 60% Information Manufacturing 33% 67% Real Estate Rental and Leasing 33% 67% Retail Trade 9% 27% 55% Wholesale Trade 0ther industry 25% | Feb 2020 | Fewer employees | 2% | 21% | 33% |
| Months Not very or not at all confident Industry Accommodation and Food Services Admin. Support, WM, Remediation Agri., Forestry, Fishing and Hunting Arts, Entertainment, and Recreation Finance and Insurance Health Care and Social Assistance Information Manufacturing Prof., Scientific and Tech. Services Real Estate Rental and Leasing Retail Trade Other industry Simewhat Commodation 13% 31% 31% 31% 31% 31% 31% 31% 31% 31% | Confidence | Very confident | | 16% | 48% |
| Not very or not at all confident Industry Accommodation and Food Services Admin. Support, WM, Remediation Agri., Forestry, Fishing and Hunting Arts, Entertainment, and Recreation Educational Services Finance and Insurance Health Care and Social Assistance Information Manufacturing Prof., Scientific and Tech. Services Real Estate Rental and Leasing Retail Trade Other industry 13% 31% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45 | | Somewhat confident | 3% | 19% | 39% |
| Admin. Support, WM, Remediation Agri., Forestry, Fishing and Hunting Arts, Entertainment, and Recreation Finance and Insurance Health Care and Social Assistance Information Manufacturing Prof., Scientific and Tech. Services Real Estate Rental and Leasing Retail Trade Wholesale Trade Other industry 100% 100% 144% 29% 25% 75% 75% 149% 149% 29% 100% 100% 100% 100% 100% 100% 100% 10 | Months | Not very or not at all confident | | 13% | 31% |
| Agri., Forestry, Fishing and Hunting Arts, Entertainment, and Recreation 7% 14% 29% Educational Services 25% 75% Finance and Insurance Health Care and Social Assistance 10% 60% Information Manufacturing Prof., Scientific and Tech. Services 11% 33% Real Estate Rental and Leasing 33% 67% Retail Trade 9% 27% 55% Wholesale Trade Other industry 25% | Industry | Accommodation and Food Services | | 36% | 45% |
| Arts, Entertainment, and Recreation 7% 14% 29% Educational Services 25% 75% Finance and Insurance Health Care and Social Assistance 10% 60% Information Manufacturing Prof., Scientific and Tech. Services 11% 33% 87% Real Estate Rental and Leasing 9% 27% 55% Wholesale Trade 9% 27% 55% Other industry 25% | | Admin. Support, WM, Remediation | | | |
| Educational Services 25% 75% Finance and Insurance Health Care and Social Assistance 10% 60% Information Manufacturing Prof., Scientific and Tech. Services 11% 33% Real Estate Rental and Leasing 33% 67% Retail Trade 9% 27% 55% Wholesale Trade Other industry 25% | | Agri., Forestry, Fishing and Hunting | | | 100% |
| Finance and Insurance Health Care and Social Assistance Information Manufacturing Prof., Scientific and Tech. Services Real Estate Rental and Leasing Retail Trade 9% Wholesale Trade Other industry 10% 60% 11% 33% 67% 27% 55% 33% 55% | | Arts, Entertainment, and Recreation | 7% | 14% | 29% |
| Health Care and Social Assistance 10% 60% Information Manufacturing Prof., Scientific and Tech. Services 11% 33% Real Estate Rental and Leasing 33% 67% Retail Trade 9% 27% 55% Wholesale Trade 33% Other industry 25% | | Educational Services | | 25% | 75% |
| Information Manufacturing Prof., Scientific and Tech. Services Real Estate Rental and Leasing Retail Trade 9% Wholesale Trade 33% Other industry Services 11% 33% 67% 55% 27% 55% | | Finance and Insurance | | | |
| Manufacturing Prof., Scientific and Tech. Services 11% 33% Real Estate Rental and Leasing 33% 67% Retail Trade 9% 27% 55% Wholesale Trade 33% Other industry 25% | | Health Care and Social Assistance | | 10% | 60% |
| Prof., Scientific and Tech. Services 11% 33% Real Estate Rental and Leasing 33% 67% Retail Trade 9% 27% 55% Wholesale Trade 33% Other industry 25% | | Information | | | |
| Real Estate Rental and Leasing 33% 67% Retail Trade 9% 27% 55% Wholesale Trade 33% Other industry 25% | | Manufacturing | | | |
| Retail Trade 9% 27% 55% Wholesale Trade 33% Other industry 25% | | Prof., Scientific and Tech. Services | | 11% | 33% |
| Retail Trade 9% 27% 55% Wholesale Trade 33% Other industry 25% | | Real Estate Rental and Leasing | | 33% | 67% |
| Other industry 25% | | | 9% | 27% | 55% |
| | | Wholesale Trade | | | 33% |
| Other services 20% | | Other industry | | | 25% |
| | | Other services | | 20% | |

Q4: Why did your business close or reduce its hours of operation? (Please select all that apply)

| Overall Current Number of Employees Open Status | February 2021 0-1 employees 2-9 employees 10-25 employees More than 25 employees Reduced hours of operation | 3% 3% 3% | 38% 40% 35% | 42% | exposure 12% |
|---|--|----------------|-------------------|------|-----------------|
| of Employees | 2-9 employees 10-25 employees More than 25 employees | | | 33% | |
| | 10-25 employees More than 25 employees | 3% | 35% | | 10% |
| Open Status | More than 25 employees | | | 53% | 18% |
| Open Status | . , | | 36% | 43% | |
| Open Status | Reduced hours of operation | | 33% | 33% | 17% |
| - 1 | | 3% | 42% | 36% | 11% |
| | Closed temporarily | 5% | 29% | 69% | 12% |
| | Had plan before COVID | | 20% | | 20% |
| Resiliency Plan | Developed plan since COVID | 5% | 42% | 42% | 5% |
| | Don't have plan | 3% | 38% | 50% | 15% |
| | Don't know/Not applicable | | 38% | 52% | 10% |
| Remote Work | Employees working remotely | | 36% | 29% | 7% |
| | Employees not working remotely | 3% | 37% | 46% | 13% |
| COVID-19 Effect | Revenue increased | | | | |
| on Revenue | Revenue stayed the same | | | 100% | |
| | Revene decreased | 3% | 38% | 44% | 13% |
| Change # of | More employees | | 14% | 57% | 14% |
| Employees Since | Same number of employees | 3% | 29% | 35% | 6% |
| Feb 2020 | Fewer employees | 2% | 47% | 47% | 16% |
| Confidence | Very confident | 6% | 29% | 45% | 10% |
| | Somewhat confident | | 45% | 35% | 19% |
| Months | Not very or not at all confident | | 44% | 44% | 6% |
| Industry | Accommodation and Food Services | 18% | 45% | 64% | 9% |
| | Admin. Support, WM, Remediation | | 100% | | |
| | Agri., Forestry, Fishing and Hunting | | | | |
| | Arts, Entertainment, and Recreation | | 36% | 57% | 7% |
| | Educational Services | | | 25% | 50% |
| | Finance and Insurance | | 100% | 50% | |
| | Health Care and Social Assistance | | 40% | 40% | 10% |
| | Information | | | | |
| | Manufacturing | | 100% | | |
| | Prof., Scientific and Tech. Services | | 44% | 11% | 22% |
| | Real Estate Rental and Leasing | | | | 33% |
| | Retail Trade | 9% | 45% | 55% | 9% |
| | Wholesale Trade | | 100% | 33% | |
| | Other industry | | 13% | 63% | 13% |
| | Other services | | | 40% | |

Q4: Why did your business close or reduce its hours of operation? (Please select all that apply)

Unable to get sufficient workforce to maintain Other None of these Ν operations February 2021 13% 21% 3% 86 Overall Current Number 7% 0-1 employees 30% 3% 30 of Employees 15% 18% 34 2-9 employees 14% 14% 14% 14 10-25 employees 33% 17% 6 More than 25 employees Open Status 16% 22% 3% 64 Reduced hours of operation 42 Closed temporarily 10% 19% Contingency or 10% 10% 40% 10 Had plan before COVID Resiliency Plan 11% 32% 5% 19 Developed plan since COVID 12% 15% 3% 34 Don't have plan 19% 14% 21 Don't know/Not applicable 7% Remote Work 21% 14 Employees working remotely 15% 22% 4% 68 Employees not working remotely COVID-19 Effect 33% 3 Revenue increased 33% on Revenue Revenue stayed the same 2 Revene decreased 13% 22% 3% 77 14% 7 Change # of More employees 29% **Employees Since** 24% 34 Same number of employees 12% 6% Feb 2020 43 Fewer employees 12% 23% Confidence Very confident 10% 16% 10% 31 Operating in 12 31 Somewhat confident 16% 16% Months 13% 38% 16 Not very or not at all confident Accommodation and Food Services 45% 9% 11 Industry Admin. Support, WM, Remediation 1 100% 1 Agri., Forestry, Fishing and Hunting Arts, Entertainment, and Recreation 14% 14 25% 4 25% **Educational Services** Finance and Insurance 50% 2 10% 30% 10 Health Care and Social Assistance 100% Information 1 2 Manufacturing 9 Prof., Scientific and Tech. Services 11% 22% 11% 3 33% 33% Real Estate Rental and Leasing 9% 9% Retail Trade 11 3 Wholesale Trade 50% 8 Other industry 20% 20% 20% 5 Other services

Q5: Would you say your business closed permanently due to COVID-19 or due to other reasons?

| | | Mostly due to other reasons | Don't know/Not sure | <u>N</u> |
|----------|-----------------|-----------------------------|---------------------|----------|
| Overall | February 2021 | 50% | 50% | 2 |
| Industry | Retail Trade | | 100% | 1 |
| | Wholesale Trade | 100% | | 1 |

Q6_1: Approximately how many employees in the state of New Hampshire did your business employ on February 15th, 2020?

| | | Total Feb 2020 employees | Full-time Feb 2020 employees | <u>Part-time Feb</u> 2020 employees | Other Feb 2020 employees | <u>N</u> |
|-----------------|--------------------------------------|-----------------------------|---------------------------------|--|-----------------------------|----------|
| Overall | June 2020 | 23.6 | 16.5 | 5.9 | 1.2 | 138 |
| | February 2021 | 11.3 | 7.6 | 2.1 | 1.5 | 129 |
| Current Number | 0-1 employees | 1.8 | 0.8 | 0.4 | 0.6 | 41 |
| of Employees | 2-9 employees | 6.9 | 3.8 | 2.0 | 1.1 | 50 |
| | 10-25 employees | 22.2 | 14.7 | 5.0 | 2.5 | 25 |
| | More than 25 employees | 37.5 | 30.4 | 3.0 | 4.1 | 13 |
| Open Status | Remained open | 14.4 | 11.0 | 0.8 | 2.6 | 45 |
| | Reduced hours of operation | 9.7 | 6.4 | 2.8 | 0.5 | 64 |
| | Closed temporarily | 10.4 | 5.8 | 3.3 | 1.3 | 42 |
| Contingency or | Had plan before COVID | 20.0 | 17.7 | 1.1 | 1.2 | 20 |
| Resiliency Plan | Developed plan since COVID | 9.0 | 5.8 | 2.5 | 0.8 | 25 |
| | Don't have plan | 8.3 | 5.1 | 2.0 | 1.1 | 55 |
| | Don't know/Not applicable | 13.0 | 7.2 | 2.9 | 3.0 | 29 |
| Remote Work | Employees working remotely | 13.0 | 6.8 | 1.9 | 4.3 | 25 |
| | Employees not working remotely | 11.1 | 8.0 | 2.2 | 0.9 | 102 |
| COVID-19 Effect | Revenue increased | 16.8 | 12.5 | 1.8 | 2.5 | 8 |
| on Revenue | Revenue stayed the same | 15.9 | 13.6 | 0.9 | 1.4 | 14 |
| | Revene decreased | 10.5 | 6.6 | 2.4 | 1.5 | 104 |
| Change # of | More employees | 20.5 | 16.5 | 0.7 | 3.3 | 17 |
| Employees Since | Same number of employees | 5.4 | 3.8 | 1.2 | 0.4 | 56 |
| Feb 2020 | Fewer employees | 14.4 | 8.8 | 3.6 | 2.0 | 56 |
| Confidence | Very confident | 13.7 | 9.2 | 2.0 | 2.5 | 64 |
| Operating in 12 | Somewhat confident | 10.5 | 7.5 | 2.6 | 0.4 | 40 |
| Months | Not very or not at all confident | 6.8 | 4.0 | 1.9 | 0.9 | 19 |
| Industry | Accommodation and Food Services | 14.2 | 6.5 | 7.1 | 0.5 | 11 |
| | Admin. Support, WM, Remediation | 25.5 | 24.5 | 0.0 | 1.0 | 2 |
| | Agri., Forestry, Fishing and Hunting | 1.0 | 1.0 | 0.0 | 0.0 | 1 |
| | Arts, Entertainment, and Recreation | 11.5 | 2.9 | 3.2 | 5.4 | 16 |
| | Construction | 10.5 | 9.5 | 1.0 | 0.0 | 2 |
| | Educational Services | 14.3 | 9.0 | 3.3 | 2.0 | 4 |
| | Finance and Insurance | 19.0 | 18.3 | 0.7 | 0.0 | 3 |
| | Health Care and Social Assistance | 14.5 | 10.4 | 3.9 | 0.2 | 12 |
| | Information | 6.3 | 2.7 | 0.3 | 3.3 | 3 |
| | Manufacturing | 26.8 | 25.2 | 1.1 | 0.6 | 12 |
| | Prof., Scientific and Tech. Services | 4.4 | 2.9 | 0.1 | 1.4 | 23 |
| | Real Estate Rental and Leasing | 3.8 | 3.2 | 0.7 | 0.0 | 6 |
| | Retail Trade | 9.1 | 5.5 | 2.9 | 0.7 | 10 |
| | Wholesale Trade | 9.5 | 3.5 | 1.0 | 5.0 | 4 |
| | Other industry | 9.4 | 7.2 | 1.8 | 0.4 | 12 |
| | Other services | 6.6 | 4.4 | 1.1 | 1.0 | 7 |
| | | | | | | |

Q6_2: Approximately how many employees in the state of New Hampshire did your business employ on June 15th, 2020?

| | | Total June 2020 employees | Full-time June 2020 employees | Part-time June 2020 employees | Other June 2020 employees | <u>N</u> |
|-----------------|--------------------------------------|------------------------------|----------------------------------|----------------------------------|------------------------------|----------|
| Overall | June 2020 | 17.8 | 14.5 | 2.7 | 0.6 | 138 |
| | February 2021 | 8.7 | 6.3 | 1.5 | 0.9 | 129 |
| Current Number | 0-1 employees | 1.0 | 0.5 | 0.2 | 0.3 | 41 |
| of Employees | 2-9 employees | 4.9 | 2.6 | 1.6 | 0.8 | 50 |
| | 10-25 employees | 16.2 | 12.6 | 3.1 | 0.5 | 25 |
| | More than 25 employees | 32.8 | 26.2 | 2.6 | 4.0 | 13 |
| Open Status | Remained open | 11.6 | 9.8 | 0.6 | 1.2 | 45 |
| | Reduced hours of operation | 7.3 | 4.9 | 2.1 | 0.3 | 64 |
| | Closed temporarily | 6.7 | 3.4 | 2.2 | 1.1 | 42 |
| Contingency or | Had plan before COVID | 19.4 | 17.0 | 1.2 | 1.2 | 20 |
| Resiliency Plan | Developed plan since COVID | 6.9 | 4.6 | 1.7 | 0.6 | 25 |
| | Don't have plan | 6.8 | 4.7 | 1.3 | 0.7 | 55 |
| | Don't know/Not applicable | 6.4 | 3.2 | 2.0 | 1.3 | 29 |
| Remote Work | Employees working remotely | 10.6 | 6.6 | 1.7 | 2.2 | 25 |
| | Employees not working remotely | 8.4 | 6.3 | 1.5 | 0.6 | 102 |
| COVID-19 Effect | Revenue increased | 16.5 | 12.9 | 1.1 | 2.5 | 8 |
| on Revenue | Revenue stayed the same | 11.6 | 10.1 | 0.4 | 1.1 | 14 |
| | Revene decreased | 7.8 | 5.3 | 1.7 | 0.7 | 104 |
| Change # of | More employees | 21.4 | 16.8 | 1.2 | 3.4 | 17 |
| Employees Since | Same number of employees | 4.2 | 2.9 | 0.9 | 0.4 | 56 |
| Feb 2020 | Fewer employees | 9.3 | 6.5 | 2.2 | 0.6 | 56 |
| Confidence | Very confident | 11.1 | 8.3 | 1.3 | 1.4 | 64 |
| Operating in 12 | Somewhat confident | 7.9 | 5.8 | 1.8 | 0.4 | 40 |
| Months | Not very or not at all confident | 3.3 | 1.2 | 1.7 | 0.4 | 19 |
| Industry | Accommodation and Food Services | 10.9 | 5.9 | 4.5 | 0.5 | 11 |
| | Admin. Support, WM, Remediation | 24.0 | 23.0 | 0.0 | 1.0 | 2 |
| | Agri., Forestry, Fishing and Hunting | 1.0 | 1.0 | 0.0 | 0.0 | 1 |
| | Arts, Entertainment, and Recreation | 5.9 | 1.7 | 2.3 | 1.9 | 16 |
| | Construction | 10.5 | 9.5 | 1.0 | 0.0 | 2 |
| | Educational Services | 10.8 | 6.3 | 3.0 | 1.5 | 4 |
| | Finance and Insurance | 2.7 | 2.3 | 0.3 | 0.0 | 3 |
| | Health Care and Social Assistance | 10.8 | 8.3 | 2.3 | 0.1 | 12 |
| | Information | 6.0 | 2.7 | 0.0 | 3.3 | 3 |
| | Manufacturing | 23.0 | 21.8 | 0.8 | 0.4 | 12 |
| | Prof., Scientific and Tech. Services | 3.6 | 2.6 | 0.1 | 0.9 | 23 |
| | Real Estate Rental and Leasing | 3.3 | 2.8 | 0.5 | 0.0 | 6 |
| | Retail Trade | 6.1 | 4.6 | 1.4 | 0.1 | 10 |
| | Wholesale Trade | 11.0 | 3.8 | 2.3 | 5.0 | 4 |
| | Other industry | 9.2 | 6.8 | 1.8 | 0.7 | 12 |
| | Other services | 5.9 | 4.0 | 1.1 | 0.7 | 7 |

Q6_3: Approximately how many employees in the state of New Hampshire did your business employ in February 2021?

| | | Total Feb 2021 employees | Full-time Feb 2021 employees | <u>Part-time Feb</u> 2021 employees | Other Feb 2021 employees | <u>N</u> |
|-----------------|--------------------------------------|-----------------------------|---------------------------------|--|-----------------------------|----------|
| Overall | February 2021 | 9.5 | 6.9 | 1.6 | 1.0 | 129 |
| Current Number | 0-1 employees | 0.6 | 0.5 | 0.0 | 0.0 | 41 |
| of Employees | 2-9 employees | 5.2 | 2.6 | 1.7 | 0.9 | 50 |
| | 10-25 employees | 16.6 | 12.5 | 3.0 | 1.0 | 25 |
| | More than 25 employees | 40.7 | 32.7 | 3.5 | 4.5 | 13 |
| Open Status | Remained open | 13.4 | 11.0 | 0.8 | 1.7 | 45 |
| | Reduced hours of operation | 7.4 | 5.0 | 2.1 | 0.2 | 64 |
| | Closed temporarily | 7.5 | 4.2 | 2.3 | 1.1 | 42 |
| Contingency or | Had plan before COVID | 20.3 | 17.7 | 1.5 | 1.1 | 20 |
| Resiliency Plan | Developed plan since COVID | 7.8 | 5.0 | 2.1 | 0.6 | 25 |
| | Don't have plan | 6.7 | 4.7 | 1.3 | 0.7 | 55 |
| | Don't know/Not applicable | 8.9 | 5.2 | 1.8 | 1.9 | 29 |
| Remote Work | Employees working remotely | 11.4 | 6.7 | 1.9 | 2.8 | 25 |
| | Employees not working remotely | 9.2 | 7.0 | 1.6 | 0.6 | 102 |
| COVID-19 Effect | Revenue increased | 17.5 | 13.9 | 1.1 | 2.5 | 8 |
| on Revenue | Revenue stayed the same | 16.3 | 14.1 | 8.0 | 1.4 | 14 |
| | Revene decreased | 8.0 | 5.4 | 1.8 | 0.9 | 104 |
| Change # of | More employees | 24.3 | 18.8 | 1.7 | 3.8 | 17 |
| Employees Since | Same number of employees | 5.4 | 3.8 | 1.1 | 0.4 | 56 |
| Feb 2020 | Fewer employees | 9.1 | 6.3 | 2.0 | 0.7 | 56 |
| Confidence | Very confident | 12.5 | 9.3 | 1.5 | 1.7 | 64 |
| Operating in 12 | Somewhat confident | 8.4 | 6.1 | 1.9 | 0.4 | 40 |
| Months | Not very or not at all confident | 3.1 | 1.3 | 1.6 | 0.2 | 19 |
| Industry | Accommodation and Food Services | 8.1 | 4.7 | 3.1 | 0.3 | 11 |
| | Admin. Support, WM, Remediation | 26.5 | 25.5 | 0.0 | 1.0 | 2 |
| | Agri., Forestry, Fishing and Hunting | 1.0 | 1.0 | 0.0 | 0.0 | 1 |
| | Arts, Entertainment, and Recreation | 8.0 | 2.3 | 2.7 | 3.0 | 16 |
| | Construction | 10.0 | 9.5 | 0.5 | 0.0 | 2 |
| | Educational Services | 11.3 | 8.3 | 3.0 | 0.0 | 4 |
| | Finance and Insurance | 3.7 | 3.3 | 0.3 | 0.0 | 3 |
| | Health Care and Social Assistance | 13.5 | 9.6 | 3.8 | 0.2 | 12 |
| | Information | 5.7 | 2.3 | 0.0 | 3.3 | 3 |
| | Manufacturing | 27.7 | 26.1 | 1.1 | 0.5 | 12 |
| | Prof., Scientific and Tech. Services | 3.7 | 2.5 | 0.1 | 1.0 | 23 |
| | Real Estate Rental and Leasing | 3.5 | 2.8 | 0.7 | 0.0 | 6 |
| | Retail Trade | 7.4 | 5.4 | 1.9 | 0.1 | 10 |
| | Wholesale Trade | 9.5 | 3.5 | 1.0 | 5.0 | 4 |
| | Other industry | 8.4 | 6.1 | 1.7 | 0.7 | 12 |
| | Other services | 6.4 | 4.6 | 1.1 | 0.7 | 7 |

Q6#: Change in number of current employees since February 15th, 2020

| | | More employees | Same number of employees | Fewer employees | <u>N</u> |
|-----------------|--------------------------------------|----------------|-----------------------------|-----------------|----------|
| Overall | February 2021 | 13% | 43% | 43% | 129 |
| Current Number | 0-1 employees | 2% | 63% | 34% | 41 |
| of Employees | 2-9 employees | 10% | 44% | 46% | 50 |
| | 10-25 employees | 12% | 20% | 68% | 25 |
| | More than 25 employees | 62% | 23% | 15% | 13 |
| Open Status | Remained open | 22% | 49% | 29% | 45 |
| | Reduced hours of operation | 8% | 39% | 53% | 64 |
| | Closed temporarily | 7% | 38% | 55% | 42 |
| Contingency or | Had plan before COVID | 25% | 30% | 45% | 20 |
| Resiliency Plan | Developed plan since COVID | 8% | 44% | 48% | 25 |
| | Don't have plan | 9% | 51% | 40% | 55 |
| | Don't know/Not applicable | 17% | 38% | 45% | 29 |
| Remote Work | Employees working remotely | 24% | 44% | 32% | 25 |
| | Employees not working remotely | 11% | 42% | 47% | 102 |
| COVID-19 Effect | Revenue increased | 25% | 50% | 25% | 8 |
| on Revenue | Revenue stayed the same | 21% | 57% | 21% | 14 |
| | Revene decreased | 10% | 41% | 49% | 104 |
| Change # of | More employees | 100% | | | 17 |
| Employees Since | Same number of employees | | 100% | | 56 |
| Feb 2020 | Fewer employees | | | 100% | 56 |
| Confidence | Very confident | 23% | 42% | 34% | 64 |
| Operating in 12 | Somewhat confident | 3% | 45% | 53% | 40 |
| Months | Not very or not at all confident | 5% | 42% | 53% | 19 |
| Industry | Accommodation and Food Services | 9% | 18% | 73% | 11 |
| | Admin. Support, WM, Remediation | 50% | 50% | | 2 |
| | Agri., Forestry, Fishing and Hunting | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 6% | 44% | 50% | 16 |
| | Construction | | 50% | 50% | 2 |
| | Educational Services | | 25% | 75% | 4 |
| | Finance and Insurance | | 33% | 67% | 3 |
| | Health Care and Social Assistance | 17% | 25% | 58% | 12 |
| | Information | | 67% | 33% | 3 |
| | Manufacturing | 33% | 17% | 50% | 12 |
| | Prof., Scientific and Tech. Services | 9% | 65% | 26% | 23 |
| | Real Estate Rental and Leasing | | 83% | 17% | 6 |
| | Retail Trade | 10% | 40% | 50% | 10 |
| | Wholesale Trade | 25% | 50% | 25% | 4 |
| | Other industry | 8% | 50% | 42% | 12 |
| | Other services | 43% | 29% | 29% | 7 |

Q7: To the best of your knowledge, how has your monthly revenue been affected overall by the COVID-19 pandemic?

| | | Increased | Stayed about the <u>same</u> | Decreased | <u>Don't know/Not</u> <u>sure</u> | <u>N</u> |
|------------------------|--------------------------------------|-----------|------------------------------|-----------|--------------------------------------|----------|
| Overall | June 2020 | 7% | 8% | 83% | 1% | 138 |
| | February 2021 | 6% | 11% | 81% | 2% | 129 |
| Current Number | 0-1 employees | 5% | | 95% | | 41 |
| of Employees | 2-9 employees | 4% | 16% | 76% | 4% | 50 |
| | 10-25 employees | 4% | 16% | 80% | | 25 |
| | More than 25 employees | 23% | 15% | 54% | 8% | 13 |
| Open Status | Remained open | 11% | 27% | 60% | 2% | 45 |
| | Reduced hours of operation | 5% | 3% | 89% | 3% | 64 |
| | Closed temporarily | | 5% | 93% | 2% | 42 |
| Contingency or | Had plan before COVID | 20% | 10% | 65% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | | 8% | 92% | | 25 |
| | Don't have plan | 7% | 15% | 78% | | 55 |
| | Don't know/Not applicable | | 7% | 86% | 7% | 29 |
| Remote Work | Employees working remotely | 8% | 16% | 72% | 4% | 25 |
| | Employees not working remotely | 6% | 10% | 82% | 2% | 102 |
| COVID-19 Effect | | 100% | | | | 8 |
| on Revenue | Revenue stayed the same | | 100% | | | 14 |
| | Revene decreased | | | 100% | | 104 |
| Change # of | More employees | 12% | 18% | 59% | 12% | 17 |
| Employees Since | Same number of employees | 7% | 14% | 77% | 2% | 56 |
| Feb 2020 | Fewer employees | 4% | 5% | 91% | | 56 |
| Confidence | Very confident | 9% | 22% | 67% | 2% | 64 |
| Operating in 12 | Somewhat confident | 5% | | 93% | 3% | 40 |
| Months | Not very or not at all confident | | | 95% | 5% | 19 |
| Industry | Accommodation and Food Services | | | 91% | 9% | 11 |
| | Admin. Support, WM, Remediation | | | 100% | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | | | 100% | | 16 |
| | Construction | 50% | 50% | | | 2 |
| | Educational Services | | | 100% | | 4 |
| | Finance and Insurance | | 33% | 67% | | 3 |
| | Health Care and Social Assistance | | | 100% | | 12 |
| | Information | | 33% | 67% | | 3 |
| | Manufacturing | 17% | 17% | 58% | 8% | 12 |
| | Prof., Scientific and Tech. Services | 9% | 17% | 70% | 4% | 23 |
| | Real Estate Rental and Leasing | | 33% | 67% | | 6 |
| | Retail Trade | 20% | 20% | 60% | | 10 |
| | Wholesale Trade | 25% | | 75% | | 4 |
| | Other industry | | | 100% | | 12 |
| | Other services | | 14% | 86% | | 7 |

Q8#: Change in monthly revenue due to COVID-19

| | | Increased by 50% or more | Increased by 20%-49% | Increased by less than 20% | Stayed about the same |
|-----------------|--------------------------------------|--------------------------|----------------------|-------------------------------|-----------------------|
| Overall | June 2020 | 1% | 3% | 4% | 9% |
| | February 2021 | 2% | 2% | 3% | 12% |
| Current Number | 0-1 employees | 5% | | | |
| of Employees | 2-9 employees | | 2% | 2% | 18% |
| | 10-25 employees | | | 4% | 16% |
| | More than 25 employees | | 8% | 17% | 17% |
| Open Status | Remained open | 5% | 5% | 2% | 27% |
| | Reduced hours of operation | | | 5% | 4% |
| | Closed temporarily | | | | 5% |
| Contingency or | Had plan before COVID | | 6% | 17% | 11% |
| Resiliency Plan | Developed plan since COVID | | | | 8% |
| | Don't have plan | 4% | 2% | 2% | 16% |
| | Don't know/Not applicable | | | | 8% |
| Remote Work | Employees working remotely | | 9% | | 18% |
| | Employees not working remotely | 2% | | 4% | 11% |
| COVID-19 Effect | Revenue increased | 25% | 25% | 50% | |
| on Revenue | Revenue stayed the same | | | | 100% |
| | Revene decreased | | | | |
| Change # of | More employees | | 7% | 7% | 21% |
| Employees Since | Same number of employees | 2% | 2% | 4% | 15% |
| Feb 2020 | Fewer employees | 2% | | 2% | 6% |
| Confidence | Very confident | 3% | 2% | 5% | 23% |
| Operating in 12 | Somewhat confident | | 3% | 3% | |
| Months | Not very or not at all confident | | | | |
| Industry | Accommodation and Food Services | | | | |
| | Admin. Support, WM, Remediation | | | | |
| | Agri., Forestry, Fishing and Hunting | | | | |
| | Arts, Entertainment, and Recreation | | | | |
| | Construction | | 50% | | 50% |
| | Educational Services | | | | |
| | Finance and Insurance | | | | 33% |
| | Health Care and Social Assistance | | | | |
| | Information | | | | 33% |
| | Manufacturing | 9% | 9% | | 18% |
| | Prof., Scientific and Tech. Services | 5% | | 5% | 19% |
| | Real Estate Rental and Leasing | | | | 33% |
| | Retail Trade | | | 20% | 20% |
| | Wholesale Trade | | | 33% | |
| | Other industry | | | | |
| | Other services | | | | 14% |

Q8#: Change in monthly revenue due to COVID-19

| | | Decreased by less than 20% | Decreased by 20%-49% | Decreased by 50% or more | <u>N</u> |
|-----------------|--------------------------------------|----------------------------|----------------------|--------------------------|----------|
| Overall | June 2020 | 7% | 28% | 48% | 122 |
| | February 2021 | 11% | 39% | 31% | 119 |
| Current Number | 0-1 employees | 11% | 24% | 59% | 37 |
| of Employees | 2-9 employees | 13% | 38% | 27% | 45 |
| | 10-25 employees | 8% | 60% | 12% | 25 |
| | More than 25 employees | 8% | 50% | | 12 |
| Open Status | Remained open | 7% | 36% | 18% | 44 |
| | Reduced hours of operation | 13% | 38% | 41% | 56 |
| | Closed temporarily | 15% | 48% | 33% | 40 |
| Contingency or | Had plan before COVID | | 33% | 33% | 18 |
| Resiliency Plan | Developed plan since COVID | 4% | 48% | 40% | 25 |
| | Don't have plan | 18% | 36% | 22% | 50 |
| | Don't know/Not applicable | 12% | 42% | 38% | 26 |
| Remote Work | Employees working remotely | 9% | 36% | 27% | 22 |
| | Employees not working remotely | 12% | 40% | 32% | 95 |
| COVID-19 Effect | Revenue increased | | | | 8 |
| on Revenue | Revenue stayed the same | | | | 14 |
| | Revene decreased | 13% | 48% | 38% | 97 |
| Change # of | More employees | 21% | 36% | 7% | 14 |
| Employees Since | Same number of employees | 15% | 30% | 32% | 53 |
| Feb 2020 | Fewer employees | 4% | 50% | 37% | 52 |
| Confidence | Very confident | 15% | 36% | 16% | 61 |
| Operating in 12 | Somewhat confident | 8% | 57% | 30% | 37 |
| Months | Not very or not at all confident | | 19% | 81% | 16 |
| Industry | Accommodation and Food Services | 13% | 50% | 38% | 8 |
| | Admin. Support, WM, Remediation | | 50% | 50% | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 7% | 60% | 33% | 15 |
| | Construction | | | | 2 |
| | Educational Services | | 67% | 33% | 3 |
| | Finance and Insurance | | | 67% | 3 |
| | Health Care and Social Assistance | 25% | 67% | 8% | 12 |
| | Information | 33% | | 33% | 3 |
| | Manufacturing | 9% | 36% | 18% | 11 |
| | Prof., Scientific and Tech. Services | 10% | 24% | 38% | 21 |
| | Real Estate Rental and Leasing | 17% | 33% | 17% | 6 |
| | Retail Trade | | 20% | 40% | 10 |
| | Wholesale Trade | | 33% | 33% | 3 |
| | Other industry | | 45% | 55% | 11 |
| | Other services | 29% | 43% | 14% | 7 |
| | | | | | |

Q10: Did your business apply for relief in 2020?

| | | <u>Yes</u> | <u>No</u> | Don't know/Not sure | <u>N</u> |
|-----------------|--------------------------------------|------------|-----------|---------------------|----------|
| Overall | February 2021 | 84% | 13% | 3% | 129 |
| Current Number | 0-1 employees | 63% | 29% | 7% | 41 |
| of Employees | 2-9 employees | 92% | 8% | | 50 |
| | 10-25 employees | 92% | 4% | 4% | 25 |
| | More than 25 employees | 100% | | | 13 |
| Open Status | Remained open | 84% | 11% | 4% | 45 |
| | Reduced hours of operation | 88% | 11% | 2% | 64 |
| | Closed temporarily | 83% | 14% | 2% | 42 |
| Contingency or | Had plan before COVID | 90% | 5% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 96% | 4% | | 25 |
| | Don't have plan | 78% | 20% | 2% | 55 |
| | Don't know/Not applicable | 79% | 14% | 7% | 29 |
| Remote Work | Employees working remotely | 92% | 4% | 4% | 25 |
| | Employees not working remotely | 82% | 16% | 2% | 102 |
| COVID-19 Effect | Revenue increased | 63% | 38% | | 8 |
| on Revenue | Revenue stayed the same | 79% | 14% | 7% | 14 |
| | Revene decreased | 86% | 12% | 3% | 104 |
| Change # of | More employees | 88% | 12% | | 17 |
| Employees Since | Same number of employees | 77% | 18% | 5% | 56 |
| Feb 2020 | Fewer employees | 89% | 9% | 2% | 56 |
| Confidence | Very confident | 80% | 16% | 5% | 64 |
| Operating in 12 | Somewhat confident | 88% | 10% | 3% | 40 |
| Months | Not very or not at all confident | 89% | 11% | | 19 |
| Industry | Accommodation and Food Services | 91% | 9% | | 11 |
| | Admin. Support, WM, Remediation | 100% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 81% | 13% | 6% | 16 |
| | Construction | 100% | | | 2 |
| | Educational Services | 100% | | | 4 |
| | Finance and Insurance | 67% | 33% | | 3 |
| | Health Care and Social Assistance | 92% | 8% | | 12 |
| | Information | 67% | | 33% | 3 |
| | Manufacturing | 83% | 17% | | 12 |
| | Prof., Scientific and Tech. Services | 74% | 22% | 4% | 23 |
| | Real Estate Rental and Leasing | 100% | | | 6 |
| | Retail Trade | 80% | 10% | 10% | 10 |
| | Wholesale Trade | 100% | | | 4 |
| | Other industry | 67% | 33% | | 12 |
| | Other services | 100% | | | 7 |

Q11a: What did your business do with regard to the following federal relief programs in 2020? Payroll Protection Program

| | | Received | Applied for but did not receive | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|----------|---------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 94% | 2% | 3% | 1% | 93 |
| Current Number | 0-1 employees | 75% | 17% | 8% | | 12 |
| of Employees | 2-9 employees | 93% | | 5% | 2% | 44 |
| | 10-25 employees | 100% | | | | 24 |
| | More than 25 employees | 100% | | | | 13 |
| Open Status | Remained open | 100% | | | | 35 |
| | Reduced hours of operation | 89% | 2% | 7% | 2% | 45 |
| | Closed temporarily | 87% | 3% | 7% | 3% | 30 |
| Contingency or | Had plan before COVID | 100% | | | | 16 |
| Resiliency Plan | Developed plan since COVID | 89% | | 11% | | 19 |
| | Don't have plan | 92% | 6% | 3% | | 36 |
| | Don't know/Not applicable | 95% | | | 5% | 22 |
| Remote Work | Employees working remotely | 100% | | | | 22 |
| | Employees not working remotely | 92% | 3% | 4% | 1% | 71 |
| COVID-19 Effect | Revenue increased | 100% | | | | 5 |
| on Revenue | Revenue stayed the same | 92% | | 8% | | 12 |
| | Revene decreased | 95% | 3% | 3% | | 73 |
| Change # of | More employees | 100% | | | | 15 |
| Employees Since | Same number of employees | 88% | 6% | 3% | 3% | 32 |
| Feb 2020 | Fewer employees | 96% | | 4% | | 46 |
| Confidence | Very confident | 95% | | 5% | | 44 |
| Operating in 12 | Somewhat confident | 94% | 3% | 3% | | 32 |
| Months | Not very or not at all confident | 85% | 8% | | 8% | 13 |
| Industry | Accommodation and Food Services | 89% | | | 11% | 9 |
| | Admin. Support, WM, Remediation | 100% | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 91% | | 9% | | 11 |
| | Construction | 100% | | | | 2 |
| | Educational Services | 100% | | | | 2 |
| | Finance and Insurance | 100% | | | | 1 |
| | Health Care and Social Assistance | 100% | | | | 10 |
| | Information | 67% | | 33% | | 3 |
| | Manufacturing | 100% | | | | 10 |
| | Prof., Scientific and Tech. Services | 93% | 7% | | | 14 |
| | Real Estate Rental and Leasing | 100% | | | | 4 |
| | Retail Trade | 86% | | 14% | | 7 |
| | Wholesale Trade | 67% | 33% | | | 3 |
| | Other industry | 100% | | | | 7 |
| | Other services | 100% | | | | 7 |

Q11b: What did your business do with regard to the following federal relief programs in 2020? Economic Injury Disaster Loan (EIDL) Advance

| | | Received | Applied for but did not receive | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|----------|---------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 64% | 6% | 18% | 12% | 67 |
| Current Number | 0-1 employees | 69% | 15% | 15% | | 13 |
| of Employees | 2-9 employees | 63% | 6% | 13% | 19% | 32 |
| | 10-25 employees | 64% | | 21% | 14% | 14 |
| | More than 25 employees | 63% | | 38% | | 8 |
| Open Status | Remained open | 55% | | 30% | 15% | 20 |
| | Reduced hours of operation | 68% | 8% | 13% | 13% | 40 |
| | Closed temporarily | 71% | 13% | 8% | 8% | 24 |
| Contingency or | Had plan before COVID | 60% | | 30% | 10% | 10 |
| Resiliency Plan | Developed plan since COVID | 64% | 14% | 21% | | 14 |
| | Don't have plan | 63% | 3% | 20% | 13% | 30 |
| | Don't know/Not applicable | 69% | 8% | | 23% | 13 |
| Remote Work | Employees working remotely | 69% | | 13% | 19% | 16 |
| | Employees not working remotely | 64% | 6% | 20% | 10% | 50 |
| COVID-19 Effect | Revenue increased | 50% | | 50% | | 4 |
| on Revenue | Revenue stayed the same | 57% | | 29% | 14% | 7 |
| | Revene decreased | 67% | 6% | 15% | 13% | 54 |
| Change # of | More employees | 82% | | 18% | | 11 |
| Employees Since | Same number of employees | 54% | 13% | 21% | 13% | 24 |
| Feb 2020 | Fewer employees | 66% | 3% | 16% | 16% | 32 |
| Confidence | Very confident | 73% | | 21% | 6% | 33 |
| Operating in 12 | Somewhat confident | 50% | 11% | 17% | 22% | 18 |
| Months | Not very or not at all confident | 62% | 15% | 15% | 8% | 13 |
| Industry | Accommodation and Food Services | 63% | 13% | 13% | 13% | 8 |
| | Admin. Support, WM, Remediation | 100% | | | | 2 |
| | Arts, Entertainment, and Recreation | 100% | | | | 7 |
| | Construction | 100% | | | | 1 |
| | Educational Services | | 100% | | | 1 |
| | Finance and Insurance | | | | 100% | 1 |
| | Health Care and Social Assistance | 86% | | 14% | | 7 |
| | Information | 33% | | 33% | 33% | 3 |
| | Manufacturing | 25% | | 50% | 25% | 4 |
| | Prof., Scientific and Tech. Services | 50% | 10% | 30% | 10% | 10 |
| | Real Estate Rental and Leasing | 50% | | 25% | 25% | 4 |
| | Retail Trade | 50% | 13% | 25% | 13% | 8 |
| | Wholesale Trade | 100% | | | | 3 |
| | Other industry | 50% | | 25% | 25% | 4 |
| | Other services | 100% | | | | 4 |

Q11c: What did your business do with regard to the following federal relief programs in 2020? Economic Injury Disaster Loan (EIDL) Loan

| | | Received | Applied for but did not receive | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|----------|---------------------------------|--------------------|-----------------------------|----------|
| Overall | February 2021 | 62% | 7% | 24% | 7% | 68 |
| Current Number | 0-1 employees | 63% | 19% | 13% | 6% | 16 |
| of Employees | 2-9 employees | 62% | | 28% | 10% | 29 |
| | 10-25 employees | 57% | 7% | 29% | 7% | 14 |
| | More than 25 employees | 67% | 11% | 22% | | 9 |
| Open Status | Remained open | 60% | | 35% | 5% | 20 |
| | Reduced hours of operation | 60% | 8% | 23% | 10% | 40 |
| | Closed temporarily | 59% | 11% | 22% | 7% | 27 |
| Contingency or | Had plan before COVID | 80% | | 20% | | 10 |
| Resiliency Plan | Developed plan since COVID | 67% | | 25% | 8% | 12 |
| | Don't have plan | 58% | 16% | 23% | 3% | 31 |
| | Don't know/Not applicable | 53% | | 27% | 20% | 15 |
| Remote Work | Employees working remotely | 64% | 7% | 14% | 14% | 14 |
| | Employees not working remotely | 60% | 8% | 26% | 6% | 53 |
| COVID-19 Effect | Revenue increased | 60% | | 40% | | 5 |
| on Revenue | Revenue stayed the same | 33% | | 50% | 17% | 6 |
| | Revene decreased | 65% | 9% | 20% | 5% | 55 |
| Change # of | More employees | 73% | 18% | 9% | | 11 |
| Employees Since | Same number of employees | 52% | 12% | 28% | 8% | 25 |
| Feb 2020 | Fewer employees | 66% | | 25% | 9% | 32 |
| Confidence | Very confident | 66% | 9% | 22% | 3% | 32 |
| Operating in 12 | Somewhat confident | 61% | 6% | 28% | 6% | 18 |
| Months | Not very or not at all confident | 53% | 7% | 20% | 20% | 15 |
| Industry | Accommodation and Food Services | 75% | | 13% | 13% | 8 |
| | Admin. Support, WM, Remediation | 100% | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 50% | | 38% | 13% | 8 |
| | Construction | 100% | | | | 1 |
| | Educational Services | | | 100% | | 1 |
| | Finance and Insurance | | | | 100% | 1 |
| | Health Care and Social Assistance | 86% | 14% | | | 7 |
| | Information | 33% | | 33% | 33% | 3 |
| | Manufacturing | 60% | | 40% | | 5 |
| | Prof., Scientific and Tech. Services | 60% | 10% | 30% | | 10 |
| | Real Estate Rental and Leasing | 67% | | 33% | | 3 |
| | Retail Trade | 50% | | 38% | 13% | 8 |
| | Wholesale Trade | 50% | 50% | | | 2 |
| | Other industry | 80% | | 20% | | 5 |
| | Other services | 67% | 33% | | | 3 |

Q11d: What did your business do with regard to the following federal relief programs in 2020? IRS Employment Retention Tax Credit

| Overall February 2021 4% 294 18% 76% 50 Curret Number of Employees of Employees (10-25 cmployees) 4% 4% 12% 800% 25 10-25 cmployees 7% 4% 12% 60% 25 10-25 cmployees 7% 27% 67% 15 Open Status Reduced nours of operation 4% 12% 26% 68% 19 Reduced nours of operation 4% 12% 26% 68% 26 Contingency Page Resiliency Plan 4% 12% 38% 26 68% 19 Resiliency Plan 40 plan before COVID 4% 4% 8% 37% 28 Resiliency Plan 8% 4% 4% 8% 79% 24 Resiliency Plan 8% 4% 4% 8% 79% 24 Contingency Plan 8% 4% 4% 8% 79% 24 Resiliency Plan 100 10 20 20 <th< th=""><th></th><th></th><th>Received</th><th>Applied for but did not receive</th><th>Chose not to apply</th><th>Was not aware of program</th><th><u>N</u></th></th<> | | | Received | Applied for but did not receive | Chose not to apply | Was not aware of program | <u>N</u> |
|--|-----------------|--------------------------------------|----------|---------------------------------|--------------------|-----------------------------|----------|
| of Employees 2.9 employees 4% 4% 12% 80% 2.5 Lo-25 employees 7% 27% 67% 15 More than 25 employees 7% 27% 50% 50% 4 Open Status Remained open 5% 26% 66% 19 Educed hours of operation 4% 12% 25% 26% 38% 35% 26% 38% 38% 38% 38% 38% 38% 98 9 24 20% 20 | Overall | February 2021 | 4% | 2% | 18% | 76% | 50 |
| 10-25 employees 7% 7% 27% 67% 15 More than 25 employees 7% 27% 67% 15 More than 25 employees 59% 50% 50% 4 Open Status | Current Number | 0-1 employees | | | | 100% | 6 |
| More than 25 employees 50% 50% 64 | of Employees | 2-9 employees | 4% | 4% | 12% | 80% | 25 |
| Open Status Remained open 5% 26% 68% 19 Reduced hours of operation 4% 12% 85% 26 Contingency or Resiliency Plan Had plan before COVID 38% 63% 8 Developed plan since COVID 11% 89% 9 Don't know/Not applicable 33% 67% 9 Remote Work Employees working remotely 10% 30% 60% 10 Employees not working remotely 3% 3% 15% 80% 40 COVID-19 Effect Revenue increased 3% 3% 15% 80% 40 COVID-19 Effect Revenue stayed the same 67% 33% 67% 3 Revenue decreased 5% 3% 10% 83% 40 Change # of Employees 14% 14% 71% 7 Employees Since Feb 2020 Revenue decreased 5% 3% 10% 83% 4 Feb 2020 Very confident 8% 4% 16% | | 10-25 employees | 7% | | 27% | 67% | 15 |
| Reduced hours of operation 4% 12% 85% 26 | | More than 25 employees | | | 50% | 50% | 4 |
| Closed temporarily | Open Status | Remained open | | 5% | 26% | 68% | 19 |
| Map Map | | Reduced hours of operation | 4% | | 12% | 85% | 26 |
| Resiliency Plan [Don't have plan point (average) point (have plan point (have)) point (have plan point (have)) point (have) plan plan plan plan plan plan plan plan | | Closed temporarily | | | 13% | 87% | 15 |
| Don't have plan Seven Se | Contingency or | Had plan before COVID | | | 38% | 63% | 8 |
| Part | Resiliency Plan | Developed plan since COVID | | | 11% | 89% | 9 |
| Remote Work Employees working remotely Employees not working remotely 10% 30% 60% 10 COVID-19 Effect on Revenue Revenue increased 33% 35% 67% 3 Revenue decreased 5% 3% 10% 83% 6 Revenue decreased 5% 3% 10% 83% 40 Change # of Employees More employees 14% 14% 71% 7 Employees Since Feb 2020 Fewer employees 4% 4% 16% 76% 25 Confidence Operating in 12 Months Yery confident 8% 4% 25% 63% 24 Operating in 12 Months Not very or not at all confident 18% 82% 17 100% 8 Industry Accommodation and Food Services 100% 6 | | Don't have plan | 8% | 4% | 8% | 79% | 24 |
| Employees not working remotely 3% 3% 15% 80% 40 | | Don't know/Not applicable | | | 33% | 67% | 9 |
| COVID-19 Effect on Revenue Revenue increased 33% 67% 3 Revenue stayed the same Revenue decreased 5% 3% 10% 83% 40 Chang # of Employees Since Feb 2020 More employees 14% 14% 71% 7 Employees Since Feb 2020 Fewer employees 4% 4% 16% 76% 25 Confidence Operating in 12 Months Very confident 8% 4% 25% 63% 24 Operating in 12 Months Not very or not at all confident 100% 8 24 Industry Accommodation and Food Services 100% 8 8 4% 25% 63% 24 Industry Accommodation and Food Services 100% 8 8 100% 6 8 Industry Accommodation and Recreation 40% 60% 5 6 6 5 6 6 5 6 6 6 6 6 6 6 6 6 6 6 6 6 </td <td>Remote Work</td> <td>Employees working remotely</td> <td>10%</td> <td></td> <td>30%</td> <td>60%</td> <td>10</td> | Remote Work | Employees working remotely | 10% | | 30% | 60% | 10 |
| on Revenue Revenue stayed the same 67% 33% 6 Revene decreased 5% 3% 10% 83% 40 Change # of Employees 14% 14% 71% 7 Employees Feb 2020 Ame number of employees 4% 4% 16% 76% 25 Confidence Operating in 12 Months Very confident 8% 4% 25% 63% 24 Months Not very or not at all confident 100% 8 22 100% 25 Industry Accommodation and Food Services 100% 6 7 6 2 Admin. Support, WM, Remediation 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 1 2 1 1 2 1 2 1 1 2 1 2 2 1 2 2 2 2 2 2 2 2 2 | | Employees not working remotely | 3% | 3% | 15% | 80% | 40 |
| Revene decreased 5% 3% 10% 83% 40 Change # of Employees 14% 14% 71% 7 Employees Since Feb 2020 5me number of employees 4% 4% 16% 76% 25 Confidence Operating in 12 Months Very confident 8% 4% 25% 63% 24 Months Not very or not at all confident 18% 82% 17 Months Accommodation and Food Services 100% 8 Admin. Support, WM, Remediation 100% 100% 2 Arts, Entertainment, and Recreation 40% 60% 5 Construction 100% 1 1 Finance and Insurance 100% 1 Health Care and Social Assistance 33% 67% 3 Information 33% 67% 3 Manufacturing 25% 75% 4 Prof., Scientific and Tech. Services 33% 67% 3 Real Estate Rental and Leasing 17% 83% <td>COVID-19 Effect</td> <td>Revenue increased</td> <td></td> <td></td> <td>33%</td> <td>67%</td> <td>3</td> | COVID-19 Effect | Revenue increased | | | 33% | 67% | 3 |
| Change # of Employees Since Feb 2020 More employees 14% 71% 7 Employees Since Feb 2020 Fewer employees 4% 4% 16% 76% 25 Confidence Operating in 12 Months Very confident 8% 4% 25% 63% 24 Months Not very or not at all confident 18% 82% 17 Months Accommodation and Food Services 100% 8 Industry Accommodation and Food Services 100% 6 Admin. Support, WM, Remediation 100% 2 Arts, Entertainment, and Recreation 40% 60% 5 Construction 1 40% 60% 5 Construction 1 100% 1 Finance and Insurance 33% 67% 3 Information 33% 67% 3 Manufacturing 25% 75% 4 Prof., Scientific and Tech. Services 33% 67% 3 Real Estate Rental and Leasing 33% 67% | on Revenue | Revenue stayed the same | | | 67% | 33% | 6 |
| Employees Since Feb 2020 Same number of employees 4% 4% 16% 76% 25 Confidence Operating in 12 Months Very confident 8% 4% 25% 63% 24 Operating in 12 Months Somewhat confident 18% 82% 17 Industry Accommodation and Food Services 100% 8 Admin. Support, WM, Remediation 100% 6 Arts, Entertainment, and Recreation 40% 60% 5 Construction 1 100% 1 Finance and Insurance 100% 1 Health Care and Social Assistance 33% 67% 3 Information 33% 67% 3 Manufacturing 33% 67% 3 Real Estate Rental and Leasing 33% 67% 3 Real Estate Rental and Leasing 17% 83% 6 Wholesale Trade 50% 2 50% 2 Other industry 100% 1 | | Revene decreased | 5% | 3% | 10% | 83% | 40 |
| Feb 2020 Fewer employees 4% 4% 16% 76% 25 25 24 25 25 25 25 25 | Change # of | More employees | 14% | | 14% | 71% | 7 |
| Confidence | | Same number of employees | | | 22% | 78% | 18 |
| Operating in 12 Months Somewhat confident 18% 82% 17 months Industry Accommodation and Food Services 100% 6 months Admin. Support, WM, Remediation 100% 2 months Arts, Entertainment, and Recreation 40% 60% 5 months Construction 100% 1 months 1 mon | Feb 2020 | Fewer employees | 4% | 4% | 16% | 76% | 25 |
| Months Not very or not at all confident 100% 8 Industry Accommodation and Food Services 100% 6 Admin. Support, WM, Remediation 100% 2 Arts, Entertainment, and Recreation 40% 60% 5 Construction 100% 1 Finance and Insurance 100% 1 Health Care and Social Assistance 33% 67% 3 Information 33% 67% 3 Manufacturing 25% 75% 4 Prof., Scientific and Tech. Services 33% 67% 9 Real Estate Rental and Leasing 33% 67% 3 Retail Trade 50% 2 Wholesale Trade 50% 50% 2 Other industry 100% 1 | Confidence | Very confident | 8% | 4% | 25% | 63% | 24 |
| Not very or not at all confident 100% 8 | | Somewhat confident | | | 18% | 82% | 17 |
| Admin. Support, WM, Remediation 100% 2 Arts, Entertainment, and Recreation 40% 60% 5 Construction 100% 1 Finance and Insurance 100% 1 Health Care and Social Assistance 33% 67% 3 Information 33% 67% 3 Manufacturing 25% 75% 4 Prof., Scientific and Tech. Services 33% 67% 9 Real Estate Rental and Leasing 33% 67% 3 Retail Trade 17% 83% 6 Wholesale Trade 50% 50% 2 Other industry 100% 1 | Months | Not very or not at all confident | | | | 100% | 8 |
| Arts, Entertainment, and Recreation 40% 60% 5 Construction 100% 1 Finance and Insurance 100% 1 Health Care and Social Assistance 33% 67% 3 Information 33% 67% 3 Manufacturing 25% 75% 4 Prof., Scientific and Tech. Services 33% 67% 9 Real Estate Rental and Leasing 33% 67% 3 Retail Trade 17% 83% 6 Wholesale Trade 50% 50% 2 Other industry 100% 1 | Industry | Accommodation and Food Services | | | | 100% | 6 |
| Construction 100% 1 Finance and Insurance 100% 1 Health Care and Social Assistance 33% 67% 3 Information 33% 67% 3 Manufacturing 25% 75% 4 Prof., Scientific and Tech. Services 33% 67% 9 Real Estate Rental and Leasing 33% 67% 3 Retail Trade 17% 83% 6 Wholesale Trade 50% 50% 2 Other industry 100% 1 | | Admin. Support, WM, Remediation | | | | 100% | 2 |
| Finance and Insurance 100% 1 Health Care and Social Assistance 33% 67% 3 Information 33% 67% 3 Manufacturing 25% 75% 4 Prof., Scientific and Tech. Services 33% 67% 9 Real Estate Rental and Leasing 33% 67% 3 Retail Trade 17% 83% 6 Wholesale Trade 50% 50% 2 Other industry 100% 1 | | Arts, Entertainment, and Recreation | | | 40% | 60% | 5 |
| Health Care and Social Assistance 33% 67% 3 Information 33% 67% 3 Manufacturing 25% 75% 4 Prof., Scientific and Tech. Services 33% 67% 9 Real Estate Rental and Leasing 33% 67% 3 Retail Trade 17% 83% 6 Wholesale Trade 50% 50% 2 Other industry 100% 1 | | Construction | | | | 100% | 1 |
| Information 33% 67% 3 Manufacturing 25% 75% 4 Prof., Scientific and Tech. Services 33% 67% 9 Real Estate Rental and Leasing 33% 67% 3 Retail Trade 17% 83% 6 Wholesale Trade 50% 50% 2 Other industry 100% 1 | | Finance and Insurance | | | | 100% | 1 |
| Manufacturing 25% 75% 4 Prof., Scientific and Tech. Services 33% 67% 9 Real Estate Rental and Leasing 33% 67% 3 Retail Trade 17% 83% 6 Wholesale Trade 50% 50% 2 Other industry 100% 1 | | Health Care and Social Assistance | | | 33% | 67% | 3 |
| Prof., Scientific and Tech. Services 33% 67% 9 Real Estate Rental and Leasing 33% 67% 3 Retail Trade 17% 83% 6 Wholesale Trade 50% 50% 2 Other industry 100% 1 | | Information | | 33% | | 67% | 3 |
| Real Estate Rental and Leasing 33% 67% 3 Retail Trade 17% 83% 6 Wholesale Trade 50% 50% 2 Other industry 100% 1 | | Manufacturing | | | 25% | 75% | 4 |
| Retail Trade 17% 83% 6 Wholesale Trade 50% 50% 2 Other industry 100% 1 | | Prof., Scientific and Tech. Services | | | 33% | 67% | 9 |
| Wholesale Trade 50% 50% 2 Other industry 100% 1 | | Real Estate Rental and Leasing | | | 33% | 67% | 3 |
| Other industry 100% 1 | | Retail Trade | | | 17% | 83% | 6 |
| | | Wholesale Trade | 50% | | | 50% | 2 |
| Other services 25% 75% 4 | | Other industry | | | | 100% | 1 |
| | | Other services | 25% | | | 75% | 4 |

Q11e: What did your business do with regard to the following federal relief programs in 2020? IRS Social Security Tax Deferment

| | | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 27% | 73% | 51 |
| Current Number | 0-1 employees | | 100% | 8 |
| of Employees | 2-9 employees | 35% | 65% | 26 |
| | 10-25 employees | 29% | 71% | 14 |
| | More than 25 employees | 33% | 67% | 3 |
| Open Status | Remained open | 37% | 63% | 19 |
| | Reduced hours of operation | 22% | 78% | 27 |
| | Closed temporarily | 18% | 82% | 17 |
| Contingency or | Had plan before COVID | 50% | 50% | 8 |
| Resiliency Plan | Developed plan since COVID | 36% | 64% | 11 |
| | Don't have plan | 13% | 87% | 23 |
| | Don't know/Not applicable | 33% | 67% | 9 |
| Remote Work | Employees working remotely | 42% | 58% | 12 |
| | Employees not working remotely | 24% | 76% | 38 |
| COVID-19 Effect | Revenue increased | 100% | | 2 |
| on Revenue | Revenue stayed the same | 57% | 43% | 7 |
| | Revene decreased | 20% | 80% | 41 |
| Change # of | More employees | 17% | 83% | 6 |
| Employees Since | Same number of employees | 28% | 72% | 18 |
| Feb 2020 | Fewer employees | 30% | 70% | 27 |
| Confidence | Very confident | 32% | 68% | 22 |
| Operating in 12 | Somewhat confident | 41% | 59% | 17 |
| Months | Not very or not at all confident | | 100% | 10 |
| Industry | Accommodation and Food Services | | 100% | 5 |
| | Admin. Support, WM, Remediation | 50% | 50% | 2 |
| | Arts, Entertainment, and Recreation | 33% | 67% | 6 |
| | Construction | 100% | | 1 |
| | Educational Services | 100% | | 1 |
| | Finance and Insurance | | 100% | 1 |
| | Health Care and Social Assistance | 33% | 67% | 3 |
| | Information | | 100% | 3 |
| | Manufacturing | 25% | 75% | 4 |
| | Prof., Scientific and Tech. Services | 40% | 60% | 10 |
| | Real Estate Rental and Leasing | 33% | 67% | 3 |
| | Retail Trade | 17% | 83% | 6 |
| | Wholesale Trade | 50% | 50% | 2 |
| | Other industry | | 100% | 2 |
| | Other services | | 100% | 2 |

Q11f: What did your business do with regard to the following federal relief programs in 2020? IRS Net Operating Loss Refund

| | | Received | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|----------|--------------------|-----------------------------|----------|
| Overall | February 2021 | 2% | 17% | 81% | 48 |
| Current Number | 0-1 employees | 11% | | 89% | 9 |
| of Employees | 2-9 employees | | 14% | 86% | 22 |
| | 10-25 employees | | 31% | 69% | 13 |
| | More than 25 employees | | 25% | 75% | 4 |
| Open Status | Remained open | | 29% | 71% | 17 |
| | Reduced hours of operation | 4% | 8% | 88% | 26 |
| | Closed temporarily | | 13% | 87% | 15 |
| Contingency or | Had plan before COVID | 17% | 50% | 33% | 6 |
| Resiliency Plan | Developed plan since COVID | | 9% | 91% | 11 |
| | Don't have plan | | 5% | 95% | 22 |
| | Don't know/Not applicable | | 33% | 67% | 9 |
| Remote Work | Employees working remotely | | 30% | 70% | 10 |
| | Employees not working remotely | 3% | 14% | 84% | 37 |
| COVID-19 Effect | Revenue increased | | | 100% | 2 |
| on Revenue | Revenue stayed the same | | 67% | 33% | 6 |
| | Revene decreased | 3% | 10% | 87% | 39 |
| Change # of | More employees | | 14% | 86% | 7 |
| Employees Since | Same number of employees | | 17% | 83% | 18 |
| Feb 2020 | Fewer employees | 4% | 17% | 78% | 23 |
| Confidence | Very confident | | 24% | 76% | 21 |
| Operating in 12 | Somewhat confident | | 19% | 81% | 16 |
| Months | Not very or not at all confident | 10% | | 90% | 10 |
| Industry | Accommodation and Food Services | | | 100% | 6 |
| | Admin. Support, WM, Remediation | | | 100% | 2 |
| | Arts, Entertainment, and Recreation | | 33% | 67% | 6 |
| | Construction | | | 100% | 1 |
| | Finance and Insurance | | | 100% | 1 |
| | Health Care and Social Assistance | | 25% | 75% | 4 |
| | Information | | | 100% | 3 |
| | Manufacturing | | 33% | 67% | 3 |
| | Prof., Scientific and Tech. Services | | 38% | 63% | 8 |
| | Real Estate Rental and Leasing | 50% | 50% | | 2 |
| | Retail Trade | | | 100% | 6 |
| | Wholesale Trade | | | 100% | 1 |
| | Other industry | | | 100% | 1 |
| | Other services | | | 100% | 4 |

Q11g: What did your business do with regard to the following federal relief programs in 2020? Small Business Administration (SBA) loan deferment program

| | | Received | Applied for but did not receive | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|----------|---------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 40% | 4% | 31% | 25% | 52 |
| Current Number | 0-1 employees | 50% | | 25% | 25% | 8 |
| of Employees | 2-9 employees | 31% | 8% | 35% | 27% | 26 |
| | 10-25 employees | 54% | | 31% | 15% | 13 |
| | More than 25 employees | 40% | | 20% | 40% | 5 |
| Open Status | Remained open | 21% | | 57% | 21% | 14 |
| | Reduced hours of operation | 40% | 3% | 23% | 33% | 30 |
| | Closed temporarily | 60% | 10% | 15% | 15% | 20 |
| Contingency or | Had plan before COVID | 29% | | 43% | 29% | 7 |
| Resiliency Plan | Developed plan since COVID | 33% | 8% | 33% | 25% | 12 |
| | Don't have plan | 55% | | 27% | 18% | 22 |
| | Don't know/Not applicable | 27% | 9% | 27% | 36% | 11 |
| Remote Work | Employees working remotely | 18% | | 45% | 36% | 11 |
| | Employees not working remotely | 48% | 5% | 28% | 20% | 40 |
| COVID-19 Effect | Revenue increased | | | 50% | 50% | 2 |
| on Revenue | Revenue stayed the same | | | 80% | 20% | 5 |
| | Revene decreased | 48% | 2% | 25% | 25% | 44 |
| Change # of | More employees | 67% | | | 33% | 3 |
| Employees Since | Same number of employees | 19% | 10% | 43% | 29% | 21 |
| Feb 2020 | Fewer employees | 54% | | 25% | 21% | 28 |
| Confidence | Very confident | 32% | | 45% | 23% | 22 |
| Operating in 12 | Somewhat confident | 50% | | 28% | 22% | 18 |
| Months | Not very or not at all confident | 44% | 11% | 11% | 33% | 9 |
| Industry | Accommodation and Food Services | 67% | 17% | | 17% | 6 |
| | Admin. Support, WM, Remediation | 50% | | 50% | | 2 |
| | Arts, Entertainment, and Recreation | 63% | 13% | 13% | 13% | 8 |
| | Educational Services | 50% | | 50% | | 2 |
| | Finance and Insurance | 100% | | | | 1 |
| | Health Care and Social Assistance | 50% | | 25% | 25% | 4 |
| | Information | | | 50% | 50% | 2 |
| | Manufacturing | 67% | | 33% | | 3 |
| | Prof., Scientific and Tech. Services | 38% | | 63% | | 8 |
| | Real Estate Rental and Leasing | 25% | | 50% | 25% | 4 |
| | Retail Trade | | | 33% | 67% | 6 |
| | Wholesale Trade | | | 100% | | 1 |
| | Other industry | | | | 100% | 2 |
| | Other services | 50% | | | 50% | 2 |

Q11h: What did your business do with regard to the following federal relief programs in 2020? United States Department of Agriculture (USDA) loan deferment program

| | | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 23% | 77% | 26 |
| Current Number | 0-1 employees | | 100% | 3 |
| of Employees | 2-9 employees | 18% | 82% | 11 |
| | 10-25 employees | 33% | 67% | 9 |
| | More than 25 employees | 33% | 67% | 3 |
| Open Status | Remained open | 33% | 67% | 6 |
| | Reduced hours of operation | 18% | 82% | 17 |
| | Closed temporarily | 25% | 75% | 8 |
| Contingency or | Had plan before COVID | 50% | 50% | 4 |
| Resiliency Plan | Developed plan since COVID | 20% | 80% | 5 |
| | Don't have plan | 8% | 92% | 12 |
| | Don't know/Not applicable | 40% | 60% | 5 |
| Remote Work | Employees working remotely | 29% | 71% | 7 |
| | Employees not working remotely | 21% | 79% | 19 |
| COVID-19 Effect | Revenue increased | 33% | 67% | 3 |
| on Revenue | Revenue stayed the same | 67% | 33% | 3 |
| | Revene decreased | 16% | 84% | 19 |
| Change # of | More employees | | 100% | 3 |
| Employees Since | Same number of employees | 25% | 75% | 12 |
| Feb 2020 | Fewer employees | 27% | 73% | 11 |
| Confidence | Very confident | 25% | 75% | 12 |
| Operating in 12 | Somewhat confident | 25% | 75% | 12 |
| Months | Not very or not at all confident | | 100% | 2 |
| Industry | Accommodation and Food Services | | 100% | 5 |
| | Arts, Entertainment, and Recreation | 33% | 67% | 3 |
| | Construction | | 100% | 1 |
| | Health Care and Social Assistance | 33% | 67% | 3 |
| | Information | | 100% | 2 |
| | Prof., Scientific and Tech. Services | 60% | 40% | 5 |
| | Retail Trade | 33% | 67% | 3 |
| | Wholesale Trade | | 100% | 1 |
| | Other industry | | 100% | 1 |
| | Other services | | 100% | 1 |
| | | | | |

Q12a: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Unemployment for yourself

| | | Received | Applied for but did not receive | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|----------|---------------------------------|--------------------|-----------------------------|----------|
| Overall | February 2021 | 67% | 4% | 20% | 9% | 54 |
| Current Number | 0-1 employees | 90% | 10% | | | 20 |
| of Employees | 2-9 employees | 70% | | 25% | 5% | 20 |
| | 10-25 employees | 30% | | 30% | 40% | 10 |
| | More than 25 employees | 25% | | 75% | | 4 |
| Open Status | Remained open | 27% | 9% | 45% | 18% | 11 |
| | Reduced hours of operation | 74% | 3% | 15% | 9% | 34 |
| | Closed temporarily | 83% | | 9% | 9% | 23 |
| Contingency or | Had plan before COVID | 25% | | 75% | | 8 |
| Resiliency Plan | Developed plan since COVID | 69% | 6% | 19% | 6% | 16 |
| | Don't have plan | 75% | 5% | 10% | 10% | 20 |
| | Don't know/Not applicable | 80% | | | 20% | 10 |
| Remote Work | Employees working remotely | 22% | 11% | 56% | 11% | 9 |
| | Employees not working remotely | 75% | 2% | 14% | 9% | 44 |
| COVID-19 Effect | Revenue stayed the same | 17% | | 33% | 50% | 6 |
| on Revenue | Revene decreased | 73% | 4% | 19% | 4% | 48 |
| Change # of | More employees | | | 67% | 33% | 6 |
| Employees Since | Same number of employees | 78% | 4% | 13% | 4% | 23 |
| Feb 2020 | Fewer employees | 72% | 4% | 16% | 8% | 25 |
| Confidence | Very confident | 45% | 5% | 30% | 20% | 20 |
| Operating in 12 | Somewhat confident | 72% | | 22% | 6% | 18 |
| Months | Not very or not at all confident | 92% | 8% | | | 12 |
| Industry | Accommodation and Food Services | 100% | | | | 6 |
| | Admin. Support, WM, Remediation | | | 100% | | 1 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 63% | 13% | 13% | 13% | 8 |
| | Educational Services | 100% | | | | 2 |
| | Finance and Insurance | 100% | | | | 2 |
| | Health Care and Social Assistance | 57% | | 43% | | 7 |
| | Information | 50% | | | 50% | 2 |
| | Manufacturing | | | 100% | | 2 |
| | Prof., Scientific and Tech. Services | 60% | 10% | 20% | 10% | 10 |
| | Real Estate Rental and Leasing | 50% | | 50% | | 2 |
| | Retail Trade | 75% | | | 25% | 4 |
| | Wholesale Trade | 100% | | | | 1 |
| | Other industry | 67% | | 33% | | 3 |
| | Other services | 67% | | | 33% | 3 |

Q12b: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Unemployment for your employees

| | | Received | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|----------|--------------------|-----------------------------|----------|
| Overall | February 2021 | 67% | 24% | 9% | 45 |
| Current Number | 0-1 employees | 75% | | 25% | 4 |
| of Employees | 2-9 employees | 74% | 17% | 9% | 23 |
| | 10-25 employees | 57% | 36% | 7% | 14 |
| | More than 25 employees | 50% | 50% | | 4 |
| Open Status | Remained open | 30% | 50% | 20% | 10 |
| | Reduced hours of operation | 71% | 21% | 7% | 28 |
| | Closed temporarily | 81% | 14% | 5% | 21 |
| Contingency or | Had plan before COVID | 56% | 44% | | 9 |
| Resiliency Plan | Developed plan since COVID | 70% | 30% | | 10 |
| | Don't have plan | 69% | 6% | 25% | 16 |
| | Don't know/Not applicable | 70% | 30% | | 10 |
| Remote Work | Employees working remotely | 50% | 42% | 8% | 12 |
| | Employees not working remotely | 73% | 18% | 9% | 33 |
| COVID-19 Effect | Revenue stayed the same | 20% | 60% | 20% | 5 |
| on Revenue | Revene decreased | 73% | 20% | 8% | 40 |
| Change # of | More employees | 50% | 50% | | 4 |
| Employees Since | Same number of employees | 45% | 36% | 18% | 11 |
| Feb 2020 | Fewer employees | 77% | 17% | 7% | 30 |
| Confidence | Very confident | 60% | 30% | 10% | 20 |
| Operating in 12 | Somewhat confident | 63% | 31% | 6% | 16 |
| Months | Not very or not at all confident | 88% | | 13% | 8 |
| Industry | Accommodation and Food Services | 80% | | 20% | 5 |
| | Admin. Support, WM, Remediation | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 40% | 60% | | 5 |
| | Educational Services | 100% | | | 1 |
| | Finance and Insurance | 100% | | | 1 |
| | Health Care and Social Assistance | 100% | | | 9 |
| | Information | 50% | | 50% | 2 |
| | Manufacturing | 33% | 33% | 33% | 3 |
| | Prof., Scientific and Tech. Services | 40% | 60% | | 5 |
| | Real Estate Rental and Leasing | 50% | 50% | | 2 |
| | Retail Trade | 80% | 20% | | 5 |
| | Wholesale Trade | 50% | | 50% | 2 |
| | Other industry | | 100% | | 1 |
| | Other services | 100% | | | 3 |

Q12c: What did your business do with regard to the following state, municipal, or private relief programs in 2020? WorkShare

| | | Received | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------------------|--------------------------------------|----------|--------------------|-----------------------------|----------|
| Overall | February 2021 | 13% | 24% | 63% | 38 |
| Current Number of Employees | 0-1 employees | | | 100% | 6 |
| | 2-9 employees | 13% | 20% | 67% | 15 |
| | 10-25 employees | 15% | 23% | 62% | 13 |
| | More than 25 employees | 25% | 75% | | 4 |
| Open Status | Remained open | | 36% | 64% | 11 |
| | Reduced hours of operation | 17% | 17% | 65% | 23 |
| | Closed temporarily | 21% | 21% | 57% | 14 |
| Contingency or | Had plan before COVID | | 57% | 43% | 7 |
| Resiliency Plan | Developed plan since COVID | 22% | 22% | 56% | 9 |
| | Don't have plan | 12% | 12% | 76% | 17 |
| | Don't know/Not applicable | 20% | 20% | 60% | 5 |
| Remote Work | Employees working remotely | 22% | 44% | 33% | 9 |
| | Employees not working remotely | 11% | 18% | 71% | 28 |
| COVID-19 Effect | Revenue increased | | | 100% | 2 |
| on Revenue | Revenue stayed the same | | 67% | 33% | 3 |
| | Revene decreased | 16% | 22% | 63% | 32 |
| Change # of | More employees | 17% | 33% | 50% | 6 |
| Employees Since | Same number of employees | 17% | 8% | 75% | 12 |
| Feb 2020 | Fewer employees | 10% | 30% | 60% | 20 |
| Confidence | Very confident | 12% | 29% | 59% | 17 |
| Operating in 12 | Somewhat confident | 25% | 33% | 42% | 12 |
| Months | Not very or not at all confident | | | 100% | 7 |
| Industry | Accommodation and Food Services | | | 100% | 6 |
| | Admin. Support, WM, Remediation | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 20% | 40% | 40% | 5 |
| | Construction | | | 100% | 1 |
| | Health Care and Social Assistance | 40% | 40% | 20% | 5 |
| | Information | | | 100% | 2 |
| | Manufacturing | | 50% | 50% | 4 |
| | Prof., Scientific and Tech. Services | | 40% | 60% | 5 |
| | Retail Trade | | | 100% | 4 |
| | Wholesale Trade | 50% | | 50% | 2 |
| | Other industry | | 100% | | 1 |
| | Other services | | | 100% | 2 |

 $Q12d: What \ did \ your \ business \ do \ with \ regard \ to \ the \ following \ state, \ municipal, \ or \ private \ relief \ programs \ in \ 2020? \ Main \ Street \ Relief \ Fund$

| | | Received | Applied for but did not receive | Chose not to apply | Was not aware of program | N |
|--------------------------------|--------------------------------------|----------|---------------------------------|--------------------|-----------------------------|----|
| Overall | February 2021 | 51% | 20% | 20% | 10% | 61 |
| Current Number of Employees | 0-1 employees | 36% | 50% | | 14% | 14 |
| | 2-9 employees | 52% | 19% | 26% | 4% | 27 |
| | 10-25 employees | 67% | | 13% | 20% | 15 |
| | More than 25 employees | 40% | | 60% | | 5 |
| Open Status | Remained open | 32% | 16% | 42% | 11% | 19 |
| | Reduced hours of operation | 58% | 22% | 8% | 11% | 36 |
| | Closed temporarily | 65% | 20% | 5% | 10% | 20 |
| Contingency or | Had plan before COVID | 45% | | 55% | | 11 |
| Resiliency Plan | Developed plan since COVID | 65% | 24% | 12% | | 17 |
| | Don't have plan | 45% | 23% | 14% | 18% | 22 |
| | Don't know/Not applicable | 45% | 27% | 9% | 18% | 11 |
| Remote Work | Employees working remotely | 45% | | 45% | 9% | 11 |
| | Employees not working remotely | 53% | 22% | 14% | 10% | 49 |
| COVID-19 Effect | Revenue increased | | | 100% | | 2 |
| on Revenue | Revenue stayed the same | 17% | | 67% | 17% | 6 |
| | Revene decreased | 58% | 21% | 12% | 10% | 52 |
| Change # of | More employees | 67% | | 33% | | 6 |
| Employees Since | Same number of employees | 42% | 33% | 17% | 8% | 24 |
| Feb 2020 | Fewer employees | 55% | 13% | 19% | 13% | 31 |
| Confidence | Very confident | 52% | 12% | 28% | 8% | 25 |
| Operating in 12 | Somewhat confident | 45% | 20% | 20% | 15% | 20 |
| Months | Not very or not at all confident | 50% | 33% | 8% | 8% | 12 |
| Industry | Accommodation and Food Services | 63% | 25% | | 13% | 8 |
| | Admin. Support, WM, Remediation | 100% | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 50% | 33% | | 17% | 6 |
| | Construction | | | 100% | | 1 |
| | Educational Services | | 100% | | | 1 |
| | Finance and Insurance | 100% | | | | 1 |
| | Health Care and Social Assistance | 67% | | 33% | | 3 |
| | Information | | 33% | 33% | 33% | 3 |
| | Manufacturing | 57% | 14% | 29% | | 7 |
| | Prof., Scientific and Tech. Services | 17% | 33% | 33% | 17% | 6 |
| | Real Estate Rental and Leasing | 25% | | 50% | 25% | 4 |
| | Retail Trade | 50% | 17% | 17% | 17% | 6 |
| | Wholesale Trade | 100% | | | | 2 |
| | Other industry | 60% | 20% | 20% | | 5 |
| | Other services | 60% | 20% | 20% | | 5 |

Q12e: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Healthcare Relief Fund

| | | Chose not to apply | Was not aware of program | <u>N</u> |
|--------------------------------|--------------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 21% | 79% | 34 |
| Current Number | 0-1 employees | | 100% | 6 |
| of Employees | 2-9 employees | 27% | 73% | 11 |
| | 10-25 employees | 8% | 92% | 12 |
| | More than 25 employees | 60% | 40% | 5 |
| Open Status | Remained open | 27% | 73% | 11 |
| | Reduced hours of operation | 14% | 86% | 21 |
| | Closed temporarily | 11% | 89% | 9 |
| Contingency or | Had plan before COVID | 57% | 43% | 7 |
| Resiliency Plan | Developed plan since COVID | 30% | 70% | 10 |
| | Don't have plan | 21% 79% | 100% | 13 |
| | Don't know/Not applicable | | 100% | 4 |
| Remote Work | Employees working remotely | 30% | 70% | 10 |
| | Employees not working remotely | 17% | 83% | 23 |
| COVID-19 Effect | Revenue increased | | 100% | 2 |
| on Revenue | Revenue stayed the same | 40% | 60% | 5 |
| | Revene decreased | 19% | 81% | 27 |
| Change # of Employees Since | More employees | 33% | 67% | 6 |
| | Same number of employees | 20% | 80% | 10 |
| Feb 2020 | Fewer employees | 17% | 83% | 18 |
| Confidence | Very confident | 22% | 78% | 18 |
| Operating in 12 | Somewhat confident | 33% | 67% | 9 |
| Months | Not very or not at all confident | | 100% | 6 |
| Industry | Accommodation and Food Services | | 100% | 4 |
| | Admin. Support, WM, Remediation | 100% | | 1 |
| | Arts, Entertainment, and Recreation | | 100% | 4 |
| | Construction | | 100% | 1 |
| | Health Care and Social Assistance | 20% | 80% | 5 |
| | Information | | 100% | 3 |
| | Manufacturing | 67% | 33% | 3 |
| | Prof., Scientific and Tech. Services | 40% | 60% | 5 |
| | Retail Trade | | 100% | 4 |
| | Wholesale Trade | | 100% | 1 |
| | Other industry | 100% | | 1 |
| | Other services | | 100% | 2 |

Q12f: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Child Care Fund

| | | Received | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------------------|--------------------------------------|----------|--------------------|-----------------------------|----------|
| Overall | February 2021 | 14% | 24% | 62% | 29 |
| Current Number of Employees | 0-1 employees | | | 100% | 5 |
| | 2-9 employees | | 50% | 50% | 6 |
| | 10-25 employees | 25% | 8% | 67% | 12 |
| | More than 25 employees | 17% | 50% | 33% | 6 |
| Open Status | Remained open | | 38% | 63% | 8 |
| | Reduced hours of operation | 12% | 18% | 71% | 17 |
| | Closed temporarily | 38% | 13% | 50% | 8 |
| Contingency or | Had plan before COVID | 29% | 57% | 14% | 7 |
| Resiliency Plan | Developed plan since COVID | | 33% | 67% | 9 |
| | Don't have plan | 13% | | 88% | 8 |
| | Don't know/Not applicable | 20% | | 80% | 5 |
| Remote Work | Employees working remotely | | 38% | 63% | 8 |
| | Employees not working remotely | 20% | 20% | 60% | 20 |
| COVID-19 Effect | Revenue stayed the same | | 50% | 50% | 4 |
| on Revenue | Revene decreased | 16% | 20% | 64% | 25 |
| Change # of | More employees | | 33% | 67% | 6 |
| Employees Since | Same number of employees | | 22% | 78% | 9 |
| Feb 2020 | Fewer employees | 29% | 21% | 50% | 14 |
| Confidence | Very confident | | 25% | 75% | 16 |
| Operating in 12 | Somewhat confident | 44% | 33% | 22% | 9 |
| Months | Not very or not at all confident | | | 100% | 4 |
| Industry | Accommodation and Food Services | | | 100% | 3 |
| | Admin. Support, WM, Remediation | | 50% | 50% | 2 |
| | Arts, Entertainment, and Recreation | | | 100% | 3 |
| | Educational Services | 50% | | 50% | 2 |
| | Health Care and Social Assistance | 50% | 17% | 33% | 6 |
| | Information | | | 100% | 2 |
| | Manufacturing | | 100% | | 2 |
| | Prof., Scientific and Tech. Services | | 67% | 33% | 3 |
| | Retail Trade | | | 100% | 2 |
| | Wholesale Trade | | | 100% | 1 |
| | Other industry | | 100% | | 1 |
| | Other services | | | 100% | 2 |

Q12g: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Farm and Food Relief Fund

| | | Chose not to apply | Was not aware of program | <u>N</u> |
|--|---------------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 25% | 75% | 20 |
| Current Number | 0-1 employees | | 100% | 4 |
| of Employees | 2-9 employees | 43% | 57% | 7 |
| | 10-25 employees | 13% | 88% | 8 |
| | More than 25 employees | 100% | | 1 |
| Open Status | Remained open | 40% | 60% | 5 |
| | Reduced hours of operation | 14% | 86% | 14 |
| | Closed temporarily | 17% | 83% | 6 |
| Contingency or | Had plan before COVID | 50% | 50% | 4 |
| Resiliency Plan | Developed plan since COVID | 50% | 50% | 6 |
| | Don't have plan | | 100% | 8 |
| | Don't know/Not applicable | | 100% | 2 |
| Remote Work | Employees working remotely | 43% | 57% | 7 |
| | Employees not working remotely | 17% | 83% | 12 |
| COVID-19 Effect | Revenue increased | | 100% | 2 |
| on Revenue | Revenue stayed the same | 33% | 67% | 3 |
| | Revene decreased | 27% | 73% | 15 |
| Change # of Employees Since Feb 2020 | More employees | 33% | 67% | 3 |
| | Same number of employees | 25% | 75% | 8 |
| | Fewer employees | 22% | 78% | 9 |
| Confidence | Very confident | 25% | 75% | 8 |
| Operating in 12 | Somewhat confident | 38% | 63% | 8 |
| Months | Not very or not at all confident | | 100% | 4 |
| Industry | Accommodation and Food Services | | 100% | 4 |
| | Admin. Support, WM, Remediation | 100% | | 1 |
| | Arts, Entertainment, and Recreation | | 100% | 2 |
| | Construction | | 100% | 1 |
| | Health Care and Social Assistance | 50% | 50% | 2 |
| | Information | | 100% | 2 |
| | Prof., Scientific and Tech. Services | 100% | | 2 |
| | Retail Trade | | 100% | 4 |
| | Wholesale Trade | | 100% | 1 |
| | Other industry | 100% | | 1 |
| | · · · · · · · · · · · · · · · · · · · | | | |

Q12h: What did your business do with regard to the following state, municipal, or private relief programs in 2020? NH Business Finance Authority Safe Harbor Forgivable Loan program

| | | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 21% | 79% | 47 |
| Current Number | 0-1 employees | 10% | 90% | 10 |
| of Employees | 2-9 employees | 26% | 74% | 19 |
| | 10-25 employees | 8% | 92% | 13 |
| | More than 25 employees | 60% | 40% | 5 |
| Open Status | Remained open | 29% | 71% | 14 |
| | Reduced hours of operation | 17% | 83% | 29 |
| | Closed temporarily | 15% | 85% | 13 |
| Contingency or | Had plan before COVID | 50% | 50% | 10 |
| Resiliency Plan | Developed plan since COVID | 40% | 60% | 10 |
| | Don't have plan | 5% | 95% | 20 |
| | Don't know/Not applicable | | 100% | 7 |
| Remote Work | Employees working remotely | 33% | 67% | 12 |
| | Employees not working remotely | 18% | 82% | 34 |
| COVID-19 Effect | Revenue increased | | 100% | 2 |
| on Revenue | Revenue stayed the same | 40% | 60% | 5 |
| | Revene decreased | 21% | 79% | 39 |
| Change # of | More employees | 33% | 67% | 6 |
| Employees Since | Same number of employees | 22% | 78% | 18 |
| Feb 2020 | Fewer employees | 17% | 83% | 23 |
| Confidence | Very confident | 17% | 83% | 23 |
| Operating in 12 | Somewhat confident | 46% | 54% | 13 |
| Months | Not very or not at all confident | | 100% | 9 |
| Industry | Accommodation and Food Services | | 100% | 7 |
| | Admin. Support, WM, Remediation | 50% | 50% | 2 |
| | Arts, Entertainment, and Recreation | | 100% | 4 |
| | Construction | | 100% | 1 |
| | Educational Services | 100% | | 2 |
| | Finance and Insurance | | 100% | 1 |
| | Health Care and Social Assistance | 25% | 75% | 4 |
| | Information | | 100% | 2 |
| | Manufacturing | 50% | 50% | 4 |
| | Prof., Scientific and Tech. Services | 33% | 67% | 6 |
| | Real Estate Rental and Leasing | 25% | 75% | 4 |
| | Retail Trade | | 100% | 4 |
| | Wholesale Trade | | 100% | 2 |
| | Other industry | 100% | | 1 |
| | Other services | | 100% | 3 |

Q12i: What did your business do with regard to the following state, municipal, or private relief programs in 2020? NH Regional Economic Development Corporation loans

| | | Received | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|----------|--------------------|-----------------------------|----------|
| Overall | February 2021 | 4% | 32% | 64% | 47 |
| Current Number | 0-1 employees | | 25% | 75% | 8 |
| of Employees | 2-9 employees | 5% | 32% | 63% | 19 |
| | 10-25 employees | 7% | 27% | 67% | 15 |
| | More than 25 employees | | 60% | 40% | 5 |
| Open Status | Remained open | 6% | 38% | 56% | 16 |
| | Reduced hours of operation | | 27% | 73% | 26 |
| | Closed temporarily | 7% | 29% | 64% | 14 |
| Contingency or | Had plan before COVID | 11% | 67% | 22% | 9 |
| Resiliency Plan | Developed plan since COVID | | 56% | 44% | 9 |
| | Don't have plan | 4% | 13% | 83% | 23 |
| | Don't know/Not applicable | | 17% | 83% | 6 |
| Remote Work | Employees working remotely | | 36% | 64% | 11 |
| | Employees not working remotely | 6% | 31% | 63% | 35 |
| COVID-19 Effect | Revenue increased | | | 100% | 2 |
| on Revenue | Revenue stayed the same | | 75% | 25% | 4 |
| | Revene decreased | 5% | 30% | 65% | 40 |
| Change # of | More employees | | 50% | 50% | 6 |
| Employees Since | Same number of employees | | 32% | 68% | 19 |
| Feb 2020 | Fewer employees | 9% | 27% | 64% | 22 |
| Confidence | Very confident | 4% | 35% | 61% | 23 |
| Operating in 12 | Somewhat confident | 6% | 38% | 56% | 16 |
| Months | Not very or not at all confident | | | 100% | 6 |
| Industry | Accommodation and Food Services | | 14% | 86% | 7 |
| | Admin. Support, WM, Remediation | | 50% | 50% | 2 |
| | Arts, Entertainment, and Recreation | | 33% | 67% | 3 |
| | Construction | | | 100% | 1 |
| | Health Care and Social Assistance | 17% | 50% | 33% | 6 |
| | Information | 33% | 33% | 33% | 3 |
| | Manufacturing | | 40% | 60% | 5 |
| | Prof., Scientific and Tech. Services | | 29% | 71% | 7 |
| | Real Estate Rental and Leasing | | 67% | 33% | 3 |
| | Retail Trade | | 20% | 80% | 5 |
| | Wholesale Trade | | | 100% | 2 |
| | Other industry | | 100% | | 1 |
| | Other services | | | 100% | 2 |

Q12j: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Municipal relief programs

| | | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 26% | 74% | 31 |
| Current Number | 0-1 employees | 14% | 86% | 7 |
| of Employees | 2-9 employees | 30% | 70% | 10 |
| | 10-25 employees | 10% | 90% | 10 |
| | More than 25 employees | 75% | 25% | 4 |
| Open Status | Remained open | 31% | 69% | 13 |
| | Reduced hours of operation | 20% | 80% | 15 |
| | Closed temporarily | 14% | 86% | 7 |
| Contingency or | Had plan before COVID | 71% | 29% | 7 |
| Resiliency Plan | Developed plan since COVID | 60% | 40% | 5 |
| | Don't have plan | | 100% | 16 |
| | Don't know/Not applicable | | 100% | 3 |
| Remote Work | Employees working remotely | 57% | 43% | 7 |
| | Employees not working remotely | 13% | 87% | 23 |
| COVID-19 Effect | Revenue increased | | 100% | 1 |
| on Revenue | Revenue stayed the same | 50% | 50% | 4 |
| | Revene decreased | 23% | 77% | 26 |
| Change # of | More employees | 40% | 60% | 5 |
| Employees Since | Same number of employees | 27% | 73% | 11 |
| Feb 2020 | Fewer employees | 20% | 80% | 15 |
| Confidence | Very confident | 24% | 76% | 17 |
| Operating in 12 | Somewhat confident | 43% | 57% | 7 |
| Months | Not very or not at all confident | 17% | 83% | 6 |
| Industry | Accommodation and Food Services | | 100% | 4 |
| | Admin. Support, WM, Remediation | | 100% | 1 |
| | Arts, Entertainment, and Recreation | | 100% | 1 |
| | Construction | | 100% | 1 |
| | Educational Services | | 100% | 1 |
| | Finance and Insurance | | 100% | 1 |
| | Health Care and Social Assistance | 50% | 50% | 2 |
| | Information | | 100% | 2 |
| | Manufacturing | 40% | 60% | 5 |
| | Prof., Scientific and Tech. Services | 33% | 67% | 6 |
| | Real Estate Rental and Leasing | 100% | | 1 |
| | Retail Trade | 33% | 67% | 3 |
| | Wholesale Trade | | 100% | 1 |
| | Other industry | 100% | | 1 |
| | Other services | | 100% | 1 |

Q12k: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Private grants

| | | Received | Applied for but did not receive | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|----------|---------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 8% | 2% | 24% | 67% | 51 |
| Current Number | 0-1 employees | 15% | | 8% | 77% | 13 |
| of Employees | 2-9 employees | | 6% | 24% | 71% | 17 |
| | 10-25 employees | | | 27% | 73% | 15 |
| | More than 25 employees | 33% | | 50% | 17% | 6 |
| Open Status | Remained open | | | 31% | 69% | 16 |
| | Reduced hours of operation | 7% | 3% | 20% | 70% | 30 |
| | Closed temporarily | 11% | 6% | 17% | 67% | 18 |
| Contingency or | Had plan before COVID | | | 75% | 25% | 8 |
| Resiliency Plan | Developed plan since COVID | 21% | | 36% | 43% | 14 |
| | Don't have plan | | 5% | 5% | 90% | 21 |
| | Don't know/Not applicable | 13% | | | 88% | 8 |
| Remote Work | Employees working remotely | 17% | | 33% | 50% | 12 |
| | Employees not working remotely | 5% | 3% | 18% | 74% | 38 |
| COVID-19 Effect | Revenue increased | | | | 100% | 2 |
| on Revenue | Revenue stayed the same | | | 60% | 40% | 5 |
| | Revene decreased | 9% | 2% | 21% | 67% | 43 |
| Change # of | More employees | 13% | | 50% | 38% | 8 |
| Employees Since | Same number of employees | 16% | | 26% | 58% | 19 |
| Feb 2020 | Fewer employees | | 4% | 13% | 83% | 24 |
| Confidence | Very confident | 13% | 4% | 25% | 58% | 24 |
| Operating in 12 | Somewhat confident | | | 33% | 67% | 15 |
| Months | Not very or not at all confident | | | 11% | 89% | 9 |
| Industry | Accommodation and Food Services | | | | 100% | 7 |
| | Admin. Support, WM, Remediation | | | 50% | 50% | 2 |
| | Arts, Entertainment, and Recreation | 29% | | 14% | 57% | 7 |
| | Construction | | | | 100% | 1 |
| | Educational Services | | | | 100% | 2 |
| | Finance and Insurance | | | | 100% | 1 |
| | Health Care and Social Assistance | 20% | | 40% | 40% | 5 |
| | Information | 50% | | | 50% | 2 |
| | Manufacturing | | | 40% | 60% | 5 |
| | Prof., Scientific and Tech. Services | | | 29% | 71% | 7 |
| | Real Estate Rental and Leasing | | | 50% | 50% | 2 |
| | Retail Trade | | 17% | 33% | 50% | 6 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | | | 100% | | 1 |
| | Other services | | | | 100% | 2 |

Q12I: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Main Street Relief Fund 2.0

| | | Received | Applied for but did not receive | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------------------|--------------------------------------|----------|---------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 37% | 30% | 18% | 16% | 57 |
| Current Number | 0-1 employees | 25% | 50% | | 25% | 12 |
| of Employees | 2-9 employees | 38% | 27% | 23% | 12% | 26 |
| | 10-25 employees | 40% | 27% | 20% | 13% | 15 |
| | More than 25 employees | 50% | | 25% | 25% | 4 |
| Open Status | Remained open | 40% | 10% | 30% | 20% | 20 |
| | Reduced hours of operation | 34% | 41% | 9% | 16% | 32 |
| | Closed temporarily | 37% | 42% | 11% | 11% | 19 |
| Contingency or | Had plan before COVID | 40% | 10% | 50% | | 10 |
| Resiliency Plan | Developed plan since COVID | 25% | 67% | 8% | | 12 |
| | Don't have plan | 35% | 26% | 4% | 35% | 23 |
| | Don't know/Not applicable | 50% | 17% | 25% | 8% | 12 |
| Remote Work | Employees working remotely | 9% | 18% | 45% | 27% | 11 |
| | Employees not working remotely | 44% | 31% | 11% | 13% | 45 |
| COVID-19 Effect | Revenue increased | | | 50% | 50% | 2 |
| on Revenue | Revenue stayed the same | | 17% | 67% | 17% | 6 |
| | Revene decreased | 44% | 31% | 10% | 15% | 48 |
| Change # of | More employees | 50% | 17% | 17% | 17% | 6 |
| Employees Since Feb 2020 | Same number of employees | 10% | 40% | 20% | 30% | 20 |
| | Fewer employees | 52% | 26% | 16% | 6% | 31 |
| Confidence | Very confident | 38% | 25% | 21% | 17% | 24 |
| Operating in 12 | Somewhat confident | 33% | 33% | 17% | 17% | 18 |
| Months | Not very or not at all confident | 33% | 33% | 17% | 17% | 12 |
| Industry | Accommodation and Food Services | 25% | 63% | | 13% | 8 |
| | Admin. Support, WM, Remediation | 50% | | | 50% | 2 |
| | Arts, Entertainment, and Recreation | 50% | 33% | 17% | | 6 |
| | Construction | | | | 100% | 1 |
| | Educational Services | | 100% | | | 1 |
| | Finance and Insurance | | | | 100% | 1 |
| | Health Care and Social Assistance | 50% | | 50% | | 2 |
| | Information | 33% | 33% | | 33% | 3 |
| | Manufacturing | 60% | 20% | 20% | | 5 |
| | Prof., Scientific and Tech. Services | 33% | 22% | 22% | 22% | 9 |
| | Real Estate Rental and Leasing | | | 67% | 33% | 3 |
| | Retail Trade | 33% | 33% | 33% | | 6 |
| | Wholesale Trade | | | | 100% | 1 |
| | Other industry | 80% | 20% | | | 5 |
| | Other services | 25% | 50% | 25% | | 4 |

Q12m: What did your business do with regard to the following state, municipal, or private relief programs in 2020? NH Agriculture Relief

| | | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 26% | 74% | 23 |
| Current Number | 0-1 employees | | 100% | 4 |
| of Employees | 2-9 employees | 38% | 63% | 8 |
| | 10-25 employees | 11% | 89% | 9 |
| | More than 25 employees | 100% | | 2 |
| Open Status | Remained open | 50% | 50% | 6 |
| | Reduced hours of operation | 13% | 88% | 16 |
| | Closed temporarily | 14% | 86% | 7 |
| Contingency or | Had plan before COVID | 60% | 40% | 5 |
| Resiliency Plan | Developed plan since COVID | 43% | 57% | 7 |
| | Don't have plan | | 100% | 8 |
| | Don't know/Not applicable | | 100% | 3 |
| Remote Work | Employees working remotely | 43% | 57% | 7 |
| | Employees not working remotely | 20% | 80% | 15 |
| OVID-19 Effect | Revenue increased | | 100% | 1 |
| on Revenue | Revenue stayed the same | 50% | 50% | 4 |
| | Revene decreased | 22% | 78% | 18 |
| Change # of | More employees | 50% | 50% | 4 |
| Employees Since | Same number of employees | 29% | 71% | 7 |
| eb 2020 | Fewer employees | 17% | 83% | 12 |
| Confidence | Very confident | 25% | 75% | 12 |
| Operating in 12 | Somewhat confident | 43% | 57% | 7 |
| Vionths | Not very or not at all confident | | 100% | 4 |
| ndustry | Accommodation and Food Services | | 100% | 5 |
| | Admin. Support, WM, Remediation | 100% | | 1 |
| | Arts, Entertainment, and Recreation | | 100% | 4 |
| | Health Care and Social Assistance | 50% | 50% | 2 |
| | Information | | 100% | 2 |
| | Manufacturing | 100% | | 1 |
| | Prof., Scientific and Tech. Services | 100% | | 2 |
| | Retail Trade | | 100% | 4 |
| | Wholesale Trade | | 100% | 1 |
| | Other industry | 100% | | 1 |

Q12n: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Live Venue Relief Fund

| | | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|--------------------|--------------------------|----------|
| Overall | February 2021 | 29% | 71% | 28 |
| Current Number | 0-1 employees | | 100% | 6 |
| of Employees | 2-9 employees | 43% | 57% | 7 |
| | 10-25 employees | 18% | 82% | 11 |
| | More than 25 employees | 75% | 25% | 4 |
| Open Status | Remained open | 57% | 43% | 7 |
| | Reduced hours of operation | 18% | 82% | 17 |
| | Closed temporarily | 11% | 89% | 9 |
| Contingency or | Had plan before COVID | 80% | 20% | 5 |
| Resiliency Plan | Developed plan since COVID | 33% | 67% | 9 |
| | Don't have plan | | 100% | 9 |
| | Don't know/Not applicable | 20% | 80% | 5 |
| Remote Work | Employees working remotely | 50% | 50% | 8 |
| | Employees not working remotely | 21% | 79% | 19 |
| COVID-19 Effect | Revenue stayed the same | 67% | 33% | 3 |
| on Revenue | Revene decreased | 25% | 75% | 24 |
| Change # of | More employees | 50% | 50% | 4 |
| Employees Since | Same number of employees | 17% | 83% | 12 |
| Feb 2020 | Fewer employees | 33% | 67% | 12 |
| Confidence | Very confident | 36% | 64% | 14 |
| Operating in 12 | Somewhat confident | 38% | 63% | 8 |
| Months | Not very or not at all confident | | 100% | 5 |
| Industry | Accommodation and Food Services | | 100% | 5 |
| | Admin. Support, WM, Remediation | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 25% | 75% | 4 |
| | Health Care and Social Assistance | 25% | 75% | 4 |
| | Information | | 100% | 2 |
| | Manufacturing | 67% | 33% | 3 |
| | Prof., Scientific and Tech. Services | 67% | 33% | 3 |
| | Retail Trade | | 100% | 3 |
| | Wholesale Trade | | 100% | 1 |
| | Other industry | 100% | | 1 |
| | Other services | | 100% | 1 |

Q12o: What did your business do with regard to the following state, municipal, or private relief programs in 2020? Other

| | | Received | Chose not to apply | Was not aware of program | <u>N</u> |
|-----------------|--------------------------------------|----------|--------------------|-----------------------------|----------|
| Overall | February 2021 | 44% | 22% | 33% | 18 |
| Current Number | 0-1 employees | 100% | | | 4 |
| of Employees | 2-9 employees | 33% | 33% | 33% | 6 |
| | 10-25 employees | 33% | | 67% | 6 |
| | More than 25 employees | | 100% | | 2 |
| Open Status | Remained open | 63% | 13% | 25% | 8 |
| | Reduced hours of operation | 25% | 38% | 38% | 8 |
| | Closed temporarily | 50% | | 50% | 2 |
| Contingency or | Had plan before COVID | 25% | 75% | | 4 |
| Resiliency Plan | Developed plan since COVID | 80% | | 20% | 5 |
| | Don't have plan | 25% | 13% | 63% | 8 |
| | Don't know/Not applicable | 100% | | | 1 |
| Remote Work | Employees working remotely | 50% | 25% | 25% | 4 |
| | Employees not working remotely | 43% | 21% | 36% | 14 |
| COVID-19 Effect | Revenue stayed the same | | 50% | 50% | 2 |
| on Revenue | Revene decreased | 50% | 19% | 31% | 16 |
| Change # of | More employees | | 50% | 50% | 2 |
| Employees Since | Same number of employees | 57% | | 43% | 7 |
| Feb 2020 | Fewer employees | 44% | 33% | 22% | 9 |
| Confidence | Very confident | 36% | 27% | 36% | 11 |
| Operating in 12 | Somewhat confident | 50% | 17% | 33% | 6 |
| Industry | Accommodation and Food Services | 33% | | 67% | 3 |
| | Arts, Entertainment, and Recreation | 75% | 25% | | 4 |
| | Health Care and Social Assistance | 100% | | | 1 |
| | Information | | | 100% | 1 |
| | Manufacturing | | 67% | 33% | 3 |
| | Prof., Scientific and Tech. Services | 67% | 33% | | 3 |
| | Wholesale Trade | 100% | | | 1 |
| | Other services | | | 100% | 1 |

Q13: Do you plan to apply for relief if it is available in 2021?

| | | Yes | <u>No</u> | Don't know/Not sure | <u>N</u> |
|-----------------------------|--------------------------------------|------|-----------|---------------------|----------|
| Overall | February 2021 | 63% | 18% | 19% | 129 |
| Current Number | 0-1 employees | 59% | 20% | 22% | 41 |
| of Employees | 2-9 employees | 60% | 18% | 22% | 50 |
| | 10-25 employees | 76% | 12% | 12% | 25 |
| | More than 25 employees | 62% | 23% | 15% | 13 |
| Open Status | Remained open | 49% | 31% | 20% | 45 |
| | Reduced hours of operation | 75% | 8% | 17% | 64 |
| | Closed temporarily | 67% | 12% | 21% | 42 |
| Contingency or | Had plan before COVID | 50% | 30% | 20% | 20 |
| Resiliency Plan | Developed plan since COVID | 80% | 8% | 12% | 25 |
| | Don't have plan | 64% | 20% | 16% | 55 |
| | Don't know/Not applicable | 55% | 14% | 31% | 29 |
| Remote Work | Employees working remotely | 60% | 8% | 32% | 25 |
| | Employees not working remotely | 64% | 21% | 16% | 102 |
| COVID-19 Effect | Revenue increased | 13% | 88% | | 8 |
| on Revenue | Revenue stayed the same | 14% | 50% | 36% | 14 |
| | Revene decreased | 74% | 9% | 17% | 104 |
| Change # of | More employees | 41% | 24% | 35% | 17 |
| Employees Since Feb 2020 | Same number of employees | 52% | 25% | 23% | 56 |
| | Fewer employees | 80% | 9% | 11% | 56 |
| Confidence | Very confident | 50% | 28% | 22% | 64 |
| Operating in 12 | Somewhat confident | 70% | 13% | 18% | 40 |
| Months | Not very or not at all confident | 89% | | 11% | 19 |
| Industry | Accommodation and Food Services | 82% | | 18% | 11 |
| | Admin. Support, WM, Remediation | 100% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 75% | 13% | 13% | 16 |
| | Construction | | 100% | | 2 |
| | Educational Services | 100% | | | 4 |
| | Finance and Insurance | 67% | 33% | | 3 |
| | Health Care and Social Assistance | 83% | 8% | 8% | 12 |
| | Information | 67% | | 33% | 3 |
| | Manufacturing | 58% | 25% | 17% | 12 |
| | Prof., Scientific and Tech. Services | 52% | 26% | 22% | 23 |
| | Real Estate Rental and Leasing | 33% | 33% | 33% | 6 |
| | Retail Trade | 50% | 20% | 30% | 10 |
| | Wholesale Trade | 75% | 25% | | 4 |
| | Other industry | 67% | 8% | 25% | 12 |
| | Other services | 14% | 29% | 57% | 7 |

Q14: About how many accounts receivable would you say have been slower due to COVID-19?

| | | Nearly all | <u>Most</u> | Only some | <u>None</u> | <u>Don't</u> <u>know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|------------|-------------|-----------|-------------|--|----------|
| Overall | June 2020 | 17% | 16% | 28% | 22% | 17% | 138 |
| | February 2021 | 10% | 9% | 22% | 38% | 22% | 129 |
| Current Number | 0-1 employees | 17% | 12% | 10% | 37% | 24% | 41 |
| of Employees | 2-9 employees | 8% | 8% | 24% | 40% | 20% | 50 |
| | 10-25 employees | 4% | 8% | 24% | 44% | 20% | 25 |
| | More than 25 employees | 8% | | 46% | 23% | 23% | 13 |
| Open Status | Remained open | 7% | 11% | 36% | 42% | 4% | 45 |
| | Reduced hours of operation | 13% | 9% | 14% | 36% | 28% | 64 |
| | Closed temporarily | 7% | 2% | 17% | 33% | 40% | 42 |
| Contingency or | Had plan before COVID | 10% | | 30% | 50% | 10% | 20 |
| Resiliency Plan | Developed plan since COVID | 12% | 16% | 20% | 32% | 20% | 25 |
| | Don't have plan | 5% | 9% | 22% | 45% | 18% | 55 |
| | Don't know/Not applicable | 17% | 7% | 17% | 21% | 38% | 29 |
| Remote Work | Employees working remotely | 12% | 4% | 36% | 36% | 12% | 25 |
| | Employees not working remotely | 10% | 9% | 19% | 39% | 24% | 102 |
| COVID-19 Effect | Revenue increased | | | 13% | 88% | | 8 |
| on Revenue | Revenue stayed the same | | 7% | 21% | 64% | 7% | 14 |
| | Revene decreased | 13% | 10% | 21% | 32% | 25% | 104 |
| Change # of | More employees | 12% | | 35% | 35% | 18% | 17 |
| Employees Since | Same number of employees | 9% | 13% | 20% | 43% | 16% | 56 |
| Feb 2020 | Fewer employees | 11% | 7% | 20% | 34% | 29% | 56 |
| Confidence | Very confident | 6% | 3% | 23% | 45% | 22% | 64 |
| Operating in 12 | Somewhat confident | 8% | 13% | 25% | 33% | 23% | 40 |
| Months | Not very or not at all confident | 26% | 21% | 16% | 11% | 26% | 19 |
| Industry | Accommodation and Food Services | 9% | | | 27% | 64% | 11 |
| | Admin. Support, WM, Remediation | 100% | | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 13% | 6% | 13% | 25% | 44% | 16 |
| | Construction | | | | 100% | | 2 |
| | Educational Services | | | 25% | 50% | 25% | 4 |
| | Finance and Insurance | 33% | 33% | 33% | | | 3 |
| | Health Care and Social Assistance | | | 42% | 42% | 17% | 12 |
| | Information | 33% | | 33% | 33% | | 3 |
| | Manufacturing | | 8% | 42% | 33% | 17% | 12 |
| | Prof., Scientific and Tech. Services | 13% | 9% | 9% | 65% | 4% | 23 |
| | Real Estate Rental and Leasing | 17% | 17% | 33% | 33% | | 6 |
| | Retail Trade | | 10% | 10% | 40% | 40% | 10 |
| | Wholesale Trade | | 25% | 50% | 25% | | 4 |
| | Other industry | 17% | 8% | 33% | 17% | 25% | 12 |
| | Other services | | 14% | 29% | 43% | 14% | 7 |
| | | | | | | | |

Q16: Were your accounts receivable slower from February 15, 2020 to August 31, 2020 or from September 1, 2020 to the present?

| | | February 15, 2020 - August 31, 2020 | September 1, 2020 - Present | About the same | <u>N</u> |
|-----------------|--------------------------------------|--|--------------------------------|----------------|----------|
| Overall | February 2021 | 32% | 34% | 34% | 56 |
| Current Number | 0-1 employees | 38% | 31% | 31% | 16 |
| of Employees | 2-9 employees | 43% | 30% | 26% | 23 |
| | 10-25 employees | 11% | 33% | 56% | 9 |
| | More than 25 employees | 13% | 50% | 38% | 8 |
| Open Status | Remained open | 21% | 42% | 38% | 24 |
| | Reduced hours of operation | 48% | 22% | 30% | 27 |
| | Closed temporarily | 38% | 31% | 31% | 13 |
| Contingency or | Had plan before COVID | 22% | 22% | 56% | 9 |
| Resiliency Plan | Developed plan since COVID | 17% | 33% | 50% | 12 |
| | Don't have plan | 38% | 38% | 24% | 21 |
| | Don't know/Not applicable | 43% | 36% | 21% | 14 |
| Remote Work | Employees working remotely | 36% | 43% | 21% | 14 |
| | Employees not working remotely | 32% | 29% | 39% | 41 |
| COVID-19 Effect | Revenue increased | | 100% | | 1 |
| on Revenue | Revenue stayed the same | | 50% | 50% | 4 |
| | Revene decreased | 33% | 31% | 35% | 48 |
| Change # of | More employees | 25% | 38% | 38% | 8 |
| Employees Since | Same number of employees | 36% | 44% | 20% | 25 |
| Feb 2020 | Fewer employees | 30% | 22% | 48% | 23 |
| Confidence | Very confident | 22% | 52% | 26% | 23 |
| Operating in 12 | Somewhat confident | 33% | 17% | 50% | 18 |
| Months | Not very or not at all confident | 50% | 29% | 21% | 14 |
| Industry | Accommodation and Food Services | 50% | 50% | | 2 |
| | Admin. Support, WM, Remediation | 50% | 50% | | 2 |
| | Arts, Entertainment, and Recreation | 50% | 33% | 17% | 6 |
| | Educational Services | | | 100% | 1 |
| | Finance and Insurance | 33% | 33% | 33% | 3 |
| | Health Care and Social Assistance | 40% | 40% | 20% | 5 |
| | Information | 50% | | 50% | 2 |
| | Manufacturing | | 43% | 57% | 7 |
| | Prof., Scientific and Tech. Services | 43% | 29% | 29% | 7 |
| | Real Estate Rental and Leasing | 100% | | | 4 |
| | Retail Trade | 33% | 33% | 33% | 3 |
| | Wholesale Trade | 33% | 33% | 33% | 3 |
| | Other industry | | 43% | 57% | 7 |
| | Other services | | 33% | 67% | 3 |

Q17: About how many of your payments to vendors have been deferred or modified due to COVID-19?

| Current Number of Employees 2 Open Status F Contingency or Resiliency Plan | June 2020 February 2021 0-1 employees 2-9 employees 10-25 employees More than 25 employees Remained open Reduced hours of operation Closed temporarily Had plan before COVID Developed plan since COVID Don't have plan Don't know/Not applicable | 4% 3% 2% 2% 4% 8% 2% 2% 5% | 10% 5% 5% 4% 8% 4% 3% 5% | 18% 14% 12% 12% 20% 15% 7% 22% 12% 15% | 64% 75% 73% 80% 68% 77% 87% 70% 71% | 4% 3% 7% 2% 3% 7% | 138 129 41 50 25 13 45 64 |
|--|---|--|---|--|---|----------------------------------|--|
| Current Number of Employees 2 Open Status F Contingency or Resiliency Plan | 0-1 employees 2-9 employees 10-25 employees More than 25 employees Remained open Reduced hours of operation Closed temporarily Had plan before COVID Developed plan since COVID Don't have plan Don't know/Not applicable | 2% 2% 4% 8% 2% 2% 5% | 5% 4% 8% 4% 3% 5% | 12% 12% 20% 15% 7% 22% 12% | 73% 80% 68% 77% 87% 70% 71% | 7% 2% 3% | 41 50 25 13 45 64 |
| of Employees Open Status Contingency or Resiliency Plan | 2-9 employees 10-25 employees More than 25 employees Remained open Reduced hours of operation Closed temporarily Had plan before COVID Developed plan since COVID Don't have plan Don't know/Not applicable | 2% 4% 8% 2% 2% 5% | 4% 8% 4% 3% 5% | 12% 20% 15% 7% 22% 12% | 80% 68% 77% 87% 70% 71% | 3% | 50 25 13 45 64 |
| Open Status Contingency or Resiliency Plan | 10-25 employees More than 25 employees Remained open Reduced hours of operation Closed temporarily Had plan before COVID Developed plan since COVID Don't have plan Don't know/Not applicable | 4% 8% 2% 2% 5% | 4% 3% 5% | 20% 15% 7% 22% 12% | 68% 77% 87% 70% 71% | 3% | 25 13 45 64 |
| Open Status F Contingency or Resiliency Plan | More than 25 employees Remained open Reduced hours of operation Closed temporarily Had plan before COVID Developed plan since COVID Don't have plan Don't know/Not applicable | 8% 2% 2% 5% | 4% 3% 5% | 15% 7% 22% 12% | 77% 87% 70% 71% | | 13 45 64 |
| Open Status F C Contingency or Resiliency Plan | Remained open Reduced hours of operation Closed temporarily Had plan before COVID Developed plan since COVID Don't have plan Don't know/Not applicable | 2% 2% 5% | 3% 5% | 7% 22% 12% | 87% 70% 71% | | 45 64 |
| Contingency or Resiliency Plan | Reduced hours of operation Closed temporarily Had plan before COVID Developed plan since COVID Don't have plan Don't know/Not applicable | 2% 5% | 3% 5% | 22% 12% | 70% 71% | | 64 |
| Contingency or Resiliency Plan | Closed temporarily Had plan before COVID Developed plan since COVID Don't have plan Don't know/Not applicable | 5% | 5% | 12% | 71% | | |
| Contingency or Resiliency Plan | Had plan before COVID Developed plan since COVID Don't have plan Don't know/Not applicable | | | | | 7% | |
| Resiliency Plan | Developed plan since COVID Don't have plan Don't know/Not applicable | 5% | Q0/- | 15% | 0501 | , ,0 | 42 |
| , . | Don't have plan Don't know/Not applicable | 5% | 20/ | | 85% | | 20 |
| Г | Don't know/Not applicable | 5% | 070 | 20% | 68% | 4% | 25 |
| L | , | | | 16% | 75% | 4% | 55 |
| | | 3% | 14% | 3% | 76% | 3% | 29 |
| Remote Work | Employees working remotely | | 8% | 16% | 72% | 4% | 25 |
| | Employees not working remotely | 4% | 4% | 14% | 76% | 2% | 102 |
| | Revenue increased | | | | 100% | | 8 |
| on Revenue | Revenue stayed the same | | | 7% | 93% | | 14 |
| F | Revene decreased | 4% | 6% | 15% | 71% | 4% | 104 |
| Change # of | More employees | 6% | 6% | 12% | 76% | | 17 |
| Employees Since | Same number of employees | 4% | 4% | 7% | 82% | 4% | 56 |
| Feb 2020 | Fewer employees | 2% | 5% | 21% | 68% | 4% | 56 |
| | Very confident | 3% | | 11% | 81% | 5% | 64 |
| 0 | Somewhat confident | 5% | 8% | 8% | 78% | 3% | 40 |
| Months | Not very or not at all confident | | 16% | 37% | 47% | | 19 |
| Industry / | Accommodation and Food Services | 9% | 18% | 27% | 36% | 9% | 11 |
| A | Admin. Support, WM, Remediation | 50% | | | 50% | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | | 6% | 19% | 75% | | 16 |
| | Construction | | | | 100% | | 2 |
| E | Educational Services | | | 25% | 50% | 25% | 4 |
| | Finance and Insurance | | | 33% | 67% | | 3 |
| F | Health Care and Social Assistance | | | 17% | 83% | | 12 |
| | Information | | | 33% | 67% | | 3 |
| | Manufacturing | | 8% | 17% | 75% | | 12 |
| | Prof., Scientific and Tech. Services | 4% | | 4% | 91% | | 23 |
| | Real Estate Rental and Leasing | | | 17% | 83% | | 6 |
| | Retail Trade | | | 10% | 80% | 10% | 10 |
| | Wholesale Trade | | | 25% | 75% | _370 | 4 |
| | Other industry | | 17% | 2370 | 75% | 8% | 12 |
| | Other services | | 27.70 | 14% | 86% | 370 | 7 |

Q19: Have you deferred or modified payments more often from February 15, 2020 to August 31, 2020 or from September 1, 2020 to the present?

| | | February 15, 2020 - August 31, 2020 | September 1, 2020 - Present | About the same | <u>N</u> |
|-----------------------------------|--------------------------------------|--|--------------------------------|----------------|----------|
| Overall | February 2021 | 39% | 11% | 50% | 28 |
| Current Number | 0-1 employees | 25% | | 75% | 8 |
| of Employees | 2-9 employees | 56% | 11% | 33% | 9 |
| | 10-25 employees | 25% | 13% | 63% | 8 |
| | More than 25 employees | 67% | 33% | | 3 |
| Open Status | Remained open | 33% | | 67% | 6 |
| | Reduced hours of operation | 53% | 18% | 29% | 17 |
| | Closed temporarily | 33% | 11% | 56% | 9 |
| Contingency or Resiliency Plan | Had plan before COVID | 33% | 33% | 33% | 3 |
| | Developed plan since COVID | 57% | | 43% | 7 |
| | Don't have plan | 42% | 17% | 42% | 12 |
| | Don't know/Not applicable | 17% | | 83% | 6 |
| Remote Work | Employees working remotely | 67% | 17% | 17% | 6 |
| | Employees not working remotely | 32% | 9% | 59% | 22 |
| on Revenue | Revenue stayed the same | 100% | | | 1 |
| | Revene decreased | 35% | 12% | 54% | 26 |
| Change # of | More employees | 50% | 25% | 25% | 4 |
| Employees Since | Same number of employees | 50% | 13% | 38% | 8 |
| Feb 2020 | Fewer employees | 31% | 6% | 63% | 16 |
| Confidence | Very confident | 67% | 11% | 22% | 9 |
| Operating in 12 | Somewhat confident | 13% | 13% | 75% | 8 |
| Months | Not very or not at all confident | 40% | | 60% | 10 |
| Industry | Accommodation and Food Services | 33% | | 67% | 6 |
| | Admin. Support, WM, Remediation | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 75% | | 25% | 4 |
| | Educational Services | | | 100% | 1 |
| | Finance and Insurance | | | 100% | 1 |
| | Health Care and Social Assistance | 50% | 50% | | 2 |
| | Information | | | 100% | 1 |
| | Manufacturing | | 33% | 67% | 3 |
| | Prof., Scientific and Tech. Services | 50% | | 50% | 2 |
| | Real Estate Rental and Leasing | | | 100% | 1 |
| | Retail Trade | 100% | | | 1 |
| | Wholesale Trade | 100% | | | 1 |
| | Other industry | | | 100% | 2 |
| | Other services | 100% | | | 1 |

Q20: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply)

| | | Chose to temporarily close | Closed for the season | <u>Decline in</u> <u>sales</u> | Employees unable to work remotely | Loss in rental payments | Reduced hours of operations |
|---|--------------------------------------|----------------------------|-----------------------|-----------------------------------|--|-------------------------|-----------------------------------|
| Overall | June 2020 | 16% | | 70% | 21% | 5% | 29% |
| | February 2021 | 9% | 2% | 65% | 19% | 6% | 36% |
| Current Number | 0-1 employees | 10% | 2% | 66% | 5% | 5% | 29% |
| of Employees | 2-9 employees | 12% | 4% | 70% | 20% | 10% | 44% |
| | 10-25 employees | 8% | | 64% | 28% | 4% | 36% |
| | More than 25 employees | | | 46% | 46% | | 31% |
| Open Status | Remained open | | | 60% | 18% | 2% | 2% |
| | Reduced hours of operation | 9% | 5% | 70% | 19% | 9% | 63% |
| | Closed temporarily | 24% | | 69% | 26% | 10% | 60% |
| Contingency or | Had plan before COVID | 5% | 5% | 45% | 25% | 10% | 20% |
| Resiliency Plan | Developed plan since COVID | 20% | 8% | 64% | 20% | | 44% |
| | Don't have plan | 7% | | 71% | 13% | 5% | 31% |
| | Don't know/Not applicable | 7% | | 69% | 28% | 10% | 52% |
| Remote Work | Employees working remotely | 8% | 8% | 64% | 20% | 12% | 36% |
| | Employees not working remotely | 10% | 1% | 66% | 19% | 5% | 35% |
| COVID-19 Effect | Revenue increased | | | 13% | 13% | | |
| on Revenue | Revenue stayed the same | 14% | | 21% | | | 14% |
| | Revene decreased | 10% | 3% | 75% | 22% | 8% | 41% |
| Change # of | More employees | 12% | | 53% | 24% | | 29% |
| Employees Since | Same number of employees | 4% | 2% | 55% | 14% | 9% | 25% |
| Feb 2020 | Fewer employees | 14% | 4% | 79% | 23% | 5% | 50% |
| Confidence | Very confident | 8% | 2% | 59% | 19% | 3% | 31% |
| Operating in 12 | Somewhat confident | 10% | 5% | 65% | 25% | 10% | 38% |
| Months | Not very or not at all confident | 11% | | 84% | 11% | 11% | 47% |
| Industry | Accommodation and Food Services | 18% | | 100% | 36% | 9% | 82% |
| ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | Admin. Support, WM, Remediation | | | 100% | 50% | | 50% |
| | Agri., Forestry, Fishing and Hunting | | | 100% | | | |
| | Arts, Entertainment, and Recreation | 13% | 6% | 75% | 6% | | 31% |
| | Construction | | | | | | |
| | Educational Services | 25% | | 50% | | | 75% |
| | Finance and Insurance | 2070 | | 67% | | | 33% |
| | Health Care and Social Assistance | 25% | 8% | 50% | 33% | | 58% |
| | Information | 2070 | 2 /0 | 67% | 5570 | | 33% |
| | Manufacturing | | | 58% | 33% | | 17% |
| | Prof., Scientific and Tech. Services | 9% | 4% | 74% | 9% | 4% | 17% |
| | Real Estate Rental and Leasing | 3 70 | . 70 | , 170 | 570 | 50% | 1,70 |
| | Retail Trade | 20% | | 50% | 30% | 10% | 80% |
| | Wholesale Trade | 2070 | | 75% | 3070 | 25% | 25% |
| | Other industry | | | 75% | 25% | 2370 | 33% |
| | , | | | 73% | 43% | 14% | 14% |
| | Other services | | | / 170 | 43% | 1470 | 1470 |

Q20: Which of the following has caused you to experience financial losses as a result of the COVID-19 pandemic? (Please select all that apply)

| | | Required to close because not an essential business | Supply chain interruption | Unable to get sufficient workforce to maintain operations | <u>Other</u> | None of these | N |
|-----------------|--------------------------------------|---|---------------------------|---|--------------|---------------|-----|
| Overall | June 2020 | 26% | 25% | 15% | 25% | 7% | 137 |
| | February 2021 | 31% | 19% | 17% | 24% | 10% | 129 |
| Current Number | 0-1 employees | 27% | 15% | 10% | 34% | 2% | 41 |
| of Employees | 2-9 employees | 44% | 22% | 16% | 18% | 10% | 50 |
| | 10-25 employees | 24% | 12% | 28% | 20% | 12% | 25 |
| | More than 25 employees | 8% | 31% | 23% | 23% | 31% | 13 |
| Open Status | Remained open | 7% | 11% | 11% | 16% | 27% | 45 |
| | Reduced hours of operation | 38% | 22% | 19% | 25% | 2% | 64 |
| | Closed temporarily | 67% | 29% | 21% | 26% | | 42 |
| Contingency or | Had plan before COVID | 5% | 20% | 10% | 30% | 25% | 20 |
| Resiliency Plan | Developed plan since COVID | 40% | 32% | 28% | 28% | 4% | 25 |
| | Don't have plan | 31% | 13% | 11% | 24% | 9% | 55 |
| | Don't know/Not applicable | 41% | 17% | 24% | 17% | 7% | 29 |
| Remote Work | Employees working remotely | 28% | 8% | 20% | 20% | 12% | 25 |
| | Employees not working remotely | 31% | 20% | 16% | 25% | 10% | 102 |
| COVID-19 Effect | Revenue increased | | 25% | | 38% | 50% | 8 |
| on Revenue | Revenue stayed the same | 7% | 14% | | 7% | 57% | 14 |
| | Revene decreased | 38% | 19% | 20% | 26% | | 104 |
| Change # of | More employees | 12% | 18% | 24% | 12% | 24% | 17 |
| Employees Since | Same number of employees | 23% | 16% | 7% | 32% | 11% | 56 |
| Feb 2020 | Fewer employees | 45% | 21% | 25% | 20% | 5% | 56 |
| Confidence | Very confident | 25% | 19% | 13% | 20% | 19% | 64 |
| Operating in 12 | Somewhat confident | 38% | 18% | 28% | 25% | 3% | 40 |
| Months | Not very or not at all confident | 26% | 16% | 16% | 26% | | 19 |
| Industry | Accommodation and Food Services | 55% | 27% | 45% | 9% | | 11 |
| | Admin. Support, WM, Remediation | | 50% | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 56% | 19% | 6% | 38% | | 16 |
| | Construction | | | | | 100% | 2 |
| | Educational Services | 25% | | | 75% | | 4 |
| | Finance and Insurance | | 33% | | | 33% | 3 |
| | Health Care and Social Assistance | 42% | 17% | 33% | 50% | | 12 |
| | Information | 33% | | | | | 3 |
| | Manufacturing | 8% | 17% | 17% | 8% | 33% | 12 |
| | Prof., Scientific and Tech. Services | 13% | 4% | 4% | 22% | 13% | 23 |
| | Real Estate Rental and Leasing | | | | 50% | 17% | 6 |
| | Retail Trade | 60% | 70% | 30% | 10% | | 10 |
| | Wholesale Trade | | 25% | | | 25% | 4 |
| | Other industry | 50% | 8% | 33% | 25% | | 12 |
| | Other services | 29% | 29% | 29% | | 14% | 7 |
| | | | | | | | |

Q21_1#: Which of the following have had the greatest impact on your business's finances? 1st choice

| Overall February 2021 9% 43% 5% Explanary 2021 5% 3% 50% 2% 3% Current Number of Employees 0-1 employees 6% 6% 59% 59% 7% Employees 13% 4% 50% 7% 10-25 employees 13% 47% 7% 10-25 employees 13% 47% 7% 10-25 employees 13% 47% 7% Remained open Reduced hours of operation 5% 5% 59% 3% 3% Reduced hours of operation 5% 5% 59% 3% 3% 3% Contingency or Resiliency Plan 44% 5% 59% 3% 3% 3% Contingency or Resiliency Plan 44% 64% 64% 7% 5% Remained Sylva plan since COVID 13% 13% 27% 7% 5% Employees motive working remotely 10% 10% 30% 10% 10% Employees Since Fe | | | Chose to temporarily close | Closed for season | Decline in sales | Employees unable to work remotely | Loss in rental payments |
|--|-----------------|--------------------------------------|----------------------------------|-------------------|------------------|---|-------------------------|
| Current Number of Employees 6% 6% 59% 7% 7% 7% 7% 7% 7% 7% | Overall | June 2020 | 9% | | 43% | 5% | |
| of Employees 2.9 employees 34% 50% 7% Lo-25 employees 13% 47% 17% | | February 2021 | 5% | 3% | 50% | 2% | 3% |
| 10-25 employees 13% | Current Number | 0-1 employees | 6% | 6% | 59% | | |
| Open Status More than 25 employees 33% 17% Open Status Reamined open 58% 58% 3% 3% Reduced hours of operation 59% 59% 55% 3% 3% 3% Contingency or Resiliency Plan (Parkey Plan Don't know/Not applicable (Parkey Plan Don't know/Not appl | of Employees | 2-9 employees | | 4% | 50% | | 7% |
| Open Status Remained open 58% 55% 33% 3% Closed temporarily 99% 55% 55% 3% 3% Contingency or Resiliency Plan Had plan before COVID 13% 13% 27% 7% 25% Resiliency Plan Developed plan since COVID 13% 13% 27% 7% 5% Remote Work Employees working remotely 10% 10% 30% 10% 10% COVID-19 Effect Employees working remotely 4% 2% 54% 2% 2% COVID-19 Effect Revenue Increased 50% 54% 2% 3% 10% 10% 3% 10% 10% 3% 2% 3% 3% 10% 2% 3% 3% 10% 2% 3% 3% 10% 3% 3% 3% 5% 5% 3% 3% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% | | 10-25 employees | 13% | | 47% | | |
| Reduced hours of operation 5% 5% 55% 3% 3% 3% | | More than 25 employees | | | 33% | 17% | |
| Closed temporarily 9% 38% 3% 2% 25% | Open Status | Remained open | | | 58% | | |
| Contingency or Resiliency Plan Had plan before COVID 13% 13% 27% 7% Resiliency Plan Developed plan since COVID 13% 13% 27% 7% Don't know/Not applicable 4% 64% 5% Remote Work Employees working remotely 10% 10% 30% 10% 10% COVID-19 Effect on Revenue Employees not working remotely 4% 2% 54% 2% 2% COVID-19 Effect on Revenue Revenue increased 50% 51% 2% 3% Revenue decreased 3% 3% 51% 2% 3% Revenue decreased 3% 3% 51% 2% 3% Revenue decreased 14% 57% 5% 5% 5% 5% 3% 3% 5% | | Reduced hours of operation | 5% | 5% | 55% | 3% | 3% |
| Resiliency Plan Income (Income Plan in the Covid Plan in the Covid Plan Income | | Closed temporarily | 9% | | 38% | | 3% |
| Don't have plan A% 64% 64% 5% | Contingency or | Had plan before COVID | | | 50% | | 25% |
| Don't know/Not applicable | Resiliency Plan | Developed plan since COVID | 13% | 13% | 27% | 7% | |
| Remote Work Employees working remotely 10% 10% 30% 10% 10% COVID-19 Effeet On Revenue Revenue increased 50% Feverue stayed the same 50% 2% 3% 3% 3% 2% 3% 5% 3% 3% 5% 3% 5% 5% 5% 5% 5% 5% 5% 5% 5% 3% 43% 4%< | | Don't have plan | 4% | | 64% | | |
| COVID-19 Effect on Revenue Revenue increased S0% S1% 2% 3% 5% 3% 3% 43% 5% 6% 5% 6 | | Don't know/Not applicable | | | 47% | | 5% |
| COVID-19 Effect on Revenue Revenue increased 50% Sevenue stayed the same 50% Revenue decreased 3% 3% 51% 2% 3% Change # of Employees More employees 14% 57% 5% | Remote Work | Employees working remotely | 10% | 10% | 30% | 10% | 10% |
| COVID-19 Effects on Revenue Revenue stayed the same 50% Change # of Employees 14% 57% 2% 3% 3% 51% 2% 3% 3% 50% 5% 6% 5% 5% 6% 5% 6% 5% 5% 5% 5% 5% 5% 5% 5% | | | 4% | 2% | 54% | | 2% |
| Revene decreased 3% 3% 51% 2% 3% | COVID-19 Effect | Revenue increased | | | | | |
| Change # of Employees Since Feb 2020 More employees 14% 57% Feb 2020 Same number of employees 5% 59% 5% Fewer employees 5% 3% 43% 5% Confidence Operating in 12 Months Very confident 8% 4% 40% 4% Months Somewhat confident 4% 4% 54% 8% Months Not very or not at all confident 73% 100% 100% Industry Accommodation and Food Services 67% 67% 67% Admin. Support, WM, Remediation 100% <td>on Revenue</td> <td>Revenue stayed the same</td> <td>50%</td> <td></td> <td></td> <td></td> <td></td> | on Revenue | Revenue stayed the same | 50% | | | | |
| Employees Sine Feb 2020 Same number of employees 5% 59% 5% <th< td=""><td></td><td>Revene decreased</td><td>3%</td><td>3%</td><td>51%</td><td>2%</td><td>3%</td></th<> | | Revene decreased | 3% | 3% | 51% | 2% | 3% |
| Feb 2020 Fewer employees 5% 3% 43% 5% Confidence Operating in 12 Months Very confident 8% 4% 40% 4% Months Not very or not at all confident 4% 4% 54% 8% Industry Accommodation and Food Services 67% 67% Admin. Support, WM, Remediation 100% 100% Agri., Forestry, Fishing and Hunting 100% 100% Arts, Entertainment, and Recreation 11% 56% Educational Services 50% 100% Finance and Insurance 22% 11% 11% 11% Information 80% 17% Manufacturing 80% 17% Retail Trade 11% 33% 17% Retail Trade 11% 33% 17% Wholesale Trade 0ther industry 14% 14% | Change # of | More employees | 14% | | 57% | | |
| Confidence Operating in 12 Operating in 12 Not very or not at all confident 8% 4% 40% 4% 8% 4% 5% 8% 4% 40% 4% 8% 8% 4% 4% 4% 8% 8% 4% 4% 4% 8% 8% 8% 8% 4% 4% 4% 54% 8% 8% 8% 8% 8% 8% 4% 4% 4% 54% 8% 9 | | Same number of employees | | 5% | 59% | 5% | |
| Operating in 12 Months Somewhat confident 4% 4% 54% 8% Industry Accommodation and Food Services 67% Admin. Support, WM, Remediation 100% Agri., Forestry, Fishing and Hunting 100% Arts, Entertainment, and Recreation 11% 56% Educational Services 50% Finance and Insurance 100% Health Care and Social Assistance 22% 11% 11% 11% Information 80% 17% Prof., Scientific and Tech. Services 83% 17% Retail Trade 11% 33% 17% Wholesale Trade 11% 100% 100% Other industry 14% 14% 14% | Feb 2020 | Fewer employees | 5% | 3% | 43% | | 5% |
| Not very or not at all confident 73% Industry Accommodation and Food Services 67% Admin. Support, WM, Remediation Agri., Forestry, Fishing and Hunting Arts, Entertainment, and Recreation Educational Services 50% Finance and Insurance 100% Health Care and Social Assistance 22% 11% 11% 11% 11% Information Manufacturing 80% Prof., Scientific and Tech. Services 11% 33% Retail Trade 11% 33% Wholesale Trade 11% 33% Other industry 14% | Confidence | Very confident | 8% | 4% | 40% | 4% | |
| Industry Accommodation and Food Services Admin. Support, WM, Remediation Agri., Forestry, Fishing and Hunting Arts, Entertainment, and Recreation Educational Services Finance and Insurance Health Care and Social Assistance Information Manufacturing Prof., Scientific and Tech. Services Retail Trade 11% 33% Wholesale Trade Other industry Manufacty Other industry Accommodation and Food Services F07% F07% F07% F07% F07% F07% F07% F07% | | Somewhat confident | 4% | 4% | 54% | | 8% |
| Admin. Support, WM, Remediation Agri., Forestry, Fishing and Hunting Arts, Entertainment, and Recreation Educational Services Finance and Insurance Health Care and Social Assistance 22% 11% 11% 11% 11% 11% 11% 11 | Months | Not very or not at all confident | | | 73% | | |
| Agri., Forestry, Fishing and Hunting Arts, Entertainment, and Recreation Educational Services Finance and Insurance Health Care and Social Assistance Information Manufacturing Prof., Scientific and Tech. Services Retail Trade Under industry 100% 11% 11% 11% 11% 11% 11% 1 | Industry | Accommodation and Food Services | | | 67% | | |
| Arts, Entertainment, and Recreation 11% 56% Educational Services 50% Finance and Insurance 100% Health Care and Social Assistance 22% 11% 11% 11% 11% Information 80% Prof., Scientific and Tech. Services 83% 17% Retail Trade 11% 33% Wholesale Trade 100% Other industry 14% | | Admin. Support, WM, Remediation | | | 100% | | |
| Educational Services 50% Finance and Insurance 100% Health Care and Social Assistance 22% 11% 11% 11% Information Manufacturing 80% Prof., Scientific and Tech. Services 83% 17% Retail Trade 11% 33% Wholesale Trade 100% Other industry 14% | | Agri., Forestry, Fishing and Hunting | | | 100% | | |
| Finance and Insurance 100% Health Care and Social Assistance 22% 11% 11% 11% Information Manufacturing 80% Prof., Scientific and Tech. Services 83% 17% Retail Trade 11% 33% Wholesale Trade 100% Other industry 14% | | Arts, Entertainment, and Recreation | | 11% | 56% | | |
| Health Care and Social Assistance 22% 11% 11% 11% Information Manufacturing 80% Prof., Scientific and Tech. Services 83% 17% Retail Trade 11% 33% Wholesale Trade 100% Other industry 14% | | Educational Services | | | 50% | | |
| Information Manufacturing 80% Prof., Scientific and Tech. Services 83% 17% Retail Trade 11% 33% Wholesale Trade 100% Other industry 14% | | Finance and Insurance | | | 100% | | |
| Manufacturing80%Prof., Scientific and Tech. Services83%17%Retail Trade11%33%Wholesale Trade100%Other industry14% | | Health Care and Social Assistance | 22% | 11% | 11% | 11% | |
| Prof., Scientific and Tech. Services 83% 17% Retail Trade 11% 33% Wholesale Trade 100% Other industry 14% | | Information | | | | | |
| Retail Trade 11% 33% Wholesale Trade 100% Other industry 14% | | | | | 80% | | |
| Wholesale Trade 100% Other industry 14% | | Prof., Scientific and Tech. Services | | | 83% | | 17% |
| Other industry 14% | | Retail Trade | 11% | | 33% | | |
| , | | Wholesale Trade | | | 100% | | |
| Other services 33% 33% | | Other industry | | | 14% | | |
| | | Other services | | | 33% | | 33% |

Q21_1#: Which of the following have had the greatest impact on your business's finances? 1st choice

| | | Reduced hours of operations | Required to close because not an essential business | Supply chain interruption | Unable to get sufficient workforce to maintain operations | <u>N</u> |
|-----------------|--------------------------------------|-----------------------------|---|---------------------------|---|----------|
| Overall | June 2020 | 1% | 27% | 11% | 4% | 75 |
| | February 2021 | | 24% | 3% | 11% | 66 |
| Current Number | 0-1 employees | | 24% | | 6% | 17 |
| of Employees | 2-9 employees | | 36% | | 4% | 28 |
| | 10-25 employees | | 13% | | 27% | 15 |
| | More than 25 employees | | | 33% | 17% | 6 |
| Open Status | Remained open | | 8% | 8% | 25% | 12 |
| | Reduced hours of operation | | 25% | 3% | 3% | 40 |
| | Closed temporarily | | 38% | | 12% | 34 |
| Contingency or | Had plan before COVID | | | | 25% | 4 |
| Resiliency Plan | Developed plan since COVID | | 20% | 7% | 13% | 15 |
| | Don't have plan | | 25% | 4% | 4% | 28 |
| | Don't know/Not applicable | | 32% | | 16% | 19 |
| Remote Work | Employees working remotely | | 10% | 10% | 10% | 10 |
| | Employees not working remotely | | 28% | 2% | 9% | 54 |
| COVID-19 Effect | Revenue increased | | | 100% | | 1 |
| on Revenue | Revenue stayed the same | | 50% | | | 2 |
| | Revene decreased | | 25% | 2% | 11% | 61 |
| Change # of | More employees | | | 14% | 14% | 7 |
| Employees Since | Same number of employees | | 18% | 5% | 9% | 22 |
| Feb 2020 | Fewer employees | | 32% | | 11% | 37 |
| Confidence | Very confident | | 28% | 8% | 8% | 25 |
| Operating in 12 | Somewhat confident | | 12% | | 19% | 26 |
| Months | Not very or not at all confident | | 27% | | | 11 |
| Industry | Accommodation and Food Services | | 33% | | | 9 |
| | Admin. Support, WM, Remediation | | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | 1 |
| | Arts, Entertainment, and Recreation | | 33% | | | 9 |
| | Educational Services | | 50% | | | 2 |
| | Finance and Insurance | | | | | 1 |
| | Health Care and Social Assistance | | 22% | | 22% | 9 |
| | Information | | 100% | | | 1 |
| | Manufacturing | | | | 20% | 5 |
| | Prof., Scientific and Tech. Services | | | | | 6 |
| | Retail Trade | | 33% | 11% | 11% | 9 |
| | Wholesale Trade | | | | | 2 |
| | Other industry | | 43% | 14% | 29% | 7 |
| | Other services | | | | 33% | 3 |

Q21_2#: Which of the following have had the greatest impact on your business's finances? 2nd choice

| | | Chose to temporarily close | Closed for season | <u>Decline in sales</u> | Employees unable to work remotely | Loss in rental payments |
|-----------------|--------------------------------------|----------------------------------|-------------------|-------------------------|---|-------------------------|
| Overall | June 2020 | 7% | | 32% | 10% | 7% |
| | February 2021 | 5% | 2% | 32% | 2% | 3% |
| Current Number | 0-1 employees | 12% | | 12% | 6% | |
| of Employees | 2-9 employees | 3% | 3% | 37% | | 7% |
| | 10-25 employees | | | 50% | | |
| | More than 25 employees | | | 29% | | |
| Open Status | Remained open | | | 58% | | |
| | Reduced hours of operation | 2% | 2% | 23% | 2% | 5% |
| | Closed temporarily | 6% | | 29% | 3% | 3% |
| Contingency or | Had plan before COVID | | 14% | 43% | | |
| Resiliency Plan | Developed plan since COVID | | | 29% | | |
| | Don't have plan | 5% | | 36% | 5% | |
| | Don't know/Not applicable | 10% | | 25% | | 10% |
| Remote Work | Employees working remotely | | 7% | 21% | | 7% |
| | Employees not working remotely | 6% | | 36% | 2% | 2% |
| COVID-19 Effect | Revenue increased | | | 100% | | |
| on Revenue | Revenue stayed the same | | | | | |
| | Revene decreased | 5% | 2% | 33% | 2% | 3% |
| Change # of | More employees | 13% | | 25% | | |
| Employees Since | Same number of employees | 5% | | 14% | | 9% |
| Feb 2020 | Fewer employees | 3% | 3% | 44% | 3% | |
| Confidence | Very confident | | | 40% | | |
| Operating in 12 | Somewhat confident | 4% | 4% | 24% | 4% | 4% |
| Months | Not very or not at all confident | 17% | | 17% | | 8% |
| Industry | Accommodation and Food Services | 22% | | 44% | | |
| | Admin. Support, WM, Remediation | | | | | |
| | Arts, Entertainment, and Recreation | | | 42% | | |
| | Educational Services | | | 33% | | |
| | Finance and Insurance | | | | | |
| | Health Care and Social Assistance | | | 14% | | |
| | Information | | | 100% | | |
| | Manufacturing | | | 50% | | |
| | Prof., Scientific and Tech. Services | 20% | 20% | 20% | | |
| | Real Estate Rental and Leasing | | | | | 100% |
| | Retail Trade | | | | 13% | 13% |
| | Wholesale Trade | | | | | |
| | Other industry | | | 67% | | |
| | Other services | | | | | |

Q21_2#: Which of the following have had the greatest impact on your business's finances? 2nd choice

| | | Reduced hours of operations | Required to close because not an essential business | Supply chain interruption | Unable to get sufficient workforce to maintain operations | <u>N</u> |
|-----------------|--------------------------------------|-----------------------------|---|---------------------------|---|----------|
| Overall | June 2020 | 14% | 10% | 10% | 10% | 81 |
| | February 2021 | 21% | 21% | 11% | 5% | 66 |
| Current Number | 0-1 employees | 24% | 24% | 18% | 6% | 17 |
| of Employees | 2-9 employees | 20% | 23% | 7% | | 30 |
| | 10-25 employees | 25% | 17% | | 8% | 12 |
| | More than 25 employees | 14% | 14% | 29% | 14% | 7 |
| Open Status | Remained open | | 8% | 33% | | 12 |
| | Reduced hours of operation | 28% | 23% | 7% | 7% | 43 |
| | Closed temporarily | 23% | 32% | 3% | | 31 |
| Contingency or | Had plan before COVID | 29% | | 14% | | 7 |
| Resiliency Plan | Developed plan since COVID | 6% | 35% | 18% | 12% | 17 |
| | Don't have plan | 18% | 23% | 9% | 5% | 22 |
| | Don't know/Not applicable | 35% | 15% | 5% | | 20 |
| Remote Work | Employees working remotely | 14% | 36% | | 14% | 14 |
| | Employees not working remotely | 22% | 18% | 12% | 2% | 50 |
| COVID-19 Effect | Revenue increased | | | | | 1 |
| on Revenue | Revenue stayed the same | 50% | | 50% | | 2 |
| | Revene decreased | 18% | 23% | 10% | 5% | 61 |
| Change # of | More employees | 25% | 25% | 13% | | 8 |
| Employees Since | Same number of employees | 27% | 23% | 18% | 5% | 22 |
| Feb 2020 | Fewer employees | 17% | 19% | 6% | 6% | 36 |
| Confidence | Very confident | 16% | 24% | 16% | 4% | 25 |
| Operating in 12 | Somewhat confident | 24% | 24% | 8% | 4% | 25 |
| Months | Not very or not at all confident | 25% | 17% | 8% | 8% | 12 |
| Industry | Accommodation and Food Services | 11% | 11% | | 11% | 9 |
| | Admin. Support, WM, Remediation | 50% | | 50% | | 2 |
| | Arts, Entertainment, and Recreation | | 42% | 8% | 8% | 12 |
| | Educational Services | 67% | | | | 3 |
| | Finance and Insurance | 100% | | | | 1 |
| | Health Care and Social Assistance | 29% | 43% | | 14% | 7 |
| | Information | | | | | 1 |
| | Manufacturing | 25% | | 25% | | 4 |
| | Prof., Scientific and Tech. Services | 20% | 20% | | | 5 |
| | Real Estate Rental and Leasing | | | | | 1 |
| | Retail Trade | 38% | 13% | 25% | | 8 |
| | Wholesale Trade | 50% | | 50% | | 2 |
| | Other industry | 11% | 22% | | | 9 |
| | Other services | | 50% | 50% | | 2 |

Q21_3#: Which of the following have had the greatest impact on your business's finances? 3rd choice

| | | Chose to temporarily close | Decline in sales | Employees unable to work remotely | Loss in rental payments |
|-----------------|--------------------------------------|----------------------------|------------------|--------------------------------------|-------------------------|
| Overall | June 2020 | 7% | 21% | 21% | |
| | February 2021 | 6% | 14% | 14% | 4% |
| Current Number | 0-1 employees | 8% | 33% | 8% | 8% |
| of Employees | 2-9 employees | 8% | 8% | 13% | |
| | 10-25 employees | | | 22% | 11% |
| | More than 25 employees | | 25% | 25% | |
| Open Status | Remained open | | | 63% | |
| | Reduced hours of operation | 3% | 19% | 3% | 6% |
| | Closed temporarily | 11% | 15% | 7% | 4% |
| Contingency or | Had plan before COVID | | | 50% | |
| Resiliency Plan | Developed plan since COVID | 14% | 36% | 14% | |
| | Don't have plan | 6% | 6% | 6% | 11% |
| | Don't know/Not applicable | | 8% | 15% | |
| Remote Work | Employees working remotely | | 38% | 13% | |
| | Employees not working remotely | 8% | 10% | 13% | 5% |
| COVID-19 Effect | Revenue increased | | | 100% | |
| on Revenue | Revenue stayed the same | 50% | | | |
| | Revene decreased | 4% | 15% | 13% | 4% |
| Change # of | More employees | | | 17% | |
| Employees Since | Same number of employees | 7% | 27% | 20% | 7% |
| Feb 2020 | Fewer employees | 7% | 11% | 11% | 4% |
| Confidence | Very confident | 10% | 14% | 14% | 5% |
| Operating in 12 | Somewhat confident | | 14% | 21% | |
| Months | Not very or not at all confident | | 22% | 11% | 11% |
| Industry | Accommodation and Food Services | | | 14% | 14% |
| | Arts, Entertainment, and Recreation | 25% | | | |
| | Educational Services | | | | |
| | Finance and Insurance | | | | |
| | Health Care and Social Assistance | | 50% | | |
| | Manufacturing | | | 33% | |
| | Prof., Scientific and Tech. Services | | | 25% | |
| | Retail Trade | 13% | 25% | 13% | |
| | Wholesale Trade | | | | 100% |
| | Other industry | | 14% | 29% | |
| | Otherservices | | 33% | 33% | |

Q21_3#: Which of the following have had the greatest impact on your business's finances? 3rd choice

| | | Reduced hours of operations | Required to close because not an essential business | Supply chain interruption | Unable to get sufficient workforce to maintain operations | <u>N</u> |
|-----------------|--------------------------------------|-----------------------------|---|---------------------------|---|----------|
| Overall | June 2020 | 28% | 5% | 10% | 9% | 58 |
| | February 2021 | 37% | 8% | 8% | 8% | 49 |
| Current Number | 0-1 employees | 25% | 8% | | 8% | 12 |
| of Employees | 2-9 employees | 46% | 13% | 8% | 4% | 24 |
| | 10-25 employees | 33% | | 22% | 11% | 9 |
| | More than 25 employees | 25% | | | 25% | 4 |
| Open Status | Remained open | 13% | 13% | | 13% | 8 |
| | Reduced hours of operation | 48% | 3% | 13% | 3% | 31 |
| | Closed temporarily | 37% | 7% | 11% | 7% | 27 |
| Contingency or | Had plan before COVID | 25% | | 25% | | 4 |
| Resiliency Plan | Developed plan since COVID | 21% | 7% | | 7% | 14 |
| | Don't have plan | 44% | 11% | 6% | 11% | 18 |
| | Don't know/Not applicable | 46% | 8% | 15% | 8% | 13 |
| Remote Work | Employees working remotely | 38% | | | 13% | 8 |
| | Employees not working remotely | 36% | 10% | 10% | 8% | 39 |
| COVID-19 Effect | Revenue increased | | | | | 1 |
| on Revenue | Revenue stayed the same | | | 50% | | 2 |
| | Revene decreased | 39% | 9% | 7% | 9% | 46 |
| Change # of | More employees | 50% | | 17% | 17% | 6 |
| Employees Since | Same number of employees | 20% | 13% | 7% | | 15 |
| Feb 2020 | Fewer employees | 43% | 7% | 7% | 11% | 28 |
| Confidence | Very confident | 24% | 5% | 10% | 19% | 21 |
| Operating in 12 | Somewhat confident | 50% | 14% | | | 14 |
| Months | Not very or not at all confident | 44% | | 11% | | 9 |
| Industry | Accommodation and Food Services | 57% | | | 14% | 7 |
| | Arts, Entertainment, and Recreation | 63% | 13% | | | 8 |
| | Educational Services | 100% | | | | 1 |
| | Finance and Insurance | | | 100% | | 1 |
| | Health Care and Social Assistance | 17% | | 17% | 17% | 6 |
| | Manufacturing | | 33% | 33% | | 3 |
| | Prof., Scientific and Tech. Services | 50% | 25% | | | 4 |
| | Retail Trade | 25% | 13% | 13% | | 8 |
| | Wholesale Trade | | | | | 1 |
| | Other industry | 29% | | | 29% | 7 |
| | Other services | 33% | | | | 3 |

Q22: Did your business have a resiliency or continuity plan in the event of a disaster prior to the COVID-19 pandemic?

| | | <u>Yes</u> | <u>No</u> | <u>Don't know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|------------|-----------|--|----------|
| Overall | June 2020 | 22% | 72% | 7% | 138 |
| | February 2021 | 16% | 71% | 13% | 129 |
| Current Number | 0-1 employees | 7% | 83% | 10% | 41 |
| of Employees | 2-9 employees | 12% | 72% | 16% | 50 |
| | 10-25 employees | 20% | 64% | 16% | 25 |
| | More than 25 employees | 46% | 46% | 8% | 13 |
| Open Status | Remained open | 22% | 67% | 11% | 45 |
| | Reduced hours of operation | 14% | 72% | 14% | 64 |
| | Closed temporarily | 2% | 76% | 21% | 42 |
| Remote Work | Employees working remotely | 20% | 72% | 8% | 25 |
| | Employees not working remotely | 15% | 72% | 14% | 102 |
| COVID-19 Effect | Revenue increased | 50% | 50% | | 8 |
| on Revenue | Revenue stayed the same | 14% | 71% | 14% | 14 |
| | Revene decreased | 13% | 74% | 13% | 104 |
| Change # of | More employees | 29% | 59% | 12% | 17 |
| Employees Since | Same number of employees | 11% | 73% | 16% | 56 |
| Feb 2020 | Fewer employees | 16% | 73% | 11% | 56 |
| Confidence | Very confident | 16% | 77% | 8% | 64 |
| Operating in 12 | Somewhat confident | 18% | 70% | 13% | 40 |
| Months | Not very or not at all confident | 11% | 53% | 37% | 19 |
| Industry | Accommodation and Food Services | | 82% | 18% | 11 |
| | Admin. Support, WM, Remediation | | 100% | | 2 |
| | Agri., Forestry, Fishing and Hunting | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | | 88% | 13% | 16 |
| | Construction | | 100% | | 2 |
| | Educational Services | 25% | 75% | | 4 |
| | Finance and Insurance | | 67% | 33% | 3 |
| | Health Care and Social Assistance | 17% | 67% | 17% | 12 |
| | Information | | 100% | | 3 |
| | Manufacturing | 42% | 33% | 25% | 12 |
| | Prof., Scientific and Tech. Services | 22% | 74% | 4% | 23 |
| | Real Estate Rental and Leasing | 33% | 50% | 17% | 6 |
| | Retail Trade | 10% | 70% | 20% | 10 |
| | Wholesale Trade | 25% | 75% | | 4 |
| | Other industry | 17% | 67% | 17% | 12 |
| | Other services | 14% | 71% | 14% | 7 |

Q23: Have you created a resiliency or continuity plan since the start of the COVID-19 pandemic?

| | | <u>Yes</u> | <u>No</u> | <u>Don't know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|------------|-----------|--|----------|
| Overall | February 2021 | 27% | 60% | 13% | 92 |
| Current Number | 0-1 employees | 26% | 62% | 12% | 34 |
| of Employees | 2-9 employees | 25% | 61% | 14% | 36 |
| | 10-25 employees | 31% | 56% | 13% | 16 |
| | More than 25 employees | 33% | 50% | 17% | 6 |
| Open Status | Remained open | 20% | 70% | 10% | 30 |
| | Reduced hours of operation | 33% | 59% | 9% | 46 |
| | Closed temporarily | 28% | 53% | 19% | 32 |
| Remote Work | Employees working remotely | 33% | 44% | 22% | 18 |
| | Employees not working remotely | 25% | 64% | 11% | 73 |
| COVID-19 Effect | Revenue increased | | 100% | | 4 |
| on Revenue | Revenue stayed the same | 20% | 80% | | 10 |
| | Revene decreased | 30% | 56% | 14% | 77 |
| Change # of | More employees | 20% | 50% | 30% | 10 |
| Employees Since | Same number of employees | 27% | 68% | 5% | 41 |
| Feb 2020 | Fewer employees | 29% | 54% | 17% | 41 |
| Confidence | Very confident | 22% | 69% | 8% | 49 |
| Operating in 12 | Somewhat confident | 29% | 50% | 21% | 28 |
| Months | Not very or not at all confident | 40% | 50% | 10% | 10 |
| Industry | Accommodation and Food Services | 11% | 67% | 22% | 9 |
| | Admin. Support, WM, Remediation | 50% | 50% | | 2 |
| | Agri., Forestry, Fishing and Hunting | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 43% | 36% | 21% | 14 |
| | Construction | 50% | 50% | | 2 |
| | Educational Services | 33% | 67% | | 3 |
| | Finance and Insurance | 50% | 50% | | 2 |
| | Health Care and Social Assistance | 50% | 50% | | 8 |
| | Information | 33% | 67% | | 3 |
| | Manufacturing | 25% | 75% | | 4 |
| | Prof., Scientific and Tech. Services | 6% | 76% | 18% | 17 |
| | Real Estate Rental and Leasing | | 100% | | 3 |
| | Retail Trade | 29% | 57% | 14% | 7 |
| | Wholesale Trade | | 100% | | 3 |
| | Other industry | 38% | 38% | 25% | 8 |
| | Other services | 40% | 40% | 20% | 5 |

Q24: Which of the following components are included in your resiliency or continuity plan?

| | | A list of alternative suppliers and logistics | A list of potential threats to business operations | <u>Communications developed</u> with important stakeholders |
|-----------------|--------------------------------------|---|--|--|
| Overall | June 2020 | 41% | 38% | 41% |
| | February 2021 | 35% | 41% | 50% |
| Current Number | 0-1 employees | 33% | 44% | 33% |
| of Employees | 2-9 employees | 30% | 50% | 60% |
| | 10-25 employees | 25% | 13% | 38% |
| | More than 25 employees | 57% | 57% | 71% |
| Open Status | Remained open | 38% | 46% | 62% |
| | Reduced hours of operation | 39% | 39% | 44% |
| | Closed temporarily | 43% | 14% | 14% |
| Remote Work | Employees working remotely | 44% | 67% | 67% |
| | Employees not working remotely | 33% | 33% | 42% |
| COVID-19 Effect | Revenue increased | 50% | 100% | 75% |
| on Revenue | Revenue stayed the same | 100% | 100% | 100% |
| | Revene decreased | 26% | 26% | 41% |
| Change # of | More employees | 67% | 67% | 67% |
| Employees Since | Same number of employees | 23% | 38% | 46% |
| Feb 2020 | Fewer employees | 33% | 33% | 47% |
| Confidence | Very confident | 50% | 50% | 50% |
| Operating in 12 | Somewhat confident | 23% | 23% | 54% |
| Months | Not very or not at all confident | 20% | 60% | 60% |
| Industry | Accommodation and Food Services | | | |
| | Arts, Entertainment, and Recreation | 25% | 75% | 25% |
| | Educational Services | 50% | | 50% |
| | Health Care and Social Assistance | 33% | | 33% |
| | Information | 100% | | |
| | Manufacturing | 67% | 50% | 33% |
| | Prof., Scientific and Tech. Services | 20% | 80% | 80% |
| | Real Estate Rental and Leasing | 50% | 50% | 100% |
| | Retail Trade | 50% | 50% | 100% |
| | Wholesale Trade | | 100% | 100% |
| | Other industry | 20% | | 40% |
| | Other services | | 50% | 50% |

Q24: Which of the following components are included in your resiliency or continuity plan?

| | | Employees were trained to implement the plan | <u>Other</u> | <u>N</u> |
|-----------------|--------------------------------------|---|--------------|----------|
| Overall | June 2020 | 48% | 21% | 29 |
| | February 2021 | 38% | 29% | 34 |
| Current Number | 0-1 employees | 11% | 33% | 9 |
| of Employees | 2-9 employees | 60% | 40% | 10 |
| | 10-25 employees | 38% | 25% | 8 |
| | More than 25 employees | 43% | 14% | 7 |
| Open Status | Remained open | 54% | 15% | 13 |
| | Reduced hours of operation | 33% | 33% | 18 |
| | Closed temporarily | 29% | 43% | 7 |
| Remote Work | Employees working remotely | 44% | 11% | 9 |
| | Employees not working remotely | 38% | 38% | 24 |
| COVID-19 Effect | Revenue increased | 50% | | 4 |
| on Revenue | Revenue stayed the same | 100% | | 2 |
| | Revene decreased | 30% | 37% | 27 |
| Change # of | More employees | 50% | 17% | 6 |
| Employees Since | Same number of employees | 31% | 38% | 13 |
| Feb 2020 | Fewer employees | 40% | 27% | 15 |
| Confidence | Very confident | 29% | 29% | 14 |
| Operating in 12 | Somewhat confident | 62% | 15% | 13 |
| Months | Not very or not at all confident | 20% | 40% | 5 |
| Industry | Accommodation and Food Services | | 100% | 1 |
| | Arts, Entertainment, and Recreation | 50% | 25% | 4 |
| | Educational Services | 50% | | 2 |
| | Health Care and Social Assistance | | 33% | 3 |
| | Information | | | 1 |
| | Manufacturing | 50% | 33% | 6 |
| | Prof., Scientific and Tech. Services | 40% | 20% | 5 |
| | Real Estate Rental and Leasing | 100% | | 2 |
| | Retail Trade | 50% | | 2 |
| | Wholesale Trade | 100% | | 1 |
| | Other industry | 20% | 40% | 5 |
| | Other services | | 100% | 2 |
| | | | | |

Q25: How have you managed your business's workforce as a result of the COVID-19 pandemic? (Please select all that apply)

| | | Business has closed permanently | Changed layout of business to protect employees | Employees are now working remotely | Furloughed employees | <u>Laid off</u> <u>employees</u> |
|-----------------|--------------------------------------|---------------------------------------|--|--|-------------------------|-------------------------------------|
| Overall | June 2020 | | 30% | 25% | 20% | 16% |
| | February 2021 | 1% | 39% | 20% | 13% | 13% |
| Current Number | 0-1 employees | | 8% | 10% | 3% | 5% |
| of Employees | 2-9 employees | 2% | 52% | 26% | 20% | 18% |
| | 10-25 employees | | 44% | 12% | 20% | 20% |
| | More than 25 employees | | 77% | 38% | 8% | 8% |
| Open Status | Remained open | | 24% | 24% | 4% | 4% |
| | Reduced hours of operation | 2% | 49% | 19% | 17% | 17% |
| | Closed temporarily | | 54% | 12% | 29% | 22% |
| Contingency or | Had plan before COVID | 5% | 65% | 25% | 5% | 10% |
| Resiliency Plan | Developed plan since COVID | | 33% | 25% | 17% | 13% |
| | Don't have plan | | 35% | 15% | 16% | 11% |
| | Don't know/Not applicable | | 36% | 21% | 11% | 21% |
| Remote Work | Employees working remotely | 4% | 48% | 100% | 12% | 12% |
| | Employees not working remotely | | 37% | | 14% | 14% |
| COVID-19 Effect | | | 75% | 25% | | 13% |
| on Revenue | Revenue stayed the same | | 43% | 29% | 14% | |
| | Revene decreased | 1% | 37% | 18% | 15% | 15% |
| Change # of | More employees | | 53% | 35% | 12% | 6% |
| Employees Since | Same number of employees | | 22% | 20% | 4% | 9% |
| Feb 2020 | Fewer employees | 2% | 52% | 14% | 23% | 20% |
| Confidence | Very confident | | 41% | 24% | 13% | 11% |
| Operating in 12 | Somewhat confident | 3% | 45% | 15% | 18% | 10% |
| Months | Not very or not at all confident | 370 | 22% | 22% | 11% | 22% |
| Industry | Accommodation and Food Services | | 64% | 2270 | 27% | 45% |
| austry | Admin. Support, WM, Remediation | | 0.170 | | 2,70 | 1370 |
| | Agri., Forestry, Fishing and Hunting | | | | | |
| | Arts, Entertainment, and Recreation | | 44% | 25% | 13% | 19% |
| | Construction | | 100% | 100% | 50% | 1370 |
| | Educational Services | | 50% | 25% | 25% | |
| | Finance and Insurance | | 3070 | 2570 | 2570 | 67% |
| | Health Care and Social Assistance | | 42% | 25% | 25% | 8% |
| | Information | | 7270 | 33% | 33% | 33% |
| | Manufacturing | | 42% | 8% | 3370 | 8% |
| | Prof., Scientific and Tech. Services | 4% | 9% | 26% | | J /0 |
| | Real Estate Rental and Leasing | 7/0 | 33% | 17% | | |
| | | | 75% | 13% | 38% | |
| | Retail Trade | | | | 30% | 50% |
| | Wholesale Trade | | 50% 42% | 25% 25% | | 8% |
| | Other industry | | | | //20/ | |
| | Other services | | 71% | 14% | 43% | 14% |

Q25: How have you managed your business's workforce as a result of the COVID-19 pandemic? (Please select all that apply)

| | | Maintained or brought employees back under Payroll Protection Program | <u>Participated in</u> <u>WorkShare</u> | Personally working without a salary | Provided health and safety training for employees |
|-----------------|--------------------------------------|--|--|-------------------------------------|---|
| Overall | June 2020 | 41% | 2% | 33% | 30% |
| | February 2021 | 43% | 4% | 31% | 32% |
| Current Number | 0-1 employees | 10% | | 23% | 13% |
| of Employees | 2-9 employees | 48% | 4% | 42% | 36% |
| | 10-25 employees | 68% | 8% | 24% | 44% |
| | More than 25 employees | 69% | 8% | 23% | 54% |
| Open Status | Remained open | 29% | | 16% | 18% |
| | Reduced hours of operation | 48% | 6% | 37% | 38% |
| | Closed temporarily | 56% | 7% | 44% | 54% |
| Contingency or | Had plan before COVID | 55% | | 20% | 35% |
| Resiliency Plan | Developed plan since COVID | 42% | 8% | 25% | 33% |
| | Don't have plan | 40% | 4% | 35% | 25% |
| | Don't know/Not applicable | 39% | 4% | 36% | 43% |
| Remote Work | Employees working remotely | 52% | 8% | 24% | 36% |
| | Employees not working remotely | 40% | 3% | 32% | 31% |
| COVID-19 Effect | Revenue increased | 50% | | | 13% |
| on Revenue | Revenue stayed the same | 21% | | 7% | 29% |
| | Revene decreased | 46% | 5% | 36% | 33% |
| Change # of | More employees | 53% | 6% | 12% | 41% |
| Employees Since | Same number of employees | 24% | 4% | 24% | 19% |
| Feb 2020 | Fewer employees | 57% | 4% | 43% | 43% |
| Confidence | Very confident | 44% | 3% | 14% | 29% |
| Operating in 12 | Somewhat confident | 45% | 8% | 40% | 35% |
| Months | Not very or not at all confident | 28% | | 56% | 33% |
| Industry | Accommodation and Food Services | 73% | | 55% | 82% |
| , | Admin. Support, WM, Remediation | 50% | 50% | 50% | |
| | Agri., Forestry, Fishing and Hunting | 100% | | | |
| | Arts, Entertainment, and Recreation | 56% | 6% | 44% | 25% |
| | Construction | | | | 50% |
| | Educational Services | 50% | | 25% | 25% |
| | Finance and Insurance | | | 33% | |
| | Health Care and Social Assistance | 75% | 17% | 33% | 67% |
| | Information | 67% | | 67% | |
| | Manufacturing | 42% | | 8% | 50% |
| | Prof., Scientific and Tech. Services | 9% | | 30% | 4% |
| | Real Estate Rental and Leasing | 50% | | | |
| | Retail Trade | 63% | | 25% | 38% |
| | Wholesale Trade | 50% | 25% | 25% | 50% |
| | Other industry | 8% | 2.2 | 17% | 25% |
| | Other services | 57% | | 43% | 43% |

Q25: How have you managed your business's workforce as a result of the COVID-19 pandemic? (Please select all that apply)

| | | Purchased personal protective equipment (PPE) for employees | Reduced employee hours | <u>Other</u> | <u>None</u> | <u>N</u> |
|-----------------|--------------------------------------|---|---------------------------|--------------|-------------|----------|
| Overall | June 2020 | 43% | 28% | 12% | 12% | 138 |
| | February 2021 | 52% | 28% | 12% | 18% | 127 |
| Current Number | 0-1 employees | 21% | 8% | 18% | 49% | 39 |
| of Employees | 2-9 employees | 64% | 42% | 10% | 2% | 50 |
| | 10-25 employees | 72% | 32% | 8% | 8% | 25 |
| | More than 25 employees | 62% | 23% | 8% | | 13 |
| Open Status | Remained open | 40% | 4% | 7% | 24% | 45 |
| | Reduced hours of operation | 56% | 49% | 13% | 16% | 63 |
| | Closed temporarily | 71% | 37% | 15% | 5% | 41 |
| Contingency or | Had plan before COVID | 55% | 25% | 15% | 15% | 20 |
| Resiliency Plan | Developed plan since COVID | 58% | 33% | 8% | 16% | 24 |
| | Don't have plan | 45% | 25% | 15% | 16% | 55 |
| | Don't know/Not applicable | 57% | 29% | 7% | 24% | 28 |
| Remote Work | Employees working remotely | 64% | 28% | 4% | | 25 |
| | Employees not working remotely | 49% | 27% | 14% | 21% | 102 |
| COVID-19 Effect | Revenue increased | 75% | 25% | 13% | 25% | 8 |
| on Revenue | Revenue stayed the same | 43% | 14% | | 14% | 14 |
| | Revene decreased | 53% | 29% | 14% | 18% | 102 |
| Change # of | More employees | 65% | 18% | 6% | 6% | 17 |
| Employees Since | Same number of employees | 35% | 19% | 17% | 29% | 54 |
| Feb 2020 | Fewer employees | 64% | 39% | 9% | 11% | 56 |
| Confidence | Very confident | 51% | 22% | 8% | 20% | 63 |
| Operating in 12 | Somewhat confident | 55% | 35% | 15% | 15% | 40 |
| Months | Not very or not at all confident | 44% | 33% | 17% | 16% | 18 |
| Industry | Accommodation and Food Services | 91% | 64% | | | 11 |
| | Admin. Support, WM, Remediation | 50% | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | 1 |
| | Arts, Entertainment, and Recreation | 63% | 44% | 6% | 25% | 16 |
| | Construction | 100% | | | | 2 |
| | Educational Services | 25% | | | 25% | 4 |
| | Finance and Insurance | | | | 33% | 3 |
| | Health Care and Social Assistance | 75% | 25% | 8% | 8% | 12 |
| | Information | 33% | | | 33% | 3 |
| | Manufacturing | 50% | 17% | | 25% | 12 |
| | Prof., Scientific and Tech. Services | 13% | 22% | 13% | 35% | 23 |
| | Real Estate Rental and Leasing | 17% | 17% | 33% | 17% | 6 |
| | Retail Trade | 88% | 75% | 25% | 20% | 8 |
| | Wholesale Trade | 50% | 25% | | 25% | 4 |
| | Other industry | 50% | 17% | 42% | | 12 |
| | Other services | 100% | | 14% | | 7 |

Q26: Approximately what percentage of your employees are currently working remotely?

| | | <u>0%</u> | <u>1%-24%</u> | 25%-49% | 50%-74% | 75%-99% | 100% | <u>N</u> |
|-----------------|--------------------------------------|-----------|---------------|---------|---------|---------|------|----------|
| Overall | June 2020 | 76% | 5% | 1% | 4% | 2% | 11% | 138 |
| | February 2021 | 82% | 6% | 2% | 3% | 3% | 4% | 127 |
| Current Number | 0-1 employees | 92% | | | 3% | | 5% | 39 |
| of Employees | 2-9 employees | 76% | 6% | 2% | 6% | 6% | 4% | 50 |
| | 10-25 employees | 88% | | 8% | | | 4% | 25 |
| | More than 25 employees | 62% | 31% | | | 8% | | 13 |
| Open Status | Remained open | 76% | 7% | 7% | 4% | 4% | 2% | 45 |
| | Reduced hours of operation | 84% | 6% | | 3% | 2% | 5% | 63 |
| | Closed temporarily | 93% | 2% | | | 2% | 2% | 41 |
| Contingency or | Had plan before COVID | 75% | 5% | 5% | 5% | 10% | | 20 |
| Resiliency Plan | Developed plan since COVID | 79% | 8% | 4% | 4% | | 4% | 24 |
| | Don't have plan | 85% | 7% | 2% | 2% | 2% | 2% | 55 |
| | Don't know/Not applicable | 82% | | | 4% | 4% | 11% | 28 |
| Remote Work | Employees working remotely | 8% | 28% | 12% | 16% | 16% | 20% | 25 |
| | Employees not working remotely | 100% | | | | | | 102 |
| COVID-19 Effect | . , | 75% | 25% | | | | | 8 |
| on Revenue | Revenue stayed the same | 71% | | 21% | | 7% | | 14 |
| | Revene decreased | 84% | 5% | | 4% | 3% | 4% | 102 |
| Change # of | More employees | 65% | 18% | | 6% | 6% | 6% | 17 |
| Employees Since | | 81% | 6% | 4% | 2% | 4% | 4% | 54 |
| Feb 2020 | Fewer employees | 88% | 2% | 2% | 4% | 2% | 4% | 56 |
| Confidence | Very confident | 78% | 8% | 5% | 3% | 3% | 3% | 63 |
| Operating in 12 | Somewhat confident | 85% | 5% | | 3% | 3% | 5% | 40 |
| Months | Not very or not at all confident | 83% | | | 6% | 6% | 6% | 18 |
| Industry | Accommodation and Food Services | 100% | | | | | | 11 |
| · | Admin. Support, WM, Remediation | 100% | | | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | | 1 |
| | Arts, Entertainment, and Recreation | 75% | | | 6% | 6% | 13% | 16 |
| | Construction | | 50% | 50% | | | | 2 |
| | Educational Services | 75% | | | | | 25% | 4 |
| | Finance and Insurance | 100% | | | | | | 3 |
| | Health Care and Social Assistance | 83% | 17% | | | | | 12 |
| | Information | 67% | | 33% | | | | 3 |
| | Manufacturing | 92% | 8% | | | | | 12 |
| | Prof., Scientific and Tech. Services | 74% | 4% | 4% | 9% | 4% | 4% | 23 |
| | Real Estate Rental and Leasing | 83% | | | | 17% | | 6 |
| | Retail Trade | 100% | | | | | | 8 |
| | Wholesale Trade | 75% | 25% | | | | | 4 |
| | Other industry | 75% | 8% | | 8% | | 8% | 12 |
| | | | | | | | | |

Q27a: How concerned are you about the following potential issues as your business recovers? Cybersecurity

| | | <u>Very</u> <u>concerned</u> | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|---------------------------------|--------------------|--------------------|----------------------|--|----------|
| Overall | June 2020 | 12% | 30% | 28% | 22% | 8% | 134 |
| | February 2021 | 18% | 35% | 25% | 13% | 9% | 127 |
| Current Number | 0-1 employees | 17% | 32% | 17% | 15% | 20% | 41 |
| of Employees | 2-9 employees | 18% | 37% | 29% | 14% | 2% | 49 |
| | 10-25 employees | 17% | 42% | 17% | 17% | 8% | 24 |
| | More than 25 employees | 23% | 23% | 54% | | | 13 |
| Open Status | Remained open | 19% | 40% | 19% | 19% | 5% | 43 |
| | Reduced hours of operation | 20% | 28% | 30% | 11% | 11% | 64 |
| | Closed temporarily | 12% | 36% | 31% | 12% | 10% | 42 |
| Contingency or | Had plan before COVID | 26% | 37% | 26% | 5% | 5% | 19 |
| Resiliency Plan | Developed plan since COVID | 8% | 40% | 28% | 16% | 8% | 25 |
| | Don't have plan | 24% | 29% | 18% | 22% | 7% | 55 |
| | Don't know/Not applicable | 11% | 39% | 36% | | 14% | 28 |
| Remote Work | Employees working remotely | 20% | 32% | 40% | 4% | 4% | 25 |
| | Employees not working remotely | 17% | 36% | 22% | 16% | 9% | 100 |
| COVID-19 Effect | Revenue increased | 25% | 50% | 13% | 13% | | 8 |
| on Revenue | Revenue stayed the same | 29% | 36% | 21% | 14% | | 14 |
| | Revene decreased | 16% | 34% | 25% | 14% | 11% | 102 |
| Change # of | More employees | 18% | 24% | 53% | | 6% | 17 |
| Employees Since | Same number of employees | 24% | 24% | 24% | 18% | 11% | 55 |
| Feb 2020 | Fewer employees | 13% | 49% | 18% | 13% | 7% | 55 |
| Confidence | Very confident | 16% | 36% | 22% | 19% | 8% | 64 |
| Operating in 12 | Somewhat confident | 21% | 32% | 29% | 11% | 8% | 38 |
| Months | Not very or not at all confident | 21% | 26% | 37% | | 16% | 19 |
| Industry | Accommodation and Food Services | 9% | 18% | 45% | 18% | 9% | 11 |
| | Admin. Support, WM, Remediation | | | 100% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | | 44% | 31% | 13% | 13% | 16 |
| | Construction | | 50% | 50% | | | 2 |
| | Educational Services | | 50% | 25% | | 25% | 4 |
| | Finance and Insurance | 33% | 33% | | | 33% | 3 |
| | Health Care and Social Assistance | 17% | 25% | 25% | 17% | 17% | 12 |
| | Information | 33% | 33% | | 33% | | 3 |
| | Manufacturing | 8% | 42% | 25% | 25% | | 12 |
| | Prof., Scientific and Tech. Services | 35% | 43% | 17% | 4% | | 23 |
| | Real Estate Rental and Leasing | 17% | 33% | | 33% | 17% | 6 |
| | Retail Trade | 40% | 20% | 30% | | 10% | 10 |
| | Wholesale Trade | | 75% | 25% | | | 4 |
| | Otherindustry | 27% | 27% | 18% | 9% | 18% | 11 |
| | Other services | 17% | 33% | 33% | 17% | | 6 |

Q27b: How concerned are you about the following potential issues as your business recovers? Maintaining customers

| | | <u>Very</u> concerned | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|--------------------|-----------------------|----------------------|--|----------|
| Overall | June 2020 | 57% | 29% | 8% | 7% | | 136 |
| | February 2021 | 55% | 33% | 9% | 2% | 1% | 129 |
| Current Number | 0-1 employees | 63% | 29% | 7% | | | 41 |
| of Employees | 2-9 employees | 46% | 40% | 10% | 2% | 2% | 50 |
| | 10-25 employees | 64% | 24% | 8% | 4% | | 25 |
| | More than 25 employees | 46% | 38% | 8% | 8% | | 13 |
| Open Status | Remained open | 44% | 38% | 11% | 7% | | 45 |
| | Reduced hours of operation | 61% | 31% | 6% | | 2% | 64 |
| | Closed temporarily | 62% | 31% | 7% | | | 42 |
| Contingency or | Had plan before COVID | 40% | 45% | 15% | | | 20 |
| Resiliency Plan | Developed plan since COVID | 44% | 48% | 8% | | | 25 |
| | Don't have plan | 58% | 29% | 9% | 4% | | 55 |
| | Don't know/Not applicable | 69% | 21% | 3% | 3% | 3% | 29 |
| Remote Work | Employees working remotely | 60% | 36% | 4% | | | 25 |
| | Employees not working remotely | 54% | 32% | 10% | 3% | 1% | 102 |
| COVID-19 Effect | Revenue increased | 13% | 63% | 25% | | | 8 |
| on Revenue | Revenue stayed the same | 21% | 50% | 14% | 14% | | 14 |
| | Revene decreased | 63% | 28% | 7% | 1% | 1% | 104 |
| Change # of | More employees | 41% | 47% | 12% | | | 17 |
| Employees Since | Same number of employees | 46% | 30% | 16% | 5% | 2% | 56 |
| Feb 2020 | Fewer employees | 68% | 32% | | | | 56 |
| Confidence | Very confident | 41% | 42% | 13% | 5% | | 64 |
| Operating in 12 | Somewhat confident | 58% | 35% | 5% | | 3% | 40 |
| Months | Not very or not at all confident | 95% | 5% | | | | 19 |
| Industry | Accommodation and Food Services | 73% | 27% | | | | 11 |
| | Admin. Support, WM, Remediation | 50% | 50% | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 69% | 19% | 13% | | | 16 |
| | Construction | | 50% | 50% | | | 2 |
| | Educational Services | 50% | 50% | | | | 4 |
| | Finance and Insurance | 33% | 67% | | | | 3 |
| | Health Care and Social Assistance | 58% | 25% | 8% | 8% | | 12 |
| | Information | 67% | 33% | | | | 3 |
| | Manufacturing | 42% | 42% | 8% | 8% | | 12 |
| | Prof., Scientific and Tech. Services | 48% | 43% | 9% | | | 23 |
| | Real Estate Rental and Leasing | 33% | | 33% | 17% | 17% | 6 |
| | Retail Trade | 40% | 60% | | | | 10 |
| | Wholesale Trade | 75% | 25% | | | | 4 |
| | Other industry | 83% | 17% | | | | 12 |
| | Other services | 43% | 43% | 14% | | | 7 |

Q27c: How concerned are you about the following potential issues as your business recovers? Maintaining sales/revenue

| | | <u>Very</u> concerned | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|--------------------|-----------------------|----------------------|---|----------|
| Overall | June 2020 | 75% | 17% | 5% | 2% | 1% | 138 |
| | February 2021 | 66% | 26% | 5% | 3% | 1% | 129 |
| Current Number | 0-1 employees | 71% | 27% | 2% | | | 41 |
| of Employees | 2-9 employees | 60% | 32% | 6% | 2% | | 50 |
| | 10-25 employees | 68% | 16% | 4% | 8% | 4% | 25 |
| | More than 25 employees | 69% | 15% | 8% | 8% | | 13 |
| Open Status | Remained open | 53% | 31% | 7% | 9% | | 45 |
| | Reduced hours of operation | 77% | 22% | 2% | | | 64 |
| | Closed temporarily | 67% | 29% | 2% | | 2% | 42 |
| Contingency or | Had plan before COVID | 60% | 30% | 5% | 5% | | 20 |
| Resiliency Plan | Developed plan since COVID | 52% | 44% | | | 4% | 25 |
| | Don't have plan | 73% | 18% | 5% | 4% | | 55 |
| | Don't know/Not applicable | 69% | 21% | 7% | 3% | | 29 |
| Remote Work | Employees working remotely | 60% | 36% | 4% | | | 25 |
| | Employees not working remotely | 68% | 24% | 4% | 4% | 1% | 102 |
| COVID-19 Effect | Revenue increased | 38% | 50% | 13% | | | 8 |
| on Revenue | Revenue stayed the same | 36% | 36% | 14% | 14% | | 14 |
| | Revene decreased | 72% | 22% | 3% | 2% | 1% | 104 |
| Change # of | More employees | 53% | 29% | 12% | 6% | | 17 |
| Employees Since | Same number of employees | 55% | 32% | 7% | 5% | | 56 |
| Feb 2020 | Fewer employees | 80% | 18% | | | 2% | 56 |
| Confidence | Very confident | 55% | 33% | 6% | 6% | | 64 |
| Operating in 12 | Somewhat confident | 70% | 23% | 5% | | 3% | 40 |
| Months | Not very or not at all confident | 95% | 5% | | | | 19 |
| Industry | Accommodation and Food Services | 82% | 18% | | | | 11 |
| | Admin. Support, WM, Remediation | 50% | 50% | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 75% | 25% | | | | 16 |
| | Construction | | 50% | 50% | | | 2 |
| | Educational Services | 50% | 50% | | | | 4 |
| | Finance and Insurance | 67% | 33% | | | | 3 |
| | Health Care and Social Assistance | 58% | 17% | | 17% | 8% | 12 |
| | Information | 67% | 33% | | | | 3 |
| | Manufacturing | 67% | 17% | 8% | 8% | | 12 |
| | Prof., Scientific and Tech. Services | 65% | 35% | | | | 23 |
| | Real Estate Rental and Leasing | 17% | 33% | 33% | 17% | | 6 |
| | Retail Trade | 80% | 10% | 10% | | | 10 |
| | Wholesale Trade | 75% | 25% | | | | 4 |
| | Other industry | 75% | 25% | | | | 12 |
| | Other services | 57% | 29% | 14% | | | 7 |

Q27d: How concerned are you about the following potential issues as your business recovers? Supply chain disruptions

| | | <u>Very</u> concerned | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|--------------------|-----------------------|----------------------|--|----------|
| Overall | June 2020 | 26% | 32% | 20% | 12% | 10% | 136 |
| | February 2021 | 21% | 35% | 19% | 13% | 12% | 129 |
| Current Number | 0-1 employees | 15% | 29% | 15% | 17% | 24% | 41 |
| of Employees | 2-9 employees | 22% | 36% | 26% | 10% | 6% | 50 |
| | 10-25 employees | 20% | 40% | 16% | 16% | 8% | 25 |
| | More than 25 employees | 38% | 38% | 8% | 8% | 8% | 13 |
| Open Status | Remained open | 27% | 38% | 9% | 13% | 13% | 45 |
| • | Reduced hours of operation | 19% | 33% | 23% | 13% | 13% | 64 |
| | Closed temporarily | 17% | 31% | 29% | 19% | 5% | 42 |
| Contingency or | Had plan before COVID | 40% | 25% | 15% | 5% | 15% | 20 |
| Resiliency Plan | Developed plan since COVID | 24% | 40% | 24% | 8% | 4% | 25 |
| | Don't have plan | 11% | 40% | 15% | 22% | 13% | 55 |
| | Don't know/Not applicable | 24% | 28% | 24% | 7% | 17% | 29 |
| Remote Work | Employees working remotely | 40% | 16% | 16% | 12% | 16% | 25 |
| | Employees not working remotely | 16% | 39% | 20% | 14% | 12% | 102 |
| COVID-19 Effect | Revenue increased | 50% | 38% | | | 13% | 8 |
| on Revenue | Revenue stayed the same | 21% | 43% | 21% | 14% | | 14 |
| | Revene decreased | 17% | 34% | 20% | 14% | 14% | 104 |
| Change # of | More employees | 35% | 41% | 12% | | 12% | 17 |
| Employees Since | Same number of employees | 16% | 34% | 13% | 20% | 18% | 56 |
| Feb 2020 | Fewer employees | 21% | 34% | 27% | 11% | 7% | 56 |
| Confidence | Very confident | 19% | 36% | 16% | 17% | 13% | 64 |
| Operating in 12 | Somewhat confident | 20% | 38% | 18% | 13% | 13% | 40 |
| Months | Not very or not at all confident | 26% | 26% | 32% | | 16% | 19 |
| Industry | Accommodation and Food Services | 27% | 27% | 18% | 27% | | 11 |
| | Admin. Support, WM, Remediation | | 100% | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 6% | 38% | 25% | 6% | 25% | 16 |
| | Construction | 100% | | | | | 2 |
| | Educational Services | | 50% | 25% | | 25% | 4 |
| | Finance and Insurance | | 33% | 67% | | | 3 |
| | Health Care and Social Assistance | 25% | 17% | 25% | 25% | 8% | 12 |
| | Information | | 33% | 33% | 33% | | 3 |
| | Manufacturing | 25% | 67% | 8% | | | 12 |
| | Prof., Scientific and Tech. Services | 17% | 26% | 13% | 13% | 30% | 23 |
| | Real Estate Rental and Leasing | 17% | 33% | 17% | 33% | | 6 |
| | Retail Trade | 40% | 40% | 20% | | | 10 |
| | Wholesale Trade | | 100% | | | | 4 |
| | Other industry | 25% | 8% | 17% | 25% | 25% | 12 |
| | Other services | 43% | 29% | 29% | | | 7 |

Q27e: How concerned are you about the following potential issues as your business recovers? Bringing back employees

| | | <u>Very</u> concerned | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|--------------------|--------------------|----------------------|--|----------|
| Overall | June 2020 | 13% | 30% | 19% | 12% | 27% | 134 |
| | February 2021 | 12% | 15% | 19% | 13% | 41% | 128 |
| Current Number | 0-1 employees | 2% | 12% | 7% | 10% | 68% | 41 |
| of Employees | 2-9 employees | 14% | 22% | 30% | 16% | 18% | 50 |
| | 10-25 employees | 21% | 13% | 13% | 17% | 38% | 24 |
| | More than 25 employees | 15% | | 23% | 8% | 54% | 13 |
| Open Status | Remained open | 7% | 5% | 20% | 20% | 48% | 44 |
| | Reduced hours of operation | 16% | 22% | 17% | 6% | 39% | 64 |
| | Closed temporarily | 14% | 21% | 21% | 12% | 31% | 42 |
| Contingency or | Had plan before COVID | 5% | 16% | 16% | 5% | 58% | 19 |
| Resiliency Plan | Developed plan since COVID | 8% | 16% | 24% | 4% | 48% | 25 |
| | Don't have plan | 9% | 15% | 15% | 22% | 40% | 55 |
| | Don't know/Not applicable | 24% | 14% | 24% | 10% | 28% | 29 |
| Remote Work | Employees working remotely | 28% | 16% | 24% | 12% | 20% | 25 |
| | Employees not working remotely | 8% | 15% | 18% | 13% | 47% | 101 |
| COVID-19 Effect | Revenue increased | | | 13% | 13% | 75% | 8 |
| on Revenue | Revenue stayed the same | | | 29% | 43% | 29% | 14 |
| | Revene decreased | 14% | 18% | 17% | 10% | 41% | 103 |
| Change # of | More employees | 12% | 12% | 29% | 24% | 24% | 17 |
| Employees Since | Same number of employees | 7% | 4% | 16% | 14% | 59% | 56 |
| Feb 2020 | Fewer employees | 16% | 27% | 18% | 9% | 29% | 55 |
| Confidence | Very confident | 8% | 9% | 25% | 22% | 36% | 64 |
| Operating in 12 | Somewhat confident | 18% | 13% | 15% | 5% | 49% | 39 |
| Months | Not very or not at all confident | 16% | 32% | 5% | 5% | 42% | 19 |
| Industry | Accommodation and Food Services | 36% | 36% | 27% | | | 11 |
| | Admin. Support, WM, Remediation | | | 50% | | 50% | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | | 31% | 13% | 6% | 50% | 16 |
| | Construction | | | | | 100% | 2 |
| | Educational Services | | 50% | | | 50% | 4 |
| | Finance and Insurance | | 33% | 33% | | 33% | 3 |
| | Health Care and Social Assistance | 25% | | 17% | 25% | 33% | 12 |
| | Information | | | 33% | 33% | 33% | 3 |
| | Manufacturing | 17% | 8% | 17% | 17% | 42% | 12 |
| | Prof., Scientific and Tech. Services | 9% | 4% | 26% | 9% | 52% | 23 |
| | Real Estate Rental and Leasing | | 17% | 17% | 50% | 17% | 6 |
| | Retail Trade | 20% | 10% | 10% | 20% | 40% | 10 |
| | Wholesale Trade | 25% | | | | 75% | 4 |
| | Other industry | 9% | | 18% | 9% | 64% | 11 |
| | Other services | | 43% | 14% | 29% | 14% | 7 |

Q27f: How concerned are you about the following potential issues as your business recovers? Being forced to lay off or furlough employees

| | | <u>Very</u> concerned | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|--------------------|--------------------|----------------------|--|----------|
| Overall | June 2020 | 20% | 26% | 16% | 16% | 22% | 137 |
| | February 2021 | 17% | 27% | 12% | 21% | 22% | 129 |
| Current Number | 0-1 employees | 12% | 5% | 5% | 20% | 59% | 41 |
| of Employees | 2-9 employees | 18% | 38% | 16% | 20% | 8% | 50 |
| | 10-25 employees | 32% | 24% | 16% | 24% | 4% | 25 |
| | More than 25 employees | | 62% | 15% | 23% | | 13 |
| Open Status | Remained open | 11% | 29% | 11% | 33% | 16% | 45 |
| | Reduced hours of operation | 20% | 25% | 16% | 13% | 27% | 64 |
| | Closed temporarily | 21% | 31% | 14% | 14% | 19% | 42 |
| Contingency or | Had plan before COVID | 25% | 20% | 15% | 35% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 16% | 28% | 16% | 8% | 32% | 25 |
| | Don't have plan | 16% | 25% | 9% | 24% | 25% | 55 |
| | Don't know/Not applicable | 14% | 34% | 14% | 17% | 21% | 29 |
| Remote Work | Employees working remotely | 16% | 48% | 8% | 20% | 8% | 25 |
| | Employees not working remotely | 18% | 23% | 14% | 21% | 25% | 102 |
| COVID-19 Effect | Revenue increased | | 13% | 38% | 38% | 13% | 8 |
| on Revenue | Revenue stayed the same | | 50% | 14% | 36% | | 14 |
| | Revene decreased | 20% | 25% | 11% | 17% | 27% | 104 |
| Change # of | More employees | | 59% | 18% | 24% | | 17 |
| Employees Since | Same number of employees | 9% | 18% | 14% | 21% | 38% | 56 |
| Feb 2020 | Fewer employees | 30% | 27% | 9% | 20% | 14% | 56 |
| Confidence | Very confident | 9% | 28% | 17% | 31% | 14% | 64 |
| Operating in 12 | Somewhat confident | 25% | 30% | 13% | 10% | 23% | 40 |
| Months | Not very or not at all confident | 26% | 26% | | 5% | 42% | 19 |
| Industry | Accommodation and Food Services | 45% | 27% | 18% | 9% | | 11 |
| | Admin. Support, WM, Remediation | | 50% | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 25% | 19% | | 13% | 44% | 16 |
| | Construction | | | 50% | | 50% | 2 |
| | Educational Services | | 50% | | | 50% | 4 |
| | Finance and Insurance | | 33% | 33% | | 33% | 3 |
| | Health Care and Social Assistance | | 33% | 25% | 33% | 8% | 12 |
| | Information | | 67% | | | 33% | 3 |
| | Manufacturing | 33% | 17% | 8% | 42% | | 12 |
| | Prof., Scientific and Tech. Services | 9% | 26% | 4% | 30% | 30% | 23 |
| | Real Estate Rental and Leasing | 17% | | 33% | 33% | 17% | 6 |
| | Retail Trade | 10% | 40% | 20% | 20% | 10% | 10 |
| | Wholesale Trade | 25% | | 25% | | 50% | 4 |
| | Other industry | 25% | 17% | | 17% | 42% | 12 |
| | Other services | 14% | 57% | 14% | 14% | | 7 |

Q27g: How concerned are you about the following potential issues as your business recovers? Delayed hiring of new employees

| | | <u>Very</u> <u>concerned</u> | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|---------------------------------|-----------------------|--------------------|----------------------|--|----------|
| Overall | June 2020 | 15% | 26% | 15% | 12% | 32% | 136 |
| | February 2021 | 16% | 25% | 17% | 9% | 32% | 128 |
| Current Number | 0-1 employees | 10% | 10% | 7% | 12% | 61% | 41 |
| of Employees | 2-9 employees | 20% | 33% | 22% | 2% | 22% | 49 |
| | 10-25 employees | 24% | 24% | 20% | 20% | 12% | 25 |
| | More than 25 employees | 8% | 46% | 23% | 8% | 15% | 13 |
| Open Status | Remained open | 13% | 11% | 29% | 16% | 31% | 45 |
| | Reduced hours of operation | 19% | 33% | 10% | 5% | 33% | 63 |
| | Closed temporarily | 17% | 36% | 14% | 10% | 24% | 42 |
| Contingency or | Had plan before COVID | 15% | 35% | 15% | 5% | 30% | 20 |
| Resiliency Plan | Developed plan since COVID | 12% | 36% | 12% | 12% | 28% | 25 |
| | Don't have plan | 13% | 19% | 19% | 15% | 35% | 54 |
| | Don't know/Not applicable | 28% | 21% | 21% | | 31% | 29 |
| Remote Work | Employees working remotely | 28% | 12% | 20% | 8% | 32% | 25 |
| | Employees not working remotely | 13% | 28% | 17% | 10% | 33% | 101 |
| COVID-19 Effect | Revenue increased | | 38% | 13% | 13% | 38% | 8 |
| on Revenue | Revenue stayed the same | 7% | 21% | 36% | 14% | 21% | 14 |
| | Revene decreased | 18% | 24% | 16% | 9% | 33% | 103 |
| Change # of | More employees | 12% | 35% | 18% | 12% | 24% | 17 |
| Employees Since | Same number of employees | 14% | 13% | 18% | 5% | 50% | 56 |
| Feb 2020 | Fewer employees | 20% | 35% | 16% | 13% | 16% | 55 |
| Confidence | Very confident | 11% | 27% | 22% | 14% | 27% | 64 |
| Operating in 12 | Somewhat confident | 23% | 26% | 13% | 3% | 36% | 39 |
| Months | Not very or not at all confident | 21% | 16% | 16% | 11% | 37% | 19 |
| Industry | Accommodation and Food Services | 45% | 36% | 9% | 9% | | 11 |
| | Admin. Support, WM, Remediation | | 50% | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | 6% | 25% | 13% | 13% | 44% | 16 |
| | Construction | | | 50% | 50% | | 2 |
| | Educational Services | | 50% | | | 50% | 4 |
| | Finance and Insurance | | | 67% | | 33% | 3 |
| | Health Care and Social Assistance | 17% | 33% | 8% | 25% | 17% | 12 |
| | Information | | | 67% | | 33% | 3 |
| | Manufacturing | 25% | 17% | 33% | 17% | 8% | 12 |
| | Prof., Scientific and Tech. Services | 14% | 18% | 14% | 9% | 45% | 22 |
| | Real Estate Rental and Leasing | | | 17% | | 83% | 6 |
| | Retail Trade | 30% | 50% | 10% | | 10% | 10 |
| | Wholesale Trade | | 25% | | | 75% | 4 |
| | Other industry | 8% | 25% | 17% | | 50% | 12 |
| | Other services | 43% | 29% | | 14% | 14% | 7 |
| | | | | | | | |

Q27h: How concerned are you about the following potential issues as your business recovers? Working remotely

| | | <u>Very</u> <u>concerned</u> | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|---------------------------------|-----------------------|--------------------|----------------------|---|----------|
| Overall | June 2020 | 7% | 12% | 16% | 34% | 31% | 135 |
| | February 2021 | 6% | 16% | 12% | 29% | 36% | 129 |
| Current Number | 0-1 employees | 7% | 12% | 5% | 39% | 37% | 41 |
| of Employees | 2-9 employees | 6% | 18% | 18% | 30% | 28% | 50 |
| | 10-25 employees | 4% | 12% | 8% | 20% | 56% | 25 |
| | More than 25 employees | 8% | 31% | 23% | 15% | 23% | 13 |
| Open Status | Remained open | 2% | 22% | 11% | 56% | 9% | 45 |
| | Reduced hours of operation | 11% | 13% | 16% | 16% | 45% | 64 |
| | Closed temporarily | 5% | 10% | 12% | 12% | 62% | 42 |
| Contingency or | Had plan before COVID | 5% | 30% | 30% | 15% | 20% | 20 |
| Resiliency Plan | Developed plan since COVID | 8% | 20% | 20% | 16% | 36% | 25 |
| | Don't have plan | 7% | 11% | 5% | 40% | 36% | 55 |
| | Don't know/Not applicable | 3% | 14% | 7% | 31% | 45% | 29 |
| Remote Work | Employees working remotely | 12% | 40% | 8% | 36% | 4% | 25 |
| | Employees not working remotely | 5% | 11% | 14% | 27% | 43% | 102 |
| COVID-19 Effect | Revenue increased | | 25% | 25% | 38% | 13% | 8 |
| on Revenue | Revenue stayed the same | | 7% | 21% | 57% | 14% | 14 |
| | Revene decreased | 8% | 16% | 11% | 24% | 41% | 104 |
| Change # of | More employees | | 24% | 18% | 29% | 29% | 17 |
| Employees Since | Same number of employees | 13% | 13% | 4% | 45% | 27% | 56 |
| Feb 2020 | Fewer employees | 2% | 18% | 20% | 14% | 46% | 56 |
| Confidence | Very confident | 5% | 19% | 14% | 41% | 22% | 64 |
| Operating in 12 | Somewhat confident | 5% | 15% | 10% | 23% | 48% | 40 |
| Months | Not very or not at all confident | 11% | 16% | 16% | 16% | 42% | 19 |
| Industry | Accommodation and Food Services | | | 9% | 9% | 82% | 11 |
| | Admin. Support, WM, Remediation | | | | 100% | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | 13% | 19% | | 31% | 38% | 16 |
| | Construction | | | 50% | 50% | | 2 |
| | Educational Services | | 25% | 25% | 25% | 25% | 4 |
| | Finance and Insurance | | | 33% | 33% | 33% | 3 |
| | Health Care and Social Assistance | 8% | 8% | 8% | 17% | 58% | 12 |
| | Information | | 33% | | 67% | | 3 |
| | Manufacturing | | 42% | 17% | 25% | 17% | 12 |
| | Prof., Scientific and Tech. Services | 17% | 22% | 9% | 52% | | 23 |
| | Real Estate Rental and Leasing | | | 33% | 50% | 17% | 6 |
| | Retail Trade | 10% | | 20% | 10% | 60% | 10 |
| | Wholesale Trade | | | 25% | 50% | 25% | 4 |
| | Other industry | | 33% | 8% | 8% | 50% | 12 |
| | Other services | | 14% | 14% | 14% | 57% | 7 |

Q27i: How concerned are you about the following potential issues as your business recovers? Cleaning the work environment

| | | <u>Very</u> <u>concerned</u> | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|---------------------------------|-----------------------|--------------------|----------------------|---|----------|
| Overall | June 2020 | 20% | 30% | 24% | 20% | 6% | 135 |
| | February 2021 | 11% | 26% | 35% | 19% | 9% | 129 |
| Current Number | 0-1 employees | 7% | 15% | 34% | 20% | 24% | 41 |
| of Employees | 2-9 employees | 18% | 22% | 34% | 22% | 4% | 50 |
| | 10-25 employees | 4% | 52% | 32% | 12% | | 25 |
| | More than 25 employees | 8% | 31% | 46% | 15% | | 13 |
| Open Status | Remained open | 7% | 20% | 36% | 24% | 13% | 45 |
| | Reduced hours of operation | 11% | 34% | 33% | 14% | 8% | 64 |
| | Closed temporarily | 19% | 31% | 33% | 14% | 2% | 42 |
| Contingency or | Had plan before COVID | 15% | 40% | 15% | 25% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | | 32% | 52% | 12% | 4% | 25 |
| | Don't have plan | 11% | 20% | 36% | 20% | 13% | 55 |
| | Don't know/Not applicable | 17% | 24% | 31% | 17% | 10% | 29 |
| Remote Work | Employees working remotely | 16% | 24% | 36% | 16% | 8% | 25 |
| | Employees not working remotely | 10% | 26% | 35% | 19% | 10% | 102 |
| COVID-19 Effect | Revenue increased | 13% | 38% | 25% | 13% | 13% | 8 |
| on Revenue | Revenue stayed the same | 7% | 36% | 29% | 21% | 7% | 14 |
| | Revene decreased | 11% | 25% | 37% | 18% | 10% | 104 |
| Change # of | More employees | 12% | 24% | 47% | 18% | | 17 |
| Employees Since | Same number of employees | 11% | 20% | 32% | 21% | 16% | 56 |
| Feb 2020 | Fewer employees | 11% | 34% | 34% | 16% | 5% | 56 |
| Confidence | Very confident | 8% | 25% | 42% | 17% | 8% | 64 |
| Operating in 12 | Somewhat confident | 15% | 30% | 23% | 18% | 15% | 40 |
| Months | Not very or not at all confident | 16% | 26% | 32% | 21% | 5% | 19 |
| Industry | Accommodation and Food Services | 18% | 36% | 36% | 9% | | 11 |
| | Admin. Support, WM, Remediation | | | 100% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 25% | 13% | 31% | 25% | 6% | 16 |
| | Construction | | 50% | | 50% | | 2 |
| | Educational Services | | 25% | 25% | | 50% | 4 |
| | Finance and Insurance | | | 67% | | 33% | 3 |
| | Health Care and Social Assistance | 17% | 33% | 42% | 8% | | 12 |
| | Information | | | 100% | | | 3 |
| | Manufacturing | 8% | 33% | 42% | 17% | | 12 |
| | Prof., Scientific and Tech. Services | 4% | 13% | 26% | 30% | 26% | 23 |
| | Real Estate Rental and Leasing | 17% | | 67% | 17% | | 6 |
| | Retail Trade | | 70% | 20% | 10% | | 10 |
| | Wholesale Trade | | 25% | 50% | | 25% | 4 |
| | Other industry | 17% | 25% | 17% | 42% | | 12 |
| | Other services | 14% | 29% | 29% | 14% | 14% | 7 |

Q27j: How concerned are you about the following potential issues as your business recovers? Liability with following CDC and health guidelines

| | | <u>Very</u> <u>concerned</u> | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|---------------------------------|--------------------|--------------------|----------------------|---|----------|
| Overall | June 2020 | 23% | 33% | 21% | 18% | 5% | 135 |
| | February 2021 | 24% | 25% | 26% | 17% | 8% | 129 |
| Current Number | 0-1 employees | 17% | 17% | 17% | 24% | 24% | 41 |
| of Employees | 2-9 employees | 24% | 24% | 36% | 16% | | 50 |
| | 10-25 employees | 28% | 40% | 20% | 12% | | 25 |
| | More than 25 employees | 38% | 23% | 31% | 8% | | 13 |
| Open Status | Remained open | 18% | 20% | 27% | 29% | 7% | 45 |
| | Reduced hours of operation | 25% | 27% | 30% | 13% | 6% | 64 |
| | Closed temporarily | 31% | 31% | 26% | 5% | 7% | 42 |
| Contingency or | Had plan before COVID | 25% | 20% | 30% | 25% | | 20 |
| Resiliency Plan | Developed plan since COVID | 28% | 24% | 36% | 12% | | 25 |
| | Don't have plan | 16% | 27% | 25% | 22% | 9% | 55 |
| | Don't know/Not applicable | 34% | 24% | 17% | 7% | 17% | 29 |
| Remote Work | Employees working remotely | 32% | 20% | 28% | 16% | 4% | 25 |
| | Employees not working remotely | 23% | 26% | 26% | 17% | 8% | 102 |
| COVID-19 Effect | Revenue increased | 38% | 25% | 25% | | 13% | 8 |
| on Revenue | Revenue stayed the same | 7% | 43% | 21% | 29% | | 14 |
| | Revene decreased | 25% | 22% | 28% | 16% | 9% | 104 |
| Change # of | More employees | 24% | 24% | 29% | 24% | | 17 |
| Employees Since | Same number of employees | 14% | 20% | 27% | 25% | 14% | 56 |
| Feb 2020 | Fewer employees | 34% | 30% | 25% | 7% | 4% | 56 |
| Confidence | Very confident | 16% | 33% | 27% | 19% | 6% | 64 |
| Operating in 12 | Somewhat confident | 35% | 18% | 25% | 13% | 10% | 40 |
| Months | Not very or not at all confident | 37% | 11% | 21% | 21% | 11% | 19 |
| Industry | Accommodation and Food Services | 27% | 45% | 18% | 9% | | 11 |
| | Admin. Support, WM, Remediation | | | 50% | 50% | | 2 |
| | Agri., Forestry, Fishing and Hunting | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 19% | 44% | 19% | 6% | 13% | 16 |
| | Construction | | 50% | 50% | | | 2 |
| | Educational Services | 50% | | 50% | | | 4 |
| | Finance and Insurance | 33% | 33% | | 33% | | 3 |
| | Health Care and Social Assistance | 42% | 25% | 25% | 8% | | 12 |
| | Information | | 33% | 33% | 33% | | 3 |
| | Manufacturing | 25% | 33% | 33% | 8% | | 12 |
| | Prof., Scientific and Tech. Services | 9% | 17% | 9% | 48% | 17% | 23 |
| | Real Estate Rental and Leasing | 17% | | 67% | 17% | | 6 |
| | Retail Trade | 30% | 30% | 20% | 10% | 10% | 10 |
| | Wholesale Trade | | | 75% | | 25% | 4 |
| | Other industry | 25% | 8% | 42% | 8% | 17% | 12 |
| | Other services | 71% | 14% | 14% | | | 7 |
| | | | | | | | |

Q27k: How concerned are you about the following potential issues as your business recovers? Access to personal protective equipment (PPE)

| | | <u>Very</u> concerned | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|--------------------|--------------------|----------------------|---|----------|
| Overall | June 2020 | 12% | 29% | 34% | 20% | 6% | 137 |
| | February 2021 | 8% | 26% | 41% | 19% | 6% | 129 |
| Current Number | 0-1 employees | | 12% | 37% | 32% | 20% | 41 |
| of Employees | 2-9 employees | 10% | 32% | 42% | 16% | | 50 |
| | 10-25 employees | 12% | 28% | 48% | 12% | | 25 |
| | More than 25 employees | 15% | 38% | 38% | 8% | | 13 |
| Open Status | Remained open | 7% | 24% | 36% | 27% | 7% | 45 |
| | Reduced hours of operation | 6% | 27% | 48% | 13% | 6% | 64 |
| | Closed temporarily | 14% | 26% | 38% | 19% | 2% | 42 |
| Contingency or | Had plan before COVID | 15% | 40% | 20% | 25% | | 20 |
| Resiliency Plan | Developed plan since COVID | 8% | 24% | 48% | 8% | 12% | 25 |
| | Don't have plan | 4% | 16% | 51% | 22% | 7% | 55 |
| | Don't know/Not applicable | 10% | 34% | 31% | 21% | 3% | 29 |
| Remote Work | Employees working remotely | 16% | 32% | 44% | 8% | | 25 |
| | Employees not working remotely | 6% | 25% | 40% | 22% | 8% | 102 |
| COVID-19 Effect | Revenue increased | 13% | 13% | 38% | 25% | 13% | 8 |
| on Revenue | Revenue stayed the same | | 29% | 50% | 21% | | 14 |
| | Revene decreased | 9% | 25% | 41% | 18% | 7% | 104 |
| Change # of | More employees | 12% | 47% | 24% | 18% | | 17 |
| Employees Since | Same number of employees | 5% | 11% | 48% | 30% | 5% | 56 |
| Feb 2020 | Fewer employees | 9% | 34% | 39% | 9% | 9% | 56 |
| Confidence | Very confident | 8% | 20% | 44% | 22% | 6% | 64 |
| Operating in 12 | Somewhat confident | 10% | 33% | 35% | 18% | 5% | 40 |
| Months | Not very or not at all confident | 5% | 37% | 37% | 11% | 11% | 19 |
| Industry | Accommodation and Food Services | 9% | 45% | 36% | 9% | | 11 |
| | Admin. Support, WM, Remediation | | 50% | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 6% | 13% | 50% | 19% | 13% | 16 |
| | Construction | | | 50% | 50% | | 2 |
| | Educational Services | | 50% | 25% | 25% | | 4 |
| | Finance and Insurance | | | 67% | | 33% | 3 |
| | Health Care and Social Assistance | 17% | 25% | 42% | 8% | 8% | 12 |
| | Information | | | 100% | | | 3 |
| | Manufacturing | 8% | 33% | 25% | 33% | | 12 |
| | Prof., Scientific and Tech. Services | 4% | 17% | 35% | 30% | 13% | 23 |
| | Real Estate Rental and Leasing | | 17% | 67% | 17% | | 6 |
| | Retail Trade | 10% | 30% | 50% | 10% | | 10 |
| | Wholesale Trade | | | 100% | | | 4 |
| | Other industry | 17% | 25% | 25% | 25% | 8% | 12 |
| | Other services | 14% | 57% | 14% | 14% | | 7 |

Q27I: How concerned are you about the following potential issues as your business recovers? Access to COVID-19 testing

| | | <u>Very</u> concerned | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|--------------------|-----------------------|----------------------|--|----------|
| Overall | June 2020 | 10% | 27% | 36% | 21% | 5% | 135 |
| | February 2021 | 16% | 30% | 27% | 19% | 9% | 128 |
| Current Number | 0-1 employees | 15% | 27% | 27% | 15% | 17% | 41 |
| of Employees | 2-9 employees | 16% | 33% | 29% | 20% | 2% | 49 |
| | 10-25 employees | 12% | 36% | 16% | 28% | 8% | 25 |
| | More than 25 employees | 23% | 23% | 38% | 8% | 8% | 13 |
| Open Status | Remained open | 13% | 31% | 24% | 20% | 11% | 45 |
| | Reduced hours of operation | 17% | 30% | 31% | 16% | 6% | 64 |
| | Closed temporarily | 10% | 24% | 37% | 22% | 7% | 41 |
| Contingency or | Had plan before COVID | 25% | 20% | 35% | 15% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 25% | 13% | 29% | 21% | 13% | 24 |
| | Don't have plan | 13% | 38% | 22% | 18% | 9% | 55 |
| | Don't know/Not applicable | 7% | 38% | 28% | 21% | 7% | 29 |
| Remote Work | Employees working remotely | 20% | 28% | 28% | 24% | | 25 |
| | Employees not working remotely | 14% | 32% | 27% | 17% | 11% | 101 |
| COVID-19 Effect | Revenue increased | 13% | 63% | 13% | | 13% | 8 |
| on Revenue | Revenue stayed the same | 7% | 36% | 36% | 21% | | 14 |
| | Revene decreased | 17% | 27% | 27% | 19% | 10% | 103 |
| Change # of | More employees | 18% | 29% | 29% | 12% | 12% | 17 |
| Employees Since | Same number of employees | 11% | 33% | 27% | 18% | 11% | 55 |
| Feb 2020 | Fewer employees | 20% | 29% | 25% | 21% | 5% | 56 |
| Confidence | Very confident | 13% | 33% | 27% | 20% | 8% | 64 |
| Operating in 12 | Somewhat confident | 23% | 30% | 20% | 18% | 10% | 40 |
| Months | Not very or not at all confident | 16% | 26% | 32% | 16% | 11% | 19 |
| Industry | Accommodation and Food Services | 18% | 55% | 9% | 18% | | 11 |
| | Admin. Support, WM, Remediation | | | 50% | | 50% | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | 20% | 40% | 20% | 20% | | 15 |
| | Construction | | 50% | | 50% | | 2 |
| | Educational Services | 50% | 25% | 25% | | | 4 |
| | Finance and Insurance | | 33% | 33% | | 33% | 3 |
| | Health Care and Social Assistance | 17% | 17% | 17% | 33% | 17% | 12 |
| | Information | | 67% | | 33% | | 3 |
| | Manufacturing | 25% | 33% | 33% | 8% | | 12 |
| | Prof., Scientific and Tech. Services | 13% | 17% | 30% | 26% | 13% | 23 |
| | Real Estate Rental and Leasing | | 33% | 50% | 17% | | 6 |
| | Retail Trade | 20% | 30% | 40% | 10% | | 10 |
| | Wholesale Trade | | 75% | 25% | | | 4 |
| | Other industry | 8% | 8% | 42% | 25% | 17% | 12 |
| | Other services | 29% | 29% | 14% | 14% | 14% | 7 |

Q27m: How concerned are you about the following potential issues as your business recovers? Access to capital

| | | <u>Very</u> concerned | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|-----------------------|--------------------|----------------------|---|----------|
| Overall | June 2020 | 30% | 31% | 14% | 15% | 10% | 135 |
| | February 2021 | 27% | 32% | 17% | 15% | 9% | 129 |
| Current Number | 0-1 employees | 32% | 27% | 10% | 12% | 20% | 41 |
| of Employees | 2-9 employees | 18% | 32% | 24% | 20% | 6% | 50 |
| | 10-25 employees | 40% | 40% | 8% | 12% | | 25 |
| | More than 25 employees | 23% | 31% | 31% | 8% | 8% | 13 |
| Open Status | Remained open | 20% | 29% | 20% | 27% | 4% | 45 |
| | Reduced hours of operation | 33% | 33% | 16% | 8% | 11% | 64 |
| | Closed temporarily | 29% | 40% | 14% | 7% | 10% | 42 |
| Contingency or | Had plan before COVID | 20% | 35% | 20% | 20% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 36% | 40% | 16% | 4% | 4% | 25 |
| | Don't have plan | 27% | 25% | 18% | 22% | 7% | 55 |
| | Don't know/Not applicable | 24% | 34% | 14% | 7% | 21% | 29 |
| Remote Work | Employees working remotely | 24% | 36% | 12% | 16% | 12% | 25 |
| | Employees not working remotely | 28% | 30% | 19% | 15% | 8% | 102 |
| COVID-19 Effect | Revenue increased | | 13% | 38% | 38% | 13% | 8 |
| on Revenue | Revenue stayed the same | 7% | 29% | 36% | 29% | | 14 |
| | Revene decreased | 32% | 34% | 13% | 12% | 10% | 104 |
| Change # of | More employees | 29% | 41% | 12% | 6% | 12% | 17 |
| Employees Since | Same number of employees | 20% | 25% | 20% | 21% | 14% | 56 |
| Feb 2020 | Fewer employees | 34% | 36% | 16% | 11% | 4% | 56 |
| Confidence | Very confident | 19% | 30% | 20% | 22% | 9% | 64 |
| Operating in 12 | Somewhat confident | 25% | 38% | 15% | 10% | 13% | 40 |
| Months | Not very or not at all confident | 58% | 26% | 11% | | 5% | 19 |
| Industry | Accommodation and Food Services | 45% | 36% | 9% | 9% | | 11 |
| | Admin. Support, WM, Remediation | 50% | 50% | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 19% | 38% | 25% | | 19% | 16 |
| | Construction | | | 50% | 50% | | 2 |
| | Educational Services | | 50% | 25% | | 25% | 4 |
| | Finance and Insurance | 33% | 33% | 33% | | | 3 |
| | Health Care and Social Assistance | 33% | 42% | | 17% | 8% | 12 |
| | Information | | 67% | | | 33% | 3 |
| | Manufacturing | 33% | 17% | 17% | 33% | | 12 |
| | Prof., Scientific and Tech. Services | 17% | 17% | 26% | 26% | 13% | 23 |
| | Real Estate Rental and Leasing | 17% | 50% | | 33% | | 6 |
| | Retail Trade | 10% | 50% | 20% | 10% | 10% | 10 |
| | Wholesale Trade | 50% | | 25% | | 25% | 4 |
| | Other industry | 50% | 17% | 17% | 8% | 8% | 12 |
| | Other services | 14% | 57% | 14% | 14% | | 7 |

Q27n: How concerned are you about the following potential issues as your business recovers? Energy costs

| | | <u>Very</u> <u>concerned</u> | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|---------------------------------|-----------------------|--------------------|----------------------|---|----------|
| Overall | June 2020 | 13% | 28% | 29% | 23% | 7% | 136 |
| | February 2021 | 23% | 30% | 23% | 14% | 10% | 128 |
| Current Number | 0-1 employees | 27% | 29% | 12% | 12% | 20% | 41 |
| of Employees | 2-9 employees | 20% | 26% | 34% | 16% | 4% | 50 |
| | 10-25 employees | 25% | 42% | 8% | 17% | 8% | 24 |
| | More than 25 employees | 23% | 23% | 38% | 8% | 8% | 13 |
| Open Status | Remained open | 20% | 25% | 27% | 20% | 7% | 44 |
| | Reduced hours of operation | 30% | 27% | 23% | 11% | 9% | 64 |
| | Closed temporarily | 19% | 43% | 21% | 5% | 12% | 42 |
| Contingency or | Had plan before COVID | 25% | 25% | 25% | 20% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 13% | 33% | 21% | 17% | 17% | 24 |
| | Don't have plan | 25% | 35% | 20% | 16% | 4% | 55 |
| | Don't know/Not applicable | 28% | 21% | 28% | 3% | 21% | 29 |
| Remote Work | Employees working remotely | 12% | 24% | 48% | 12% | 4% | 25 |
| | Employees not working remotely | 27% | 31% | 17% | 15% | 11% | 101 |
| COVID-19 Effect | Revenue increased | | 25% | 25% | 25% | 25% | 8 |
| on Revenue | Revenue stayed the same | 21% | 29% | 21% | 21% | 7% | 14 |
| | Revene decreased | 24% | 31% | 23% | 13% | 9% | 103 |
| Change # of | More employees | 24% | 24% | 35% | 6% | 12% | 17 |
| Employees Since | Same number of employees | 20% | 23% | 21% | 21% | 14% | 56 |
| Feb 2020 | Fewer employees | 27% | 38% | 20% | 9% | 5% | 55 |
| Confidence | Very confident | 17% | 31% | 25% | 17% | 9% | 64 |
| Operating in 12 | Somewhat confident | 23% | 33% | 23% | 13% | 8% | 39 |
| Months | Not very or not at all confident | 42% | 21% | 21% | 5% | 11% | 19 |
| Industry | Accommodation and Food Services | 36% | 27% | 27% | 9% | | 11 |
| | Admin. Support, WM, Remediation | | | 100% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | 6% | 38% | 13% | 19% | 25% | 16 |
| | Construction | | | | 100% | | 2 |
| | Educational Services | | 50% | 50% | | | 4 |
| | Finance and Insurance | 33% | | 67% | | | 3 |
| | Health Care and Social Assistance | 25% | 42% | 17% | 8% | 8% | 12 |
| | Information | 33% | 33% | | | 33% | 3 |
| | Manufacturing | 36% | 27% | 27% | 9% | | 11 |
| | Prof., Scientific and Tech. Services | 22% | 26% | 22% | 17% | 13% | 23 |
| | Real Estate Rental and Leasing | 33% | 17% | 17% | 33% | | 6 |
| | Retail Trade | 20% | 40% | 30% | | 10% | 10 |
| | Wholesale Trade | 25% | 25% | 25% | | 25% | 4 |
| | Other industry | 25% | 25% | 25% | 17% | 8% | 12 |
| | Other services | 29% | 43% | | 29% | | 7 |

Q27p: How concerned are you about the following potential issues as your business recovers? Defaulting on existing loans

| | | <u>Very</u> <u>concerned</u> | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|---------------------------------|-----------------------|--------------------|----------------------|--|----------|
| Overall | June 2020 | 13% | 13% | 26% | 32% | 16% | 134 |
| | February 2021 | 13% | 12% | 23% | 32% | 20% | 128 |
| Current Number | 0-1 employees | 7% | 10% | 24% | 20% | 39% | 41 |
| of Employees | 2-9 employees | 10% | 14% | 22% | 38% | 16% | 50 |
| | 10-25 employees | 25% | 13% | 17% | 38% | 8% | 24 |
| | More than 25 employees | 23% | 8% | 31% | 38% | | 13 |
| Open Status | Remained open | 13% | 4% | 27% | 38% | 18% | 45 |
| | Reduced hours of operation | 16% | 16% | 16% | 32% | 21% | 63 |
| | Closed temporarily | 12% | 14% | 29% | 26% | 19% | 42 |
| Contingency or | Had plan before COVID | 15% | 20% | 10% | 50% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 20% | 12% | 32% | 16% | 20% | 25 |
| | Don't have plan | 7% | 11% | 26% | 35% | 20% | 54 |
| | Don't know/Not applicable | 17% | 7% | 17% | 28% | 31% | 29 |
| Remote Work | Employees working remotely | 16% | 4% | 32% | 28% | 20% | 25 |
| | Employees not working remotely | 13% | 14% | 21% | 33% | 20% | 101 |
| COVID-19 Effect | Revenue increased | | | 25% | 63% | 13% | 8 |
| on Revenue | Revenue stayed the same | | | 29% | 57% | 14% | 14 |
| | Revene decreased | 16% | 15% | 22% | 25% | 22% | 103 |
| Change # of | More employees | 18% | 6% | 47% | 29% | | 17 |
| Employees Since | Same number of employees | 4% | 4% | 20% | 41% | 32% | 56 |
| Feb 2020 | Fewer employees | 22% | 22% | 18% | 24% | 15% | 55 |
| Confidence | Very confident | 10% | 5% | 29% | 38% | 19% | 63 |
| Operating in 12 | Somewhat confident | 15% | 18% | 20% | 33% | 15% | 40 |
| Months | Not very or not at all confident | 21% | 26% | 11% | 11% | 32% | 19 |
| Industry | Accommodation and Food Services | 30% | 20% | 40% | 10% | | 10 |
| | Admin. Support, WM, Remediation | 50% | | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 6% | 19% | 19% | 13% | 44% | 16 |
| | Construction | | | | 100% | | 2 |
| | Educational Services | | 25% | 25% | | 50% | 4 |
| | Finance and Insurance | 33% | 33% | 33% | | | 3 |
| | Health Care and Social Assistance | 25% | 8% | 25% | 33% | 8% | 12 |
| | Information | | | 33% | 67% | | 3 |
| | Manufacturing | 33% | | 17% | 50% | | 12 |
| | Prof., Scientific and Tech. Services | 4% | 13% | 22% | 35% | 26% | 23 |
| | Real Estate Rental and Leasing | | 17% | 17% | 67% | | 6 |
| | Retail Trade | 10% | | | 50% | 40% | 10 |
| | Wholesale Trade | | | 50% | | 50% | 4 |
| | Other industry | 17% | | 25% | 33% | 25% | 12 |
| | Other services | | 43% | 29% | 14% | 14% | 7 |
| | | | | | | | |

Q27q: How concerned are you about the following potential issues as your business recovers? Timely payment of bills

| | | <u>Very</u> concerned | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|--------------------|--------------------|----------------------|--|----------|
| Overall | June 2020 | 25% | 40% | 24% | 8% | 3% | 138 |
| | February 2021 | 25% | 33% | 24% | 16% | 2% | 127 |
| Current Number | 0-1 employees | 33% | 28% | 21% | 13% | 5% | 39 |
| of Employees | 2-9 employees | 20% | 32% | 30% | 16% | 2% | 50 |
| | 10-25 employees | 28% | 36% | 16% | 20% | | 25 |
| | More than 25 employees | 15% | 46% | 23% | 15% | | 13 |
| Open Status | Remained open | 18% | 20% | 31% | 24% | 7% | 45 |
| | Reduced hours of operation | 30% | 38% | 21% | 11% | | 63 |
| | Closed temporarily | 27% | 46% | 20% | 7% | | 41 |
| Contingency or | Had plan before COVID | 25% | 35% | 30% | 10% | | 20 |
| Resiliency Plan | Developed plan since COVID | 21% | 42% | 21% | 17% | | 24 |
| | Don't have plan | 27% | 29% | 24% | 16% | 4% | 55 |
| | Don't know/Not applicable | 25% | 32% | 21% | 18% | 4% | 28 |
| Remote Work | Employees working remotely | 24% | 28% | 32% | 16% | | 25 |
| | Employees not working remotely | 26% | 35% | 21% | 15% | 3% | 100 |
| COVID-19 Effect | . , | | 13% | 25% | 50% | 13% | 8 |
| on Revenue | Revenue stayed the same | | 21% | 57% | 21% | | 14 |
| | Revene decreased | 30% | 36% | 20% | 12% | 2% | 102 |
| Change # of | More employees | 12% | 41% | 41% | 6% | | 17 |
| Employees Since | | 20% | 20% | 27% | 27% | 5% | 55 |
| Feb 2020 | Fewer employees | 35% | 44% | 15% | 7% | | 55 |
| Confidence | Very confident | 16% | 30% | 34% | 19% | 2% | 64 |
| Operating in 12 | Somewhat confident | 26% | 36% | 18% | 15% | 5% | 39 |
| Months | Not very or not at all confident | 53% | 32% | 5% | 11% | | 19 |
| Industry | Accommodation and Food Services | 36% | 45% | 9% | 9% | | 11 |
| - | Admin. Support, WM, Remediation | 50% | | | 50% | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 21% | 50% | 14% | 14% | | 14 |
| | Construction | | | 50% | 50% | | 2 |
| | Educational Services | 25% | 50% | 25% | | | 4 |
| | Finance and Insurance | 67% | | 33% | | | 3 |
| | Health Care and Social Assistance | 17% | 67% | 8% | 8% | | 12 |
| | Information | 27.70 | 0,70 | 100% | 0,70 | | 3 |
| | Manufacturing | 33% | 25% | 17% | 25% | | 12 |
| | Prof., Scientific and Tech. Services | 17% | 26% | 26% | 26% | 4% | 23 |
| | Real Estate Rental and Leasing | 17% | 33% | 33% | 17% | | 6 |
| | Retail Trade | 10% | 10% | 60% | 20% | | 10 |
| | Wholesale Trade | 25% | 25% | 25% | 2370 | 25% | 4 |
| | Other industry | 50% | 25% | 17% | 8% | 2370 | 12 |
| | Other industry Other services | 3070 | 57% | 14% | 14% | 14% | 7 |

Q27r: How concerned are you about the following potential issues as your business recovers? Availability of COVID-19 vaccine for employees

| | | <u>Very</u> <u>concerned</u> | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|---------------------------------|--------------------|--------------------|----------------------|---|----------|
| Overall | February 2021 | 28% | 28% | 17% | 16% | 11% | 127 |
| Current Number | 0-1 employees | 15% | 13% | 10% | 26% | 36% | 39 |
| of Employees | 2-9 employees | 36% | 28% | 24% | 12% | | 50 |
| | 10-25 employees | 24% | 52% | 12% | 12% | | 25 |
| | More than 25 employees | 38% | 31% | 23% | 8% | | 13 |
| Open Status | Remained open | 27% | 38% | 13% | 13% | 9% | 45 |
| | Reduced hours of operation | 29% | 23% | 21% | 15% | 13% | 62 |
| | Closed temporarily | 19% | 31% | 21% | 21% | 7% | 42 |
| Contingency or | Had plan before COVID | 40% | 30% | 20% | 5% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 32% | 32% | 8% | 12% | 16% | 25 |
| | Don't have plan | 20% | 30% | 15% | 20% | 15% | 54 |
| | Don't know/Not applicable | 29% | 21% | 29% | 18% | 4% | 28 |
| Remote Work | Employees working remotely | 42% | 46% | 8% | 4% | | 24 |
| | Employees not working remotely | 24% | 25% | 20% | 18% | 14% | 101 |
| COVID-19 Effect | Revenue increased | 38% | 38% | 13% | | 13% | 8 |
| on Revenue | Revenue stayed the same | 29% | 43% | 29% | | | 14 |
| | Revene decreased | 26% | 26% | 15% | 20% | 13% | 102 |
| Change # of | More employees | 24% | 35% | 24% | 18% | | 17 |
| Employees Since | Same number of employees | 21% | 25% | 14% | 18% | 21% | 56 |
| Feb 2020 | Fewer employees | 35% | 30% | 19% | 13% | 4% | 54 |
| Confidence | Very confident | 21% | 35% | 17% | 17% | 10% | 63 |
| Operating in 12 | Somewhat confident | 38% | 26% | 13% | 13% | 10% | 39 |
| Months | Not very or not at all confident | 37% | 5% | 32% | 11% | 16% | 19 |
| Industry | Accommodation and Food Services | 36% | 9% | 36% | 18% | | 11 |
| | Admin. Support, WM, Remediation | 50% | | | 50% | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 40% | 13% | 20% | 20% | 7% | 15 |
| | Construction | 50% | 50% | | | | 2 |
| | Educational Services | 33% | 33% | | | 33% | 3 |
| | Finance and Insurance | 33% | | 33% | | 33% | 3 |
| | Health Care and Social Assistance | 8% | 50% | 8% | 33% | | 12 |
| | Information | | 67% | | | 33% | 3 |
| | Manufacturing | 25% | 50% | 17% | 8% | | 12 |
| | Prof., Scientific and Tech. Services | 17% | 30% | 13% | 22% | 17% | 23 |
| | Real Estate Rental and Leasing | | 33% | 33% | 17% | 17% | 6 |
| | Retail Trade | 50% | 30% | 10% | 10% | | 10 |
| | Wholesale Trade | 25% | | 25% | | 50% | 4 |
| | Other industry | 33% | 33% | 8% | | 25% | 12 |
| | Other services | 43% | | 43% | 14% | | 7 |

Q27s: How concerned are you about the following potential issues as your business recovers? Public acceptance of vaccine

| | | <u>Very</u> concerned | Somewhat concerned | Not very concerned | Not at all concerned | <u>Don't</u> <u>know/Not</u> <u>applicable</u> | N |
|-----------------|--------------------------------------|--------------------------|--------------------|--------------------|----------------------|--|-----|
| Overall | February 2021 | 26% | 40% | 20% | 7% | 7% | 129 |
| Current Number | 0-1 employees | 29% | 39% | 15% | 5% | 12% | 41 |
| of Employees | 2-9 employees | 30% | 40% | 20% | 6% | 4% | 50 |
| | 10-25 employees | 24% | 36% | 20% | 12% | 8% | 25 |
| | More than 25 employees | | 54% | 38% | 8% | | 13 |
| Open Status | Remained open | 22% | 38% | 24% | 9% | 7% | 45 |
| | Reduced hours of operation | 31% | 39% | 19% | 6% | 5% | 64 |
| | Closed temporarily | 29% | 43% | 17% | 5% | 7% | 42 |
| Contingency or | Had plan before COVID | 25% | 40% | 25% | | 10% | 20 |
| Resiliency Plan | Developed plan since COVID | 28% | 60% | 4% | 4% | 4% | 25 |
| | Don't have plan | 22% | 29% | 29% | 11% | 9% | 55 |
| | Don't know/Not applicable | 31% | 45% | 14% | 7% | 3% | 29 |
| Remote Work | Employees working remotely | 32% | 48% | 12% | 4% | 4% | 25 |
| | Employees not working remotely | 25% | 38% | 23% | 8% | 7% | 102 |
| COVID-19 Effect | Revenue increased | 13% | 63% | 13% | | 13% | 8 |
| on Revenue | Revenue stayed the same | 21% | 36% | 29% | 7% | 7% | 14 |
| | Revene decreased | 27% | 38% | 20% | 8% | 7% | 104 |
| Change # of | More employees | 12% | 35% | 35% | 6% | 12% | 17 |
| Employees Since | Same number of employees | 20% | 46% | 16% | 9% | 9% | 56 |
| Feb 2020 | Fewer employees | 36% | 36% | 20% | 5% | 4% | 56 |
| Confidence | Very confident | 19% | 39% | 27% | 6% | 9% | 64 |
| Operating in 12 | Somewhat confident | 35% | 40% | 15% | 5% | 5% | 40 |
| Months | Not very or not at all confident | 37% | 37% | 16% | 11% | | 19 |
| Industry | Accommodation and Food Services | 27% | 36% | 27% | 9% | | 11 |
| | Admin. Support, WM, Remediation | | | 50% | 50% | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 25% | 50% | 25% | | | 16 |
| | Construction | 50% | 50% | | | | 2 |
| | Educational Services | 75% | | 25% | | | 4 |
| | Finance and Insurance | 33% | | 33% | 33% | | 3 |
| | Health Care and Social Assistance | 25% | 25% | 17% | 17% | 17% | 12 |
| | Information | | 33% | 33% | 33% | | 3 |
| | Manufacturing | 8% | 67% | 25% | | | 12 |
| | Prof., Scientific and Tech. Services | 26% | 39% | 9% | 9% | 17% | 23 |
| | Real Estate Rental and Leasing | 17% | | 67% | 17% | | 6 |
| | Retail Trade | 40% | 50% | | | 10% | 10 |
| | Wholesale Trade | | 50% | 50% | | | 4 |
| | Other industry | 25% | 58% | 8% | | 8% | 12 |
| | Other services | 14% | 57% | 14% | | 14% | 7 |

Q27o: How concerned are you about the following potential issues as your business recovers? Other

| | | Very concerned | Not very concerned | Not at all concerned | <u>Don't know/Not</u> <u>applicable</u> | <u>N</u> |
|-----------------|--------------------------------------|----------------|--------------------|----------------------|--|----------|
| Overall | June 2020 | 40% | 3% | 10% | 47% | 30 |
| | February 2021 | 26% | 3% | 3% | 68% | 38 |
| Current Number | 0-1 employees | 12% | | 6% | 82% | 17 |
| of Employees | 2-9 employees | 38% | 6% | | 56% | 16 |
| | 10-25 employees | 50% | | | 50% | 2 |
| | More than 25 employees | 33% | | | 67% | 3 |
| Open Status | Remained open | 20% | | 7% | 73% | 15 |
| | Reduced hours of operation | 32% | 5% | | 63% | 19 |
| | Closed temporarily | 13% | | | 88% | 8 |
| Contingency or | Had plan before COVID | 50% | | | 50% | 8 |
| Resiliency Plan | Developed plan since COVID | | 25% | | 75% | 4 |
| | Don't have plan | 21% | | 5% | 74% | 19 |
| | Don't know/Not applicable | 29% | | | 71% | 7 |
| Remote Work | Employees working remotely | 60% | 20% | | 20% | 5 |
| | Employees not working remotely | 21% | | 3% | 76% | 33 |
| COVID-19 Effect | Revenue increased | 20% | | 20% | 60% | 5 |
| on Revenue | Revenue stayed the same | | | | 100% | 2 |
| | Revene decreased | 30% | 3% | | 67% | 30 |
| Change # of | More employees | 33% | | | 67% | 3 |
| Employees Since | Same number of employees | 13% | 4% | | 83% | 23 |
| Feb 2020 | Fewer employees | 50% | | 8% | 42% | 12 |
| Confidence | Very confident | 13% | | 6% | 81% | 16 |
| Operating in 12 | Somewhat confident | 38% | 8% | | 54% | 13 |
| Months | Not very or not at all confident | 25% | | | 75% | 8 |
| Industry | Accommodation and Food Services | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | | 25% | | 75% | 4 |
| | Educational Services | | | | 100% | 1 |
| | Finance and Insurance | | | | 100% | 2 |
| | Health Care and Social Assistance | | | | 100% | 2 |
| | Information | | | | 100% | 1 |
| | Manufacturing | 60% | | 20% | 20% | 5 |
| | Prof., Scientific and Tech. Services | 30% | | | 70% | 10 |
| | Real Estate Rental and Leasing | 33% | | | 67% | 3 |
| | Retail Trade | | | | 100% | 1 |
| | Wholesale Trade | | | | 100% | 2 |
| | Other industry | 33% | | | 67% | 3 |
| | Other services | 50% | | | 50% | 2 |

Q28a: How important do you expect the following things will be to your business in the future? Training on recovery and reopening best practices

| | | <u>Very</u> important | Somewhat important | Not very important | <u>Not</u> important at all | <u>Don't</u> <u>know/Not</u> <u>sure</u> | <u>Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|-----------------------|-----------------------|-----------------------------------|--|--------------------------|----------|
| Overall | June 2020 | 26% | 28% | 22% | 12% | 1% | 10% | 138 |
| | February 2021 | 17% | 24% | 25% | 12% | 3% | 19% | 129 |
| Current Number | 0-1 employees | 15% | 17% | 22% | 10% | 7% | 29% | 41 |
| of Employees | 2-9 employees | 16% | 28% | 26% | 12% | 2% | 16% | 50 |
| | 10-25 employees | 24% | 16% | 28% | 16% | | 16% | 25 |
| | More than 25 employees | 15% | 46% | 23% | 15% | | | 13 |
| Open Status | Remained open | 11% | 22% | 20% | 20% | | 27% | 45 |
| | Reduced hours of operation | 17% | 27% | 31% | 8% | 6% | 11% | 64 |
| | Closed temporarily | 26% | 21% | 21% | 12% | 2% | 17% | 42 |
| Contingency or | Had plan before COVID | 20% | 25% | 30% | 20% | | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 16% | 36% | 24% | | | 24% | 25 |
| | Don't have plan | 13% | 16% | 31% | 16% | 7% | 16% | 55 |
| | Don't know/Not applicable | 24% | 28% | 10% | 10% | | 28% | 29 |
| Remote Work | Employees working remotely | 24% | 32% | 28% | 4% | | 12% | 25 |
| | Employees not working remotely | 16% | 23% | 25% | 14% | 4% | 20% | 102 |
| COVID-19 Effect | Revenue increased | | 38% | 38% | 13% | | 13% | 8 |
| on Revenue | Revenue stayed the same | | 36% | 29% | 14% | | 21% | 14 |
| | Revene decreased | 20% | 21% | 24% | 13% | 4% | 21% 18% | 104 |
| Change # of | More employees | 6% | 41% | 35% | 12% | | 6% | 17 |
| Employees Since | Same number of employees | 9% | 25% | 18% | 16% | 4% | 29% | 56 |
| Feb 2020 | Fewer employees | 29% | 18% | 29% | 9% | 4% | 13% | 56 |
| Confidence | Very confident | 11% | 30% | 30% | 19% | | 11% | 64 |
| Operating in 12 | Somewhat confident | 30% | 23% | 15% | 5% | 5% | 23% | 40 |
| Months | Not very or not at all confident | 16% | 16% | 32% | 5% | | 32% | 19 |
| Industry | Accommodation and Food Services | 36% | 27% | 18% | 9% | 9% | | 11 |
| | Admin. Support, WM, Remediation | | | 50% | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 25% | 25% | 6% | 6% | 6% | 31% | 16 |
| | Construction | | | | | | 100% | 2 |
| | Educational Services | 25% | 25% | 25% | | 25% | | 4 |
| | Finance and Insurance | | | 67% | 33% | | | 3 |
| | Health Care and Social Assistance | 25% | 33% | 8% | 25% | | 8% | 12 |
| | Information | | 33% | 67% | | | | 3 |
| | Manufacturing | 8% | 42% | 33% | 8% | | 8% | 12 |
| | Prof., Scientific and Tech. Services | 9% | 13% | 35% | 13% | 4% | 26% | 23 |
| | Real Estate Rental and Leasing | 17% | | 17% | 33% | | 33% | 6 |
| | Retail Trade | 20% | 30% | 30% | 10% | | 10% | 10 |
| | Wholesale Trade | | | 75% | | | 25% | 4 |
| | Other industry | 33% | 17% | | 17% | | 33% | 12 |
| | Other services | | 57% | 29% | | | 14% | 7 |

Q28b: How important do you expect the following things will be to your business in the future? Financial assistance (i.e. loans, grants, etc.)

| | | <u>Very</u> important | Somewhat important | Not very important | <u>Not</u> important at all | <u>Don't</u> <u>know/Not</u> <u>sure</u> | <u>Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|-----------------------|-----------------------|-----------------------------------|--|--------------------------|----------|
| Overall | June 2020 | 46% | 28% | 9% | 7% | 4% | 6% | 137 |
| | February 2021 | 41% | 32% | 13% | 5% | 5% | 4% | 128 |
| Current Number | 0-1 employees | 45% | 18% | 18% | 3% | 8% | 10% | 40 |
| of Employees | 2-9 employees | 30% | 42% | 12% | 10% | 4% | 2% | 50 |
| | 10-25 employees | 60% | 28% | 4% | 4% | 4% | | 25 |
| | More than 25 employees | 38% | 46% | 15% | | | | 13 |
| Open Status | Remained open | 31% | 36% | 11% | 13% | 4% | 4% | 45 |
| | Reduced hours of operation | 48% | 32% | 14% | 2% | 5% | | 63 |
| | Closed temporarily | 43% | 31% | 14% | | 5% | 7% | 42 |
| Contingency or | Had plan before COVID | 40% | 30% | 10% | 5% | 10% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 52% | 28% | 12% | | 4% | 4% | 25 |
| | Don't have plan | 37% | 35% | 15% | 7% | | 6% | 54 |
| | Don't know/Not applicable | 41% | 31% | 10% | 7% | 10% | | 29 |
| Remote Work | Employees working remotely | 44% | 36% | 4% | 12% | 4% | | 25 |
| | Employees not working remotely | 41% | 32% | 15% | 4% | 4% | 5% | 101 |
| COVID-19 Effect | Revenue increased | 13% | 38% | 38% | 13% | | | 8 |
| on Revenue | Revenue stayed the same | 21% | 36% | 21% | 14% | 7% | | 14 |
| | Revene decreased | 46% | 32% | 10% | 3% | 5% | 5% | 103 |
| Change # of | More employees | 35% | 47% | 12% | 6% | | | 17 |
| Employees Since | Same number of employees | 29% | 27% | 18% | 11% | 7% | 7% | 55 |
| Feb 2020 | Fewer employees | 55% | 32% | 7% | | 4% | 2% | 56 |
| Confidence | Very confident | 30% | 38% | 16% | 8% | 6% | 3% | 64 |
| Operating in 12 | Somewhat confident | 49% | 26% | 10% | 5% | 5% | 5% | 39 |
| Months | Not very or not at all confident | 63% | 26% | 11% | | | | 19 |
| Industry | Accommodation and Food Services | 73% | 18% | 9% | | | | 11 |
| | Admin. Support, WM, Remediation | 100% | | | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | | 1 |
| | Arts, Entertainment, and Recreation | 38% | 38% | 6% | | 6% | 13% | 16 |
| | Construction | | 50% | | | 50% | | 2 |
| | Educational Services | 100% | | | | | | 3 |
| | Finance and Insurance | | | 67% | 33% | | | 3 |
| | Health Care and Social Assistance | 50% | 25% | 8% | 8% | 8% | | 12 |
| | Information | 33% | 67% | | | | | 3 |
| | Manufacturing | 50% | 42% | 8% | | | | 12 |
| | Prof., Scientific and Tech. Services | 26% | 35% | 13% | 13% | 4% | 9% | 23 |
| | Real Estate Rental and Leasing | 17% | 50% | 33% | | | | 6 |
| | Retail Trade | 30% | 30% | 30% | | 10% | | 10 |
| | Wholesale Trade | 50% | 25% | | | | 25% | 4 |
| | Other industry | 42% | 33% | 8% | 8% | 8% | | 12 |
| | Other services | 29% | 43% | 14% | 14% | | | 7 |

Q28c: How important do you expect the following things will be to your business in the future? Regulatory relief

| | | <u>Very</u> important | Somewhat important | Not very important | <u>Not</u> important at all | <u>Don't</u> <u>know/Not</u> <u>sure</u> | <u>Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|-----------------------|-----------------------|-----------------------------------|--|--------------------------|----------|
| Overall | June 2020 | 30% | 28% | 17% | 7% | 6% | 13% | 135 |
| | February 2021 | 31% | 33% | 14% | 7% | 6% | 9% | 127 |
| Current Number | 0-1 employees | 24% | 32% | 10% | 7% | 7% | 20% | 41 |
| of Employees | 2-9 employees | 25% | 42% | 21% | 6% | | 6% | 48 |
| | 10-25 employees | 44% | 24% | 4% | 12% | 12% | 4% | 25 |
| | More than 25 employees | 46% | 23% | 23% | | 8% | | 13 |
| Open Status | Remained open | 25% | 39% | 14% | 11% | 5% | 7% | 44 |
| | Reduced hours of operation | 36% | 33% | 14% | 6% | 2% | 9% | 64 |
| | Closed temporarily | 24% | 37% | 22% | | 10% | 7% | 41 |
| Contingency or | Had plan before COVID | 40% | 20% | 10% | 20% | | 10% | 20 |
| Resiliency Plan | Developed plan since COVID | 29% | 46% | 8% | 4% | 8% | 4% | 24 |
| | Don't have plan | 26% | 39% | 19% | 6% | 6% | 6% | 54 |
| | Don't know/Not applicable | 34% | 21% | 14% | 3% | 7% | 21% | 29 |
| Remote Work | Employees working remotely | 32% | 24% | 16% | 12% | 8% | 8% | 25 |
| | Employees not working remotely | 30% | 36% | 14% | 6% | 4% | 10% | 100 |
| COVID-19 Effect | Revenue increased | 13% | 50% | 13% | 25% | | | 8 |
| on Revenue | Revenue stayed the same | 14% | 57% | 7% | 14% | 7% | | 14 |
| | Revene decreased | 33% | 29% | 16% | 5% | 6% | 11% | 102 |
| Change # of | More employees | 18% | 41% | 18% | 6% | 12% | 6% | 17 |
| Employees Since | Same number of employees | 22% | 33% | 11% | 13% | 7% | 13% | 54 |
| Feb 2020 | Fewer employees | 43% | 30% | 16% | 2% | 2% | 7% | 56 |
| Confidence | Very confident | 19% | 36% | 19% | 11% | 9% | 6% | 64 |
| Operating in 12 | Somewhat confident | 38% | 35% | 8% | 5% | | 15% | 40 |
| Months | Not very or not at all confident | 56% | 17% | 17% | | | 11% | 18 |
| Industry | Accommodation and Food Services | 64% | 27% | 9% | | | | 11 |
| | Admin. Support, WM, Remediation | 50% | 50% | | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 20% | 27% | 7% | 7% | 13% | 27% | 15 |
| | Construction | | 50% | | | 50% | | 2 |
| | Educational Services | 25% | 75% | | | | | 4 |
| | Finance and Insurance | | | 100% | | | | 3 |
| | Health Care and Social Assistance | 33% | 42% | 17% | 8% | | | 12 |
| | Information | | 33% | 33% | 33% | | | 3 |
| | Manufacturing | 42% | 33% | 8% | 8% | 8% | | 12 |
| | Prof., Scientific and Tech. Services | 27% | 27% | 9% | 18% | | 18% | 22 |
| | Real Estate Rental and Leasing | 50% | 33% | 17% | | | | 6 |
| | Retail Trade | 30% | 30% | 20% | 10% | 10% | | 10 |
| | Wholesale Trade | 25% | 50% | 25% | | | | 4 |
| | Other industry | 25% | 25% | 17% | | | 33% | 12 |
| | Other services | 14% | 57% | 14% | | 14% | | 7 |

Q28d: How important do you expect the following things will be to your business in the future? Renewed access to customers

| | | <u>Very</u> important | Somewhat important | Not very important | <u>Not</u> important at all | <u>Don't</u> <u>know/Not</u> <u>sure</u> | <u>Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|-----------------------|-----------------------|-----------------------------------|--|--------------------------|----------|
| Overall | June 2020 | 67% | 27% | 4% | 1% | 1% | 1% | 135 |
| | February 2021 | 65% | 23% | 5% | 2% | | 5% | 128 |
| Current Number | 0-1 employees | 75% | 18% | 3% | | | 5% | 40 |
| of Employees | 2-9 employees | 52% | 30% | 6% | 4% | | 8% | 50 |
| | 10-25 employees | 68% | 20% | 12% | | | | 25 |
| | More than 25 employees | 77% | 23% | | | | | 13 |
| Open Status | Remained open | 56% | 29% | 4% | 2% | | 9% | 45 |
| | Reduced hours of operation | 71% | 21% | 5% | 2% | | 2% | 63 |
| | Closed temporarily | 67% | 29% | 2% | | | 2% | 42 |
| Contingency or | Had plan before COVID | 65% | 25% | 5% | 5% | | | 20 |
| Resiliency Plan | Developed plan since COVID | 67% | 29% | | | | 4% | 24 |
| | Don't have plan | 65% | 20% | 9% | | | 5% | 55 |
| | Don't know/Not applicable | 62% | 24% | 3% | 3% | | 7% | 29 |
| Remote Work | Employees working remotely | 58% | 25% | 4% | 4% | | 8% | 24 |
| | Employees not working remotely | 67% | 24% | 5% | 1% | | 4% | 102 |
| COVID-19 Effect | Revenue increased | 63% | 13% | 13% | | | 13% | 8 |
| on Revenue | Revenue stayed the same | 36% | 36% | 7% | 7% | | 14% | 14 |
| | Revene decreased | 68% | 23% | 5% | 1% | | 3% | 103 |
| Change # of | More employees | 65% | 29% | 6% | | | | 17 |
| Employees Since | Same number of employees | 52% | 23% | 11% | 4% | | 11% | 56 |
| Feb 2020 | Fewer employees | 78% | 22% | | | | | 55 |
| Confidence | Very confident | 56% | 31% | 8% | 2% | | 3% | 64 |
| Operating in 12 | Somewhat confident | 75% | 13% | 5% | 3% | | 5% | 40 |
| Months | Not very or not at all confident | 72% | 22% | | | | 6% | 18 |
| Industry | Accommodation and Food Services | 91% | 9% | | | | | 11 |
| | Admin. Support, WM, Remediation | 50% | 50% | | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | | 1 |
| | Arts, Entertainment, and Recreation | 80% | 7% | | | | 13% | 15 |
| | Construction | 50% | | | | | 50% | 2 |
| | Educational Services | 50% | 50% | | | | | 4 |
| | Finance and Insurance | 67% | 33% | | | | | 3 |
| | Health Care and Social Assistance | 67% | 25% | 8% | | | | 12 |
| | Information | 67% | 33% | | | | | 3 |
| | Manufacturing | 58% | 42% | | | | | 12 |
| | Prof., Scientific and Tech. Services | 70% | 9% | 9% | 4% | | 9% | 23 |
| | Real Estate Rental and Leasing | 33% | 17% | 17% | 17% | | 17% | 6 |
| | Retail Trade | 60% | 30% | 10% | | | | 10 |
| | Wholesale Trade | 75% | 25% | | | | | 4 |
| | Other industry | 67% | 33% | | | | | 12 |
| | Other services | 29% | 57% | 14% | | | | 7 |

Q28e: How important do you expect the following things will be to your business in the future? Resiliency planning

| | | <u>Very</u> important | Somewhat important | Not very important | <u>Not</u> important at all | <u>Don't</u> know/Not sure | <u>Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|-----------------------|-----------------------|-----------------------------------|----------------------------------|--------------------------|----------|
| Overall | June 2020 | 29% | 46% | 9% | 5% | 6% | 5% | 137 |
| | February 2021 | 20% | 40% | 19% | 8% | 7% | 7% | 128 |
| Current Number | 0-1 employees | 12% | 46% | 17% | | 15% | 10% | 41 |
| of Employees | 2-9 employees | 16% | 30% | 28% | 12% | 4% | 10% | 50 |
| | 10-25 employees | 25% | 46% | 13% | 13% | 4% | | 24 |
| | More than 25 employees | 46% | 46% | | 8% | | | 13 |
| Open Status | Remained open | 24% | 40% | 13% | 13% | 4% | 4% | 45 |
| | Reduced hours of operation | 19% | 35% | 25% | 5% | 8% | 8% | 63 |
| | Closed temporarily | 12% | 48% | 17% | 7% | 7% | 10% | 42 |
| Contingency or | Had plan before COVID | 30% | 40% | 15% | 5% | 5% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 20% | 56% | 12% | | 8% | 4% | 25 |
| | Don't have plan | 15% | 33% | 24% | 15% | 7% | 6% | 54 |
| | Don't know/Not applicable | 21% | 38% | 17% | 3% | 7% | 14% | 29 |
| Remote Work | Employees working remotely | 28% | 40% | 20% | 12% | | | 25 |
| | Employees not working remotely | 18% | 40% | 18% | 7% | 9% | 9% | 101 |
| COVID-19 Effect | Revenue increased | 13% | 75% | 13% | | | | 8 |
| on Revenue | Revenue stayed the same | 14% | 36% | 21% | 29% | | | 14 |
| | Revene decreased | 19% | 39% | 18% | 6% | 9% | 9% | 103 |
| Change # of | More employees | 24% | 53% | 18% | 6% | | | 17 |
| Employees Since | Same number of employees | 18% | 34% | 18% | 11% | 7% | 13% | 56 |
| Feb 2020 | Fewer employees | 20% | 42% | 20% | 5% | 9% | 4% | 55 |
| Confidence | Very confident | 14% | 46% | 21% | 11% | 5% | 3% | 63 |
| Operating in 12 | Somewhat confident | 25% | 43% | 13% | 5% | 5% | 10% | 40 |
| Months | Not very or not at all confident | 26% | 26% | 26% | 5% | 5% | 11% | 19 |
| Industry | Accommodation and Food Services | 30% | 50% | | 10% | 10% | | 10 |
| | Admin. Support, WM, Remediation | | 50% | | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | 100% | | | | 1 |
| | Arts, Entertainment, and Recreation | 31% | 19% | 6% | 6% | 25% | 13% | 16 |
| | Construction | | 100% | | | | | 2 |
| | Educational Services | 25% | 75% | | | | | 4 |
| | Finance and Insurance | | | 100% | | | | 3 |
| | Health Care and Social Assistance | 8% | 58% | 8% | 8% | 8% | 8% | 12 |
| | Information | | 33% | 33% | 33% | | | 3 |
| | Manufacturing | 50% | 42% | 8% | | | | 12 |
| | Prof., Scientific and Tech. Services | 17% | 35% | 22% | 9% | 13% | 4% | 23 |
| | Real Estate Rental and Leasing | 17% | | 50% | 33% | | | 6 |
| | Retail Trade | 10% | 60% | 30% | | | | 10 |
| | Wholesale Trade | | 50% | 25% | | | 25% | 4 |
| | Other industry | 17% | 33% | 17% | 8% | | 25% | 12 |
| | Other services | | 57% | 29% | | | 14% | 7 |

Q28f: How important do you expect the following things will be to your business in the future? Cybersecurity

| | | <u>Very</u> important | Somewhat important | Not very important | <u>Not</u> important at all | <u>Don't</u> <u>know/Not</u> <u>sure</u> | <u>Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|-----------------------|-----------------------|-----------------------------------|--|--------------------------|----------|
| Overall | June 2020 | 22% | 38% | 15% | 10% | 7% | 9% | 136 |
| | February 2021 | 33% | 34% | 16% | 8% | 5% | 5% | 129 |
| Current Number | 0-1 employees | 41% | 24% | 12% | 7% | 5% | 10% | 41 |
| of Employees | 2-9 employees | 26% | 38% | 20% | 8% | 6% | 2% | 50 |
| | 10-25 employees | 32% | 36% | 16% | 8% | 4% | 4% | 25 |
| | More than 25 employees | 31% | 46% | 15% | 8% | | | 13 |
| Open Status | Remained open | 29% | 47% | 11% | 9% | 2% | 2% | 45 |
| | Reduced hours of operation | 34% | 22% | 22% | 8% | 6% | 8% | 64 |
| | Closed temporarily | 33% | 33% | 19% | 5% | 5% | 5% | 42 |
| Contingency or | Had plan before COVID | 40% | 40% | 10% | | 5% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 20% | 40% | 20% | 12% | 8% | | 25 |
| | Don't have plan | 36% | 25% | 16% | 13% | 4% | 5% | 55 |
| | Don't know/Not applicable | 31% | 41% | 17% | | 3% | 7% | 29 |
| Remote Work | Employees working remotely | 28% | 32% | 24% | 8% | 4% | 4% | 25 |
| | Employees not working remotely | 33% | 35% | 14% | 8% | 5% | 5% | 102 |
| COVID-19 Effect | Revenue increased | 50% | 50% | | | | | 8 |
| on Revenue | Revenue stayed the same | 43% | 43% | 7% | 7% | | | 14 |
| | Revene decreased | 30% | 32% | 19% | 9% | 5% | 6% | 104 |
| Change # of | More employees | 24% | 35% | 24% | 6% | 6% | 6% | 17 |
| Employees Since | Same number of employees | 34% | 30% | 16% | 13% | 4% | 4% | 56 |
| Feb 2020 | Fewer employees | 34% | 38% | 14% | 4% | 5% | 5% | 56 |
| Confidence | Very confident | 33% | 33% | 17% | 9% | 3% | 5% | 64 |
| Operating in 12 | Somewhat confident | 30% | 40% | 10% | 8% | 8% | 5% | 40 |
| Months | Not very or not at all confident | 32% | 26% | 32% | | 5% | 5% | 19 |
| Industry | Accommodation and Food Services | 27% | 27% | 27% | 9% | | 9% | 11 |
| | Admin. Support, WM, Remediation | | | 50% | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 25% | 31% | 19% | 6% | 6% | 13% | 16 |
| | Construction | 50% | 50% | | | | | 2 |
| | Educational Services | 25% | 50% | | | | 25% | 4 |
| | Finance and Insurance | 33% | 33% | | | 33% | | 3 |
| | Health Care and Social Assistance | 33% | 25% | 8% | 17% | 8% | 8% | 12 |
| | Information | 33% | 33% | | 33% | | | 3 |
| | Manufacturing | 33% | 50% | 17% | | | | 12 |
| | Prof., Scientific and Tech. Services | 43% | 39% | 9% | | 9% | | 23 |
| | Real Estate Rental and Leasing | 33% | 33% | | 17% | | 17% | 6 |
| | Retail Trade | 40% | 20% | 40% | | | | 10 |
| | Wholesale Trade | 25% | 50% | 25% | | | | 4 |
| | Other industry | 33% | 42% | 17% | 8% | | | 12 |
| | Other services | 29% | 29% | 29% | | 14% | | 7 |

Q28g: How important do you expect the following things will be to your business in the future? Hiring new employees

| | | <u>Very</u> important | Somewhat important | Not very important | <u>Not</u> important at all | <u>Don't</u> <u>know/Not</u> <u>sure</u> | <u>Not</u> applicable | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|-----------------------|-----------------------|-----------------------------------|--|--------------------------|----------|
| Overall | June 2020 | 29% | 28% | 16% | 7% | 4% | 17% | 137 |
| | February 2021 | 33% | 27% | 10% | 8% | 2% | 20% | 129 |
| Current Number | 0-1 employees | 15% | 15% | 12% | 5% | 5% | 49% | 41 |
| of Employees | 2-9 employees | 32% | 32% | 12% | 12% | | 12% | 50 |
| | 10-25 employees | 56% | 28% | 8% | 8% | | | 25 |
| | More than 25 employees | 54% | 46% | | | | | 13 |
| Open Status | Remained open | 31% | 29% | 13% | 7% | | 20% | 45 |
| | Reduced hours of operation | 34% | 27% | 9% | 8% | 3% | 19% | 64 |
| | Closed temporarily | 40% | 24% | 7% | 10% | | 19% | 42 |
| Contingency or | Had plan before COVID | 50% | 20% | 15% | | | 15% | 20 |
| Resiliency Plan | Developed plan since COVID | 24% | 36% | 4% | 8% | 4% | 24% | 25 |
| | Don't have plan | 25% | 27% | 11% | 11% | 2% | 24% | 55 |
| | Don't know/Not applicable | 45% | 24% | 10% | 7% | | 14% | 29 |
| Remote Work | Employees working remotely | 28% | 44% | 16% | 4% | | 8% | 25 |
| | Employees not working remotely | 34% | 24% | 8% | 9% | 2% | 24% | 102 |
| COVID-19 Effect | Revenue increased | 63% | 25% | 13% | | | | 8 |
| on Revenue | Revenue stayed the same | 21% | 36% | 14% | 14% | | 14% | 14 |
| | Revene decreased | 32% | 26% | 10% | 8% | 2% | 23% | 104 |
| Change # of | More employees | 41% | 59% | | | | | 17 |
| Employees Since | Same number of employees | 23% | 16% | 9% | 13% | 2% | 38% | 56 |
| Feb 2020 | Fewer employees | 41% | 29% | 14% | 5% | 2% | 9% | 56 |
| Confidence | Very confident | 30% | 34% | 14% | 8% | 2% | 13% | 64 |
| Operating in 12 | Somewhat confident | 45% | 20% | 3% | 8% | | 25% | 40 |
| Months | Not very or not at all confident | 21% | 21% | 16% | 11% | 5% | 26% | 19 |
| Industry | Accommodation and Food Services | 64% | 27% | 9% | | | | 11 |
| | Admin. Support, WM, Remediation | | 100% | | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 13% | 31% | 6% | 13% | 6% | 31% | 16 |
| | Construction | 50% | 50% | | | | | 2 |
| | Educational Services | 25% | 25% | 25% | | | 25% | 4 |
| | Finance and Insurance | | | 33% | 33% | 33% | | 3 |
| | Health Care and Social Assistance | 58% | 17% | | 17% | | 8% | 12 |
| | Information | | 67% | | | | 33% | 3 |
| | Manufacturing | 50% | 42% | 8% | | | | 12 |
| | Prof., Scientific and Tech. Services | 26% | 17% | 22% | 9% | | 26% | 23 |
| | Real Estate Rental and Leasing | | | 17% | 17% | | 67% | 6 |
| | Retail Trade | 60% | 10% | 20% | | | 10% | 10 |
| | Wholesale Trade | | 50% | | | | 50% | 4 |
| | Other industry | 25% | 25% | | 8% | | 42% | 12 |
| | Other services | 43% | 57% | | | | | 7 |

Q28h: How important do you expect the following things will be to your business in the future? Health and safety guidance

| | | <u>Very</u> important | Somewhat important | Not very important | important at all | know/Not sure | <u>Not</u> applicable | N |
|-----------------|--------------------------------------|--------------------------|-----------------------|-----------------------|---------------------|------------------|--------------------------|-----|
| Overall | June 2020 | 42% | 36% | 8% | 7% | 2% | 4% | 137 |
| | February 2021 | 38% | 29% | 15% | 11% | 3% | 4% | 129 |
| Current Number | 0-1 employees | 37% | 20% | 15% | 12% | 5% | 12% | 41 |
| of Employees | 2-9 employees | 32% | 30% | 22% | 12% | 4% | | 50 |
| | 10-25 employees | 44% | 44% | 4% | 8% | | | 25 |
| | More than 25 employees | 54% | 31% | 8% | 8% | | | 13 |
| Open Status | Remained open | 36% | 24% | 11% | 20% | 4% | 4% | 45 |
| | Reduced hours of operation | 38% | 34% | 17% | 5% | 3% | 3% | 64 |
| | Closed temporarily | 50% | 29% | 14% | 5% | | 2% | 42 |
| Contingency or | Had plan before COVID | 45% | 25% | 20% | 5% | 5% | | 20 |
| Resiliency Plan | Developed plan since COVID | 44% | 44% | 12% | | | | 25 |
| | Don't have plan | 31% | 29% | 15% | 18% | 2% | 5% | 55 |
| | Don't know/Not applicable | 41% | 21% | 14% | 10% | 7% | 7% | 29 |
| Remote Work | Employees working remotely | 44% | 20% | 20% | 12% | 4% | | 25 |
| | Employees not working remotely | 36% | 32% | 14% | 10% | 3% | 5% | 102 |
| COVID-19 Effect | Revenue increased | 38% | 25% | 25% | 13% | | | 8 |
| on Revenue | Revenue stayed the same | 36% | 21% | 21% | 14% | 7% | | 14 |
| | Revene decreased | 38% | 32% | 13% | 11% | 2% | 5% | 104 |
| Change # of | More employees | 47% | 24% | 12% | 12% | 6% | | 17 |
| Employees Since | Same number of employees | 27% | 30% | 16% | 16% | 4% | 7% | 56 |
| Feb 2020 | Fewer employees | 46% | 30% | 14% | 5% | 2% | 2% | 56 |
| Confidence | Very confident | 33% | 36% | 13% | 14% | 3% | 2% | 64 |
| Operating in 12 | Somewhat confident | 53% | 23% | 8% | 5% | 5% | 8% | 40 |
| Months | Not very or not at all confident | 37% | 11% | 37% | 11% | | 5% | 19 |
| Industry | Accommodation and Food Services | 45% | 45% | | 9% | | | 11 |
| | Admin. Support, WM, Remediation | | 50% | | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | | 1 |
| | Arts, Entertainment, and Recreation | 31% | 38% | 13% | 6% | 6% | 6% | 16 |
| | Construction | 100% | | | | | | 2 |
| | Educational Services | 100% | | | | | | 4 |
| | Finance and Insurance | | 33% | 67% | | | | 3 |
| | Health Care and Social Assistance | 75% | 17% | | 8% | | | 12 |
| | Information | | 67% | | 33% | | | 3 |
| | Manufacturing | 50% | 33% | 8% | 8% | | | 12 |
| | Prof., Scientific and Tech. Services | 22% | 26% | 13% | 22% | 9% | 9% | 23 |
| | Real Estate Rental and Leasing | 17% | 17% | 33% | 17% | 17% | | 6 |
| | Retail Trade | 40% | 30% | 20% | 10% | | | 10 |
| | Wholesale Trade | | 25% | 50% | | | 25% | 4 |
| | Other industry | 42% | 25% | 17% | 8% | | 8% | 12 |
| | Other services | 29% | 29% | 43% | | | | 7 |

Q28i: How important do you expect the following things will be to your business in the future? Access to COVID-19 vaccine for employees

| | | <u>Very</u> important | Somewhat important | Not very important | <u>Not</u> important at all | <u>Don't</u> <u>know/Not</u> <u>sure</u> | <u>Not</u> applicable | N |
|-----------------|--------------------------------------|--------------------------|-----------------------|-----------------------|-----------------------------------|--|--------------------------|-----|
| Overall | February 2021 | 43% | 23% | 11% | 9% | 2% | 13% | 128 |
| Current Number | 0-1 employees | 28% | 10% | 5% | 13% | 3% | 43% | 40 |
| of Employees | 2-9 employees | 56% | 24% | 10% | 8% | 2% | | 50 |
| | 10-25 employees | 36% | 40% | 20% | 4% | | | 25 |
| | More than 25 employees | 54% | 23% | 15% | 8% | | | 13 |
| Open Status | Remained open | 40% | 36% | 2% | 13% | | 9% | 45 |
| | Reduced hours of operation | 43% | 13% | 19% | 6% | 3% | 16% | 63 |
| | Closed temporarily | 45% | 24% | 14% | 5% | | 12% | 42 |
| Contingency or | Had plan before COVID | 65% | 15% | 15% | | | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 46% | 21% | 13% | | | 21% | 24 |
| | Don't have plan | 35% | 24% | 11% | 15% | 2% | 15% | 55 |
| | Don't know/Not applicable | 41% | 28% | 7% | 10% | 3% | 10% | 29 |
| Remote Work | Employees working remotely | 60% | 24% | 8% | | 4% | 4% | 25 |
| | Employees not working remotely | 39% | 23% | 12% | 10% | 1% | 16% | 101 |
| COVID-19 Effect | Revenue increased | 50% | 25% | 13% | 13% | | | 8 |
| on Revenue | Revenue stayed the same | 43% | 50% | 7% | | | | 14 |
| | Revene decreased | 42% | 19% | 12% | 10% | 1% | 17% | 103 |
| Change # of | More employees | 29% | 41% | 18% | 6% | 6% | | 17 |
| Employees Since | Same number of employees | 38% | 18% | 4% | 16% | | 24% | 55 |
| Feb 2020 | Fewer employees | 52% | 21% | 16% | 2% | 2% | 7% | 56 |
| Confidence | Very confident | 37% | 30% | 14% | 11% | | 8% | 63 |
| Operating in 12 | Somewhat confident | 53% | 15% | 8% | 8% | 3% | 15% | 40 |
| Months | Not very or not at all confident | 47% | 16% | 11% | 5% | | 21% | 19 |
| Industry | Accommodation and Food Services | 55% | 18% | 18% | | 9% | | 11 |
| | Admin. Support, WM, Remediation | 50% | | | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 38% | 25% | 13% | | | 25% | 16 |
| | Construction | 50% | 50% | | | | | 2 |
| | Educational Services | 75% | | | | | 25% | 4 |
| | Finance and Insurance | 33% | | 33% | | | 33% | 3 |
| | Health Care and Social Assistance | 42% | 25% | 17% | 8% | | 8% | 12 |
| | Information | 50% | 50% | | | | | 2 |
| | Manufacturing | 33% | 58% | 8% | | | | 12 |
| | Prof., Scientific and Tech. Services | 26% | 26% | 4% | 22% | 4% | 17% | 23 |
| | Real Estate Rental and Leasing | 33% | 17% | 17% | 17% | | 17% | 6 |
| | Retail Trade | 70% | 10% | 10% | 10% | | | 10 |
| | Wholesale Trade | 50% | | | | | 50% | 4 |
| | Other industry | 50% | 17% | 8% | | | 25% | 12 |
| | Other services | 57% | | 29% | 14% | | | 7 |

Q28o: How important do you expect the following things will be to your business in the future? Other

| | | <u>Very</u> important | Somewhat important | Not very important | Not important at all | <u>Don't</u> know/Not sure | <u>N</u> |
|-----------------|--------------------------------------|--------------------------|-----------------------|--------------------|-------------------------|-------------------------------|----------|
| Overall | June 2020 | 33% | 17% | | 17% | 33% | 6 |
| | February 2021 | 75% | | 8% | | 17% | 12 |
| Current Number | 0-1 employees | 100% | | | | | 2 |
| of Employees | 2-9 employees | 71% | | 14% | | 14% | 7 |
| | 10-25 employees | 50% | | | | 50% | 2 |
| | More than 25 employees | 100% | | | | | 1 |
| Open Status | Remained open | 75% | | | | 25% | 4 |
| | Reduced hours of operation | 75% | | 13% | | 13% | 8 |
| | Closed temporarily | | | | | 100% | 1 |
| Contingency or | Had plan before COVID | 100% | | | | | 3 |
| Resiliency Plan | Developed plan since COVID | | | 100% | | | 1 |
| | Don't have plan | 83% | | | | 17% | 6 |
| | Don't know/Not applicable | 50% | | | | 50% | 2 |
| Remote Work | Employees working remotely | 50% | | 25% | | 25% | 4 |
| | Employees not working remotely | 88% | | | | 13% | 8 |
| COVID-19 Effect | Revenue increased | 100% | | | | | 1 |
| on Revenue | Revenue stayed the same | | | | | 100% | 1 |
| | Revene decreased | 89% | | 11% | | | 9 |
| Change # of | Same number of employees | 40% | | 20% | | 40% | 5 |
| Employees Sinc | Fewer employees | 100% | | | | | 7 |
| Confidence | Very confident | 75% | | | | 25% | 4 |
| Operating in 12 | Somewhat confident | 80% | | 20% | | | 5 |
| Months | Not very or not at all confident | 67% | | | | 33% | 3 |
| Industry | Accommodation and Food Services | | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | | | 100% | | | 1 |
| | Information | | | | | 100% | 1 |
| | Manufacturing | 100% | | | | | 1 |
| | Prof., Scientific and Tech. Services | 100% | | | | | 3 |
| | Real Estate Rental and Leasing | 100% | | | | | 1 |
| | Retail Trade | 100% | | | | | 1 |
| | Otherindustry | 100% | | | | | 2 |
| | Other services | 100% | | | | | 1 |

Q29a: Based on what you know now, how confident are you that your business will continue to be operating in 1 month?

| | | Very confident | Somewhat confident | Not very confident | Not at all confident | <u>Don't</u> know/Not sure | <u>N</u> |
|-----------------|--------------------------------------|----------------|--------------------|--------------------|----------------------|-------------------------------|----------|
| Overall | June 2020 | 66% | 19% | 4% | 5% | 5% | 136 |
| | February 2021 | 77% | 15% | 6% | 2% | | 124 |
| Current Number | 0-1 employees | 66% | 24% | 5% | 5% | | 41 |
| of Employees | 2-9 employees | 81% | 13% | 6% | | | 47 |
| | 10-25 employees | 83% | 13% | 4% | | | 24 |
| | More than 25 employees | 92% | | 8% | | | 12 |
| Open Status | Remained open | 98% | | 2% | | | 42 |
| | Reduced hours of operation | 68% | 22% | 6% | 3% | | 63 |
| | Closed temporarily | 68% | 24% | 7% | | | 41 |
| Contingency or | Had plan before COVID | 84% | 5% | 11% | | | 19 |
| Resiliency Plan | Developed plan since COVID | 80% | 16% | 4% | | | 25 |
| | Don't have plan | 79% | 13% | 4% | 4% | | 53 |
| | Don't know/Not applicable | 67% | 26% | 7% | | | 27 |
| Remote Work | Employees working remotely | 78% | 4% | 13% | 4% | | 23 |
| | Employees not working remotely | 78% | 17% | 4% | 1% | | 99 |
| COVID-19 Effect | Revenue increased | 100% | | | | | 8 |
| on Revenue | Revenue stayed the same | 100% | | | | | 14 |
| F | Revene decreased | 72% | 19% | 7% | 2% | | 100 |
| Change # of | More employees | 87% | 7% | 7% | | | 15 |
| Employees Since | Same number of employees | 80% | 14% | 4% | 2% | | 56 |
| Feb 2020 | Fewer employees | 72% | 19% | 8% | 2% | | 53 |
| Confidence | Very confident | 97% | | 2% | 2% | | 59 |
| Operating in 12 | Somewhat confident | 63% | 28% | 8% | 3% | | 40 |
| Months | Not very or not at all confident | 53% | 37% | 11% | | | 19 |
| Industry | Accommodation and Food Services | 50% | 30% | 20% | | | 10 |
| | Admin. Support, WM, Remediation | 100% | | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 81% | 19% | | | | 16 |
| | Construction | 100% | | | | | 2 |
| | Educational Services | 50% | | | 50% | | 4 |
| | Finance and Insurance | 33% | 67% | | | | 3 |
| | Health Care and Social Assistance | 100% | | | | | 12 |
| | Information | 100% | | | | | 3 |
| | Manufacturing | 90% | | 10% | | | 10 |
| | Prof., Scientific and Tech. Services | 86% | 9% | 5% | | | 22 |
| | Real Estate Rental and Leasing | 83% | 17% | | | | 6 |
| | Retail Trade | 70% | 30% | | | | 10 |
| | Wholesale Trade | 67% | 33% | | | | 3 |
| | Other industry | 67% | 17% | 17% | | | 12 |
| | Other services | 71% | 29% | | | | 7 |

Q29b: Based on what you know now, how confident are you that your business will continue to be operating in 3 months?

| | | Very confident | Somewhat confident | Not very confident | Not at all confident | <u>Don't</u> know/Not sure | <u>N</u> |
|-----------------|--------------------------------------|----------------|--------------------|--------------------|----------------------|-------------------------------|----------|
| Overall | June 2020 | 57% | 30% | 7% | 4% | 3% | 136 |
| | February 2021 | 68% | 27% | 3% | 2% | | 124 |
| Current Number | 0-1 employees | 54% | 37% | 7% | 2% | | 41 |
| of Employees | 2-9 employees | 70% | 28% | 2% | | | 47 |
| | 10-25 employees | 75% | 21% | | 4% | | 24 |
| | More than 25 employees | 92% | 8% | | | | 12 |
| Open Status | Remained open | 86% | 14% | | | | 42 |
| | Reduced hours of operation | 62% | 32% | 5% | 2% | | 63 |
| | Closed temporarily | 59% | 37% | 2% | 2% | | 41 |
| Contingency or | Had plan before COVID | 74% | 16% | 5% | 5% | | 19 |
| Resiliency Plan | Developed plan since COVID | 60% | 40% | | | | 25 |
| | Don't have plan | 75% | 21% | 4% | | | 53 |
| | Don't know/Not applicable | 56% | 37% | 4% | 4% | | 27 |
| Remote Work | Employees working remotely | 70% | 17% | 9% | 4% | | 23 |
| | Employees not working remotely | 68% | 29% | 2% | 1% | | 99 |
| COVID-19 Effect | Revenue increased | 100% | | | | | 8 |
| on Revenue | Revenue stayed the same | 93% | 7% | | | | 14 |
| | Revene decreased | 62% | 32% | 4% | 2% | | 100 |
| Change # of | More employees | 87% | 13% | | | | 15 |
| Employees Since | Same number of employees | 70% | 27% | 2% | 2% | | 56 |
| Feb 2020 | Fewer employees | 60% | 32% | 6% | 2% | | 53 |
| Confidence | Very confident | 95% | 3% | 2% | | | 59 |
| Operating in 12 | Somewhat confident | 58% | 38% | 5% | | | 40 |
| Months | Not very or not at all confident | 16% | 74% | 5% | 5% | | 19 |
| Industry | Accommodation and Food Services | 50% | 40% | 10% | | | 10 |
| | Admin. Support, WM, Remediation | 100% | | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 50% | 50% | | | | 16 |
| | Construction | 100% | | | | | 2 |
| | Educational Services | 50% | | 50% | | | 4 |
| | Finance and Insurance | 33% | 67% | | | | 3 |
| | Health Care and Social Assistance | 100% | | | | | 12 |
| | Information | 100% | | | | | 3 |
| | Manufacturing | 70% | 20% | | 10% | | 10 |
| | Prof., Scientific and Tech. Services | 77% | 18% | 5% | | | 22 |
| | Real Estate Rental and Leasing | 83% | 17% | | | | 6 |
| | Retail Trade | 70% | 30% | | | | 10 |
| | Wholesale Trade | 67% | 33% | | | | 3 |
| | Other industry | 50% | 42% | | 8% | | 12 |
| | Other services | 57% | 43% | | | | 7 |

Q29c: Based on what you know now, how confident are you that your business will continue to be operating in 6 months?

| | | Very confident | Somewhat confident | Not very confident | Not at all confident | <u>Don't</u> know/Not sure | <u>N</u> |
|-----------------|--------------------------------------|----------------|--------------------|--------------------|----------------------|-------------------------------|----------|
| Overall | June 2020 | 46% | 36% | 8% | 6% | 4% | 136 |
| | February 2021 | 57% | 33% | 8% | 1% | 1% | 124 |
| Current Number | 0-1 employees | 49% | 37% | 12% | 2% | | 41 |
| of Employees | 2-9 employees | 49% | 40% | 11% | | | 47 |
| | 10-25 employees | 67% | 29% | | | 4% | 24 |
| | More than 25 employees | 100% | | | | | 12 |
| Open Status | Remained open | 76% | 24% | | | | 42 |
| | Reduced hours of operation | 49% | 35% | 14% | | 2% | 63 |
| | Closed temporarily | 49% | 41% | 7% | 2% | | 41 |
| Contingency or | Had plan before COVID | 58% | 26% | 11% | | 5% | 19 |
| Resiliency Plan | Developed plan since COVID | 52% | 36% | 12% | | | 25 |
| | Don't have plan | 72% | 26% | 2% | | | 53 |
| | Don't know/Not applicable | 33% | 48% | 15% | 4% | | 27 |
| Remote Work | Employees working remotely | 61% | 22% | 13% | 4% | | 23 |
| | Employees not working remotely | 57% | 36% | 6% | | 1% | 99 |
| an Davianus | Revenue increased | 88% | 13% | | | | 8 |
| on Revenue | Revenue stayed the same | 100% | | | | | 14 |
| | Revene decreased | 50% | 38% | 10% | 1% | 1% | 100 |
| Change # of | More employees | 87% | 7% | 7% | | | 15 |
| Employees Since | Same number of employees | 61% | 30% | 7% | 2% | | 56 |
| Feb 2020 | Fewer employees | 45% | 43% | 9% | | 2% | 53 |
| Confidence | Very confident | 98% | 2% | | | | 59 |
| Operating in 12 | Somewhat confident | 30% | 65% | 5% | | | 40 |
| Months | Not very or not at all confident | | 53% | 42% | 5% | | 19 |
| Industry | Accommodation and Food Services | 50% | 30% | 20% | | | 10 |
| | Admin. Support, WM, Remediation | 100% | | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 38% | 56% | 6% | | | 16 |
| | Construction | 100% | | | | | 2 |
| | Educational Services | 50% | 50% | | | | 4 |
| | Finance and Insurance | 33% | 33% | 33% | | | 3 |
| | Health Care and Social Assistance | 92% | 8% | | | | 12 |
| | Information | 100% | | | | | 3 |
| | Manufacturing | 70% | 20% | | | 10% | 10 |
| | Prof., Scientific and Tech. Services | 64% | 32% | 5% | | | 22 |
| | Real Estate Rental and Leasing | 67% | 17% | 17% | | | 6 |
| | Retail Trade | 50% | 30% | 20% | | | 10 |
| | Wholesale Trade | 67% | 33% | | | | 3 |
| | Other industry | 25% | 58% | 8% | 8% | | 12 |
| | Other services | 43% | 57% | | | | 7 |

Q29d: Based on what you know now, how confident are you that your business will continue to be operating in 12 months?

| | | Very confident | Somewhat confident | Not very confident | Not at all confident | <u>Don't</u> know/Not sure | <u>N</u> |
|-----------------|--------------------------------------|----------------|-----------------------|--------------------|----------------------|-------------------------------|----------|
| Overall | June 2020 | 45% | 33% | 10% | 5% | 7% | 137 |
| | February 2021 | 50% | 31% | 10% | 5% | 5% | 129 |
| Current Number | 0-1 employees | 44% | 22% | 15% | 12% | 7% | 41 |
| of Employees | 2-9 employees | 42% | 38% | 14% | 2% | 4% | 50 |
| | 10-25 employees | 52% | 44% | | | 4% | 25 |
| | More than 25 employees | 92% | 8% | | | | 13 |
| Open Status | Remained open | 73% | 20% | 7% | | | 45 |
| | Reduced hours of operation | 39% | 34% | 13% | 8% | 6% | 64 |
| | Closed temporarily | 38% | 38% | 12% | 5% | 7% | 42 |
| Contingency or | Had plan before COVID | 50% | 35% | 5% | 5% | 5% | 20 |
| Resiliency Plan | Developed plan since COVID | 44% | 32% | 4% | 12% | 8% | 25 |
| | Don't have plan | 62% | 25% | 9% | | 4% | 55 |
| | Don't know/Not applicable | 31% | 38% | 21% | 7% | 3% | 29 |
| Remote Work | Employees working remotely | 60% | 24% | 8% | 8% | | 25 |
| | Employees not working remotely | 47% | 33% | 11% | 3% | 6% | 102 |
| COVID-19 Effect | Revenue increased | 75% | 25% | | | | 8 |
| on Revenue | Revenue stayed the same | 100% | | | | | 14 |
| | Revene decreased | 41% | 36% | 12% | 6% | 6% | 104 |
| Change # of | More employees | 88% | 6% | 6% | | | 17 |
| Employees Since | Same number of employees | 48% | 32% | 9% | 5% | 5% | 56 |
| Feb 2020 | Fewer employees | 39% | 38% | 13% | 5% | 5% | 56 |
| Confidence | Very confident | 100% | | | | | 64 |
| Operating in 12 | Somewhat confident | | 100% | | | | 40 |
| Months | Not very or not at all confident | | | 68% | 32% | | 19 |
| Industry | Accommodation and Food Services | 45% | 18% | 27% | | 9% | 11 |
| | Admin. Support, WM, Remediation | 50% | 50% | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | | | | 1 |
| | Arts, Entertainment, and Recreation | 38% | 31% | 13% | 6% | 13% | 16 |
| | Construction | 50% | 50% | | | | 2 |
| | Educational Services | 25% | 75% | | | | 4 |
| | Finance and Insurance | 33% | | 33% | 33% | | 3 |
| | Health Care and Social Assistance | 67% | 33% | | | | 12 |
| | Information | 100% | | | | | 3 |
| | Manufacturing | 75% | 17% | | | 8% | 12 |
| | Prof., Scientific and Tech. Services | 52% | 30% | 13% | | 4% | 23 |
| | Real Estate Rental and Leasing | 50% | 33% | | 17% | | 6 |
| | Retail Trade | 50% | 30% | 10% | 10% | | 10 |
| | Wholesale Trade | 50% | 25% | 25% | | | 4 |
| | Other industry | 25% | 42% | 8% | 17% | 8% | 12 |
| | Other services | 43% | 43% | 14% | | | 7 |

Q30: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? (Please select all that apply)

| | | Collaborating with other businesses | <u>Curbside</u> <u>delivery</u> | E-commerce | Employees working from home | Home delivery |
|-------------------------------|--------------------------------------|---|------------------------------------|------------|-----------------------------------|---------------|
| Overall | June 2020 | 27% | 14% | 20% | 33% | 7% |
| | February 2021 | 25% | 20% | 25% | 32% | 16% |
| Current Number | 0-1 employees | 23% | 18% | 33% | 23% | 13% |
| of Employees | 2-9 employees | 28% | 26% | 24% | 34% | 16% |
| | 10-25 employees | 20% | 16% | 20% | 24% | 16% |
| | More than 25 employees | 31% | 8% | 15% | 69% | 23% |
| Open Status | Remained open | 31% | 7% | 22% | 44% | 13% |
| | Reduced hours of operation | 24% | 31% | 27% | 31% | 16% |
| | Closed temporarily | 19% | 26% | 29% | 17% | 17% |
| Contingency or | Had plan before COVID | 30% | 5% | 5% | 55% | 15% |
| Resiliency Plan | Developed plan since COVID | 29% | 29% | 42% | 46% | 25% |
| | Don't have plan | 24% | 22% | 29% | 24% | 9% |
| | Don't know/Not applicable | 21% | 18% | 18% | 21% | 21% |
| Remote Work | Employees working remotely | 20% | | 24% | 84% | 8% |
| | Employees not working remotely | 27% | 23% | 24% | 20% | 17% |
| COVID-19 Effect on Revenue | Revenue increased | 38% | 25% | 38% | 75% | 38% |
| | Revenue stayed the same | 36% | 14% | 21% | 36% | 7% |
| | Revene decreased | 24% | 21% | 25% | 28% | 16% |
| Change # of | More employees | 29% | 18% | 24% | 47% | 24% |
| Employees Since | Same number of employees | 24% | 15% | 24% | 33% | 15% |
| Feb 2020 | Fewer employees | 25% | 25% | 27% | 27% | 15% |
| Confidence | Very confident | 25% | 21% | 33% | 44% | 22% |
| Operating in 12 | Somewhat confident | 31% | 15% | 18% | 23% | 13% |
| Months | Not very or not at all confident | 11% | 21% | 16% | 16% | 5% |
| Industry | Accommodation and Food Services | 27% | 55% | 36% | 9% | 27% |
| | Admin. Support, WM, Remediation | | | | 50% | 50% |
| | Agri., Forestry, Fishing and Hunting | | 100% | | | 100% |
| | Arts, Entertainment, and Recreation | 27% | 20% | 40% | 33% | 13% |
| | Construction | | | | 100% | 50% |
| | Educational Services | 50% | | | 50% | 25% |
| | Finance and Insurance | | 33% | | 33% | |
| | Health Care and Social Assistance | 17% | | 17% | 25% | 8% |
| | Information | 50% | | 50% | 100% | |
| | Manufacturing | 25% | 8% | 25% | 58% | 8% |
| | Prof., Scientific and Tech. Services | 43% | 4% | 13% | 30% | 13% |
| | Real Estate Rental and Leasing | | | 17% | 17% | 17% |
| | Retail Trade | 30% | 90% | 80% | 10% | 20% |
| | Wholesale Trade | | 25% | 25% | 50% | |
| | Other industry | 25% | | 17% | 42% | 8% |
| | Other services | 14% | 29% | 14% | 14% | 29% |

Q30: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? (Please select all that apply)

| | | Made physical changes to location | Manufacturing personal protective equipment (PPE) | Offering new products or services | Modified emp. schedules to reduce # of emp. working onsite |
|-----------------|--------------------------------------|-----------------------------------|---|-----------------------------------|---|
| Overall | June 2020 | 30% | 6% | 33% | |
| | February 2021 | 48% | 9% | 32% | 24% |
| Current Number | 0-1 employees | 26% | 5% | 36% | 5% |
| of Employees | 2-9 employees | 54% | 12% | 32% | 30% |
| | 10-25 employees | 64% | 4% | 24% | 40% |
| | More than 25 employees | 62% | 15% | 38% | 31% |
| Open Status | Remained open | 33% | 2% | 22% | 16% |
| | Reduced hours of operation | 55% | 8% | 37% | 31% |
| | Closed temporarily | 74% | 14% | 40% | 26% |
| Contingency or | Had plan before COVID | 45% | 10% | 15% | 35% |
| Resiliency Plan | Developed plan since COVID | 42% | 4% | 42% | 21% |
| | Don't have plan | 49% | 4% | 33% | 24% |
| | Don't know/Not applicable | 54% | 21% | 36% | 21% |
| Remote Work | Employees working remotely | 48% | 4% | 44% | 48% |
| | Employees not working remotely | 49% | 9% | 29% | 19% |
| COVID-19 Effect | Revenue increased | 63% | | 38% | 25% |
| | Revenue stayed the same | 43% | 7% | 36% | 29% |
| | Revene decreased | 48% | 10% | 32% | 25% |
| Change # of | More employees | 53% | 6% | 47% | 24% |
| Employees Since | Same number of employees | 36% | 7% | 24% | 16% |
| Feb 2020 | Fewer employees | 58% | 11% | 36% | 33% |
| Confidence | Very confident | 41% | 6% | 35% | 27% |
| Operating in 12 | Somewhat confident | 62% | 15% | 28% | 23% |
| Months | Not very or not at all confident | 47% | 5% | 32% | 16% |
| Industry | Accommodation and Food Services | 100% | 9% | 64% | 45% |
| | Admin. Support, WM, Remediation | | | 100% | |
| | Agri., Forestry, Fishing and Hunting | 100% | | | |
| | Arts, Entertainment, and Recreation | 47% | | 33% | 33% |
| | Construction | 50% | | | 50% |
| | Educational Services | 50% | 25% | | |
| | Finance and Insurance | 33% | | | 33% |
| | Health Care and Social Assistance | 58% | 17% | 42% | 25% |
| | Information | | | 50% | 50% |
| | Manufacturing | 42% | 17% | | 17% |
| | Prof., Scientific and Tech. Services | 13% | 4% | 35% | 22% |
| | Real Estate Rental and Leasing | 67% | | | 33% |
| | Retail Trade | 70% | 10% | 50% | 20% |
| | Wholesale Trade | 50% | | 25% | 25% |
| | Other industry | 50% | 8% | 33% | 8% |
| | Other services | 57% | 14% | 43% | 29% |

Q30: Which of the following innovations or modifications have you implemented at your business as a result of the COVID-19 pandemic? (Please select all that apply)

| | | Required customers to wear masks | Required employees to wear masks | <u>Takeout</u> | <u>Other</u> | None of these | N |
|-----------------|--------------------------------------|--|--|----------------|--------------|---------------|-----|
| Overall | June 2020 | | | 5% | 9% | 22% | 138 |
| | February 2021 | 59% | 64% | 11% | 13% | 9% | 127 |
| Current Number | 0-1 employees | 46% | 33% | 5% | 13% | 20% | 39 |
| of Employees | 2-9 employees | 62% | 72% | 14% | 18% | 4% | 50 |
| | 10-25 employees | 72% | 76% | 16% | 4% | 8% | 25 |
| | More than 25 employees | 62% | 100% | 8% | 8% | | 13 |
| Open Status | Remained open | 40% | 51% | 4% | 11% | 11% | 45 |
| | Reduced hours of operation | 65% | 69% | 18% | 15% | 9% | 62 |
| | Closed temporarily | 86% | 79% | 12% | 7% | 2% | 42 |
| Contingency or | Had plan before COVID | 60% | 75% | | 20% | 10% | 20 |
| Resiliency Plan | Developed plan since COVID | 67% | 71% | 13% | | 8% | 24 |
| | Don't have plan | 55% | 53% | 13% | 15% | 9% | 55 |
| | Don't know/Not applicable | 61% | 71% | 14% | 14% | 10% | 28 |
| Remote Work | Employees working remotely | 48% | 76% | 4% | 20% | | 25 |
| | Employees not working remotely | 61% | 60% | 13% | 11% | 12% | 100 |
| COVID-19 Effect | Revenue increased | 50% | 75% | | 25% | | 8 |
| on Revenue | Revenue stayed the same | 64% | 64% | 7% | 7% | 7% | 14 |
| | Revene decreased | 58% | 62% | 12% | 13% | 11% | 102 |
| Change # of | More employees | 65% | 94% | 18% | 6% | | 17 |
| Employees Since | Same number of employees | 55% | 45% | 5% | 11% | 13% | 55 |
| Feb 2020 | Fewer employees | 62% | 73% | 15% | 16% | 9% | 55 |
| Confidence | Very confident | 57% | 65% | 13% | 11% | 9% | 63 |
| Operating in 12 | Somewhat confident | 64% | 64% | 8% | 10% | 8% | 39 |
| Months | Not very or not at all confident | 47% | 63% | 11% | 26% | 16% | 19 |
| Industry | Accommodation and Food Services | 91% | 100% | 64% | | | 11 |
| | Admin. Support, WM, Remediation | | 100% | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | 100% | | 100% | | | 1 |
| | Arts, Entertainment, and Recreation | 67% | 60% | 7% | 27% | 13% | 15 |
| | Construction | 100% | 50% | 50% | | | 2 |
| | Educational Services | 50% | 50% | | | | 4 |
| | Finance and Insurance | 33% | 33% | | | | 3 |
| | Health Care and Social Assistance | 83% | 83% | | 8% | 8% | 12 |
| | Information | 50% | 50% | | | 33% | 2 |
| | Manufacturing | 50% | 92% | | 17% | | 12 |
| | Prof., Scientific and Tech. Services | 30% | 30% | 4% | 13% | 22% | 23 |
| | Real Estate Rental and Leasing | 50% | 17% | | 33% | 17% | 6 |
| | Retail Trade | 100% | 100% | 10% | 10% | | 10 |
| | Wholesale Trade | 50% | 50% | | | | 4 |
| | Other industry | 33% | 58% | | 17% | 8% | 12 |
| | Other services | 86% | 86% | 14% | 14% | 14% | 7 |

Q31: Which of these innovations or modifications do you think your business will continue after the COVID-19 pandemic has passed? (Please select all that apply)

| | | Collaborating with other businesses | <u>Curbside</u> <u>delivery</u> | E-commerce | Employees working from home | Home delivery |
|-----------------|--------------------------------------|---|------------------------------------|------------|-----------------------------------|---------------|
| Overall | June 2020 | 91% | 50% | 92% | 68% | 50% |
| | February 2021 | 87% | 79% | 94% | 66% | 47% |
| Current Number | 0-1 employees | 100% | 71% | 85% | 63% | 60% |
| of Employees | 2-9 employees | 85% | 92% | 100% | 86% | 43% |
| | 10-25 employees | 80% | 50% | 100% | 67% | 25% |
| | More than 25 employees | 75% | 100% | 100% | 29% | 67% |
| Open Status | Remained open | 85% | 67% | 90% | 75% | 67% |
| | Reduced hours of operation | 87% | 83% | 94% | 65% | 44% |
| | Closed temporarily | 88% | 80% | 100% | 29% | 29% |
| Contingency or | Had plan before COVID | 67% | 100% | 100% | 67% | |
| Resiliency Plan | Developed plan since COVID | 86% | 86% | 90% | 73% | 67% |
| | Don't have plan | 92% | 67% | 94% | 70% | 60% |
| | Don't know/Not applicable | 100% | 100% | 100% | 40% | 40% |
| Remote Work | Employees working remotely | 80% | | 100% | 67% | 50% |
| | Employees not working remotely | 88% | 77% | 92% | 65% | 44% |
| Change # of | More employees | 80% | 67% | 100% | 43% | 75% |
| Employees Since | Same number of employees | 100% | 63% | 100% | 87% | 43% |
| eb 2020 | Fewer employees | 79% | 92% | 87% | 54% | 38% |
| Confidence | Very confident | 93% | 85% | 90% | 65% | 57% |
| Operating in 12 | Somewhat confident | 75% | 100% | 100% | 75% | |
| Vionths | Not very or not at all confident | 100% | 67% | 100% | 33% | 100% |
| ndustry | Accommodation and Food Services | 100% | 83% | 100% | 100% | 67% |
| | Admin. Support, WM, Remediation | | | | 100% | 100% |
| | Agri., Forestry, Fishing and Hunting | | 100% | | | |
| | Arts, Entertainment, and Recreation | 100% | 67% | 100% | 40% | 50% |
| | Construction | | | | 100% | 100% |
| | Educational Services | 50% | | | | |
| | Finance and Insurance | | | | 100% | |
| | Health Care and Social Assistance | 100% | | 50% | 67% | |
| | Information | 100% | | 100% | 100% | |
| | Manufacturing | 67% | | 67% | 60% | 100% |
| | Prof., Scientific and Tech. Services | 89% | 100% | 100% | 100% | |
| | Real Estate Rental and Leasing | | | 100% | 100% | |
| | Retail Trade | 100% | 89% | 100% | 100% | 100% |
| | Wholesale Trade | | | 100% | 50% | |
| | Other industry | 67% | | 100% | 40% | |
| | Other services | 100% | 100% | 100% | | 50% |

Q31: Which of these innovations or modifications do you think your business will continue after the COVID-19 pandemic has passed? (Please select all that apply)

| | | Manufacturing personal protective equipment (PPE) | New products or services | Physical changes to location | <u>Takeout</u> | <u>N</u> |
|-----------------|--------------------------------------|---|--------------------------|---------------------------------|----------------|----------|
| Overall | June 2020 | 63% | 89% | 57% | 86% | 34 |
| | February 2021 | 50% | 83% | 60% | 93% | 31 |
| Current Number | 0-1 employees | 50% | 86% | 70% | 100% | 9 |
| of Employees | 2-9 employees | 50% | 88% | 56% | 100% | 13 |
| | 10-25 employees | | 83% | 64% | 75% | 5 |
| | More than 25 employees | 100% | 60% | 50% | 100% | 4 |
| Open Status | Remained open | | 80% | 69% | 100% | 13 |
| | Reduced hours of operation | 60% | 91% | 56% | 100% | 15 |
| | Closed temporarily | 33% | 76% | 63% | 80% | 8 |
| Contingency or | Had plan before COVID | 100% | 67% | 71% | | 6 |
| Resiliency Plan | Developed plan since COVID | | 90% | 80% | 100% | 7 |
| | Don't have plan | 50% | 83% | 46% | 100% | 12 |
| | Don't know/Not applicable | 40% | 80% | 64% | 75% | 6 |
| Remote Work | Employees working remotely | 100% | 73% | 50% | 100% | 5 |
| | Employees not working remotely | 50% | 86% | 62% | 92% | 26 |
| Change # of | More employees | | 75% | 50% | 100% | 5 |
| Employees Since | Same number of employees | 67% | 92% | 79% | 100% | 12 |
| Feb 2020 | Fewer employees | 50% | 80% | 50% | 88% | 14 |
| Confidence | Very confident | 33% | 82% | 52% | 88% | 15 |
| Operating in 12 | Somewhat confident | 67% | 91% | 65% | 100% | 12 |
| Months | Not very or not at all confident | | 67% | 67% | 100% | 2 |
| Industry | Accommodation and Food Services | | 86% | 50% | 86% | 3 |
| | Admin. Support, WM, Remediation | | 50% | | 100% | 4 |
| | Agri., Forestry, Fishing and Hunting | | | 100% | 100% | 2 |
| | Arts, Entertainment, and Recreation | | 100% | 57% | 100% | 2 |
| | Construction | | | | 100% | 1 |
| | Educational Services | | | 100% | | 3 |
| | Finance and Insurance | | | 100% | | 9 |
| | Health Care and Social Assistance | | 80% | 67% | | 3 |
| | Information | | 100% | | | 3 |
| | Manufacturing | 100% | | 50% | | 1 |
| | Prof., Scientific and Tech. Services | 100% | 100% | 100% | 100% | |
| | Real Estate Rental and Leasing | | | 100% | | |
| | Retail Trade | | 80% | 29% | 100% | |
| | Wholesale Trade | | 100% | 50% | | |
| | Other industry | 100% | 50% | 50% | | |
| | Other services | 100% | 67% | 75% | 100% | |

Q32a: Based on what you know now, how confident are you that the New Hampshire economy will have recovered to pre-COVID-19 levels in 3 months?

| | | Very confident | Somewhat confident | Not very confident | Not at all confident | <u>Don't</u> know/Not sure | <u>N</u> |
|-----------------|--------------------------------------|----------------|-----------------------|--------------------|----------------------|-------------------------------|----------|
| Overall | June 2020 | 6% | 25% | 37% | 30% | 2% | 136 |
| | February 2021 | 4% | 22% | 39% | 32% | 3% | 130 |
| Current Number | 0-1 employees | 2% | 24% | 29% | 39% | 5% | 41 |
| of Employees | 2-9 employees | 2% | 18% | 35% | 41% | 4% | 49 |
| | 10-25 employees | 12% | 28% | 48% | 12% | | 25 |
| | More than 25 employees | | 15% | 62% | 23% | | 13 |
| Open Status | Remained open | 7% | 27% | 41% | 23% | 2% | 44 |
| | Reduced hours of operation | 3% | 16% | 36% | 42% | 3% | 64 |
| | Closed temporarily | 2% | 26% | 38% | 29% | 5% | 42 |
| Contingency or | Had plan before COVID | 5% | 10% | 65% | 20% | | 20 |
| Resiliency Plan | Developed plan since COVID | | 24% | 40% | 32% | 4% | 25 |
| | Don't have plan | 2% | 30% | 24% | 39% | 6% | 54 |
| | Don't know/Not applicable | 10% | 14% | 45% | 31% | | 29 |
| Remote Work | Employees working remotely | 4% | 8% | 52% | 36% | | 25 |
| | Employees not working remotely | 4% | 26% | 36% | 31% | 4% | 101 |
| COVID-19 Effect | Revenue increased | 25% | | 25% | 50% | | 8 |
| on Revenue | Revenue stayed the same | | 36% | 50% | 14% | | 14 |
| | Revene decreased | 3% | 21% | 38% | 34% | 4% | 103 |
| | More employees | | 24% | 53% | 24% | | 17 |
| Employees Since | Same number of employees | 4% | 21% | 30% | 39% | 5% | 56 |
| Feb 2020 | Fewer employees | 5% | 22% | 42% | 29% | 2% | 55 |
| Confidence | Very confident | 6% | 29% | 37% | 27% | 2% | 63 |
| Operating in 12 | Somewhat confident | 3% | 13% | 45% | 35% | 5% | 40 |
| Months | Not very or not at all confident | | 16% | 32% | 47% | 5% | 19 |
| Industry | Accommodation and Food Services | | 18% | 55% | 27% | | 11 |
| | Admin. Support, WM, Remediation | | | 50% | 50% | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | 6% | 31% | 38% | 25% | | 16 |
| | Construction | | | 50% | 50% | | 2 |
| | Educational Services | | 25% | 25% | 50% | | 4 |
| | Finance and Insurance | | 33% | 33% | 33% | | 3 |
| | Health Care and Social Assistance | 8% | 17% | 50% | 25% | | 12 |
| | Information | | 67% | 33% | | | 3 |
| | Manufacturing | 18% | 27% | 36% | 18% | | 11 |
| | Prof., Scientific and Tech. Services | 4% | 22% | 22% | 48% | 4% | 23 |
| | Real Estate Rental and Leasing | | 17% | 67% | 17% | | 6 |
| | Retail Trade | | 9% | 36% | 55% | | 11 |
| | Wholesale Trade | | 20% | 40% | 40% | | 5 |
| | Other industry | | 25% | 42% | 33% | | 12 |
| | Other services | | 14% | 57% | 14% | 14% | 7 |

Q32b: Based on what you know now, how confident are you that the New Hampshire economy will have recovered to pre-COVID-19 levels in 6 months?

| | | Very confident | Somewhat confident | Not very confident | Not at all confident | <u>Don't</u> know/Not sure | <u>N</u> |
|-----------------|--------------------------------------|----------------|-----------------------|--------------------|----------------------|-------------------------------|----------|
| Overall | June 2020 | 9% | 36% | 33% | 20% | 1% | 137 |
| | February 2021 | 5% | 39% | 29% | 24% | 2% | 130 |
| Current Number | 0-1 employees | 2% | 32% | 29% | 32% | 5% | 41 |
| of Employees | 2-9 employees | 4% | 35% | 35% | 24% | 2% | 49 |
| | 10-25 employees | 8% | 60% | 16% | 16% | | 25 |
| | More than 25 employees | 15% | 31% | 38% | 15% | | 13 |
| Open Status | Remained open | 9% | 50% | 23% | 16% | 2% | 44 |
| | Reduced hours of operation | 3% | 30% | 34% | 31% | 2% | 64 |
| | Closed temporarily | 5% | 38% | 29% | 24% | 5% | 42 |
| Contingency or | Had plan before COVID | 10% | 30% | 45% | 15% | | 20 |
| Resiliency Plan | Developed plan since COVID | | 48% | 16% | 32% | 4% | 25 |
| | Don't have plan | 4% | 46% | 26% | 20% | 4% | 54 |
| | Don't know/Not applicable | 10% | 21% | 38% | 31% | | 29 |
| Remote Work | Employees working remotely | 4% | 32% | 36% | 28% | | 25 |
| | Employees not working remotely | 6% | 41% | 28% | 23% | 3% | 101 |
| COVID-19 Effect | Revenue increased | 25% | | 38% | 38% | | 8 |
| on Revenue | Revenue stayed the same | 7% | 71% | 14% | 7% | | 14 |
| | Revene decreased | 3% | 38% | 31% | 25% | 3% | 103 |
| Change # of | More employees | 6% | 47% | 35% | 12% | | 17 |
| Employees Since | Same number of employees | 5% | 32% | 30% | 29% | 4% | 56 |
| Feb 2020 | Fewer employees | 5% | 42% | 27% | 24% | 2% | 55 |
| Confidence | Very confident | 10% | 51% | 24% | 14% | 2% | 63 |
| Operating in 12 | Somewhat confident | | 33% | 38% | 28% | 3% | 40 |
| Months | Not very or not at all confident | 5% | 11% | 37% | 42% | 5% | 19 |
| Industry | Accommodation and Food Services | | 36% | 45% | 18% | | 11 |
| | Admin. Support, WM, Remediation | | | 100% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | 13% | 38% | 38% | 13% | | 16 |
| | Construction | | 50% | | 50% | | 2 |
| | Educational Services | | 25% | 50% | 25% | | 4 |
| | Finance and Insurance | | 67% | | 33% | | 3 |
| | Health Care and Social Assistance | 8% | 33% | 25% | 33% | | 12 |
| | Information | | 100% | | | | 3 |
| | Manufacturing | 27% | 45% | 18% | 9% | | 11 |
| | Prof., Scientific and Tech. Services | 4% | 35% | 22% | 35% | 4% | 23 |
| | Real Estate Rental and Leasing | | 33% | 50% | 17% | | 6 |
| | Retail Trade | | 27% | 45% | 27% | | 11 |
| | Wholesale Trade | | 60% | | 40% | | 5 |
| | Other industry | | 42% | 33% | 25% | | 12 |
| | Other services | | 57% | | 29% | 14% | 7 |

Q32c: Based on what you know now, how confident are you that the New Hampshire economy will have recovered to pre-COVID-19 levels in 12 months?

| | | Very confident | Somewhat confident | Not very confident | Not at all confident | <u>Don't</u> know/Not sure | <u>N</u> |
|-----------------|--------------------------------------|----------------|--------------------|--------------------|----------------------|-------------------------------|----------|
| Overall | June 2020 | 28% | 43% | 15% | 12% | 1% | 138 |
| | February 2021 | 31% | 40% | 13% | 14% | 2% | 131 |
| Current Number | 0-1 employees | 24% | 34% | 20% | 17% | 5% | 41 |
| of Employees | 2-9 employees | 38% | 34% | 12% | 14% | 2% | 50 |
| | 10-25 employees | 32% | 48% | 8% | 12% | | 25 |
| | More than 25 employees | 31% | 54% | 8% | 8% | | 13 |
| Open Status | Remained open | 44% | 38% | 4% | 11% | 2% | 45 |
| | Reduced hours of operation | 25% | 39% | 19% | 16% | 2% | 64 |
| | Closed temporarily | 33% | 31% | 17% | 14% | 5% | 42 |
| Contingency or | Had plan before COVID | 20% | 60% | 5% | 15% | | 20 |
| Resiliency Plan | Developed plan since COVID | 24% | 40% | 12% | 20% | 4% | 25 |
| | Don't have plan | 44% | 29% | 15% | 9% | 4% | 55 |
| | Don't know/Not applicable | 24% | 41% | 17% | 17% | | 29 |
| Remote Work | Employees working remotely | 36% | 36% | 20% | 8% | | 25 |
| | Employees not working remotely | 31% | 38% | 12% | 16% | 3% | 102 |
| COVID-19 Effect | Revenue increased | 25% | 50% | 13% | 13% | | 8 |
| on Revenue | Revenue stayed the same | 57% | 36% | | 7% | | 14 |
| | Revene decreased | 29% | 38% | 14% | 15% | 3% | 104 |
| Change # of | More employees | 41% | 41% | 12% | 6% | | 17 |
| Employees Since | Same number of employees | 27% | 43% | 14% | 13% | 4% | 56 |
| Feb 2020 | Fewer employees | 34% | 34% | 13% | 18% | 2% | 56 |
| Confidence | Very confident | 48% | 38% | 6% | 6% | 2% | 64 |
| Operating in 12 | Somewhat confident | 18% | 45% | 20% | 15% | 3% | 40 |
| Months | Not very or not at all confident | 16% | 32% | 26% | 21% | 5% | 19 |
| Industry | Accommodation and Food Services | 18% | 64% | 9% | 9% | | 11 |
| | Admin. Support, WM, Remediation | | 50% | 50% | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | 100% | 1 |
| | Arts, Entertainment, and Recreation | 38% | 38% | 13% | 13% | | 16 |
| | Construction | 50% | | 50% | | | 2 |
| | Educational Services | 25% | 50% | | 25% | | 4 |
| | Finance and Insurance | 67% | | | 33% | | 3 |
| | Health Care and Social Assistance | 33% | 33% | 17% | 17% | | 12 |
| | Information | 67% | 33% | | | | 3 |
| | Manufacturing | 42% | 50% | | 8% | | 12 |
| | Prof., Scientific and Tech. Services | 26% | 39% | 13% | 17% | 4% | 23 |
| | Real Estate Rental and Leasing | 33% | 33% | 17% | 17% | | 6 |
| | Retail Trade | 18% | 55% | 27% | | | 11 |
| | Wholesale Trade | 40% | 20% | | 40% | | 5 |
| | Other industry | 25% | 50% | 17% | 8% | | 12 |
| | Other services | 43% | 14% | | 29% | 14% | 7 |

Q33: Would you say that you and your business are better off or worse off financially than you were in June 2020?

| | | Better off | About the same | Worse off | <u>Don't know/not</u> <u>sure</u> | N |
|-----------------|--------------------------------------|------------|----------------|-----------|--------------------------------------|-----|
| Overall | February 2021 | 19% | 32% | 48% | 1% | 131 |
| Current Number | 0-1 employees | 12% | 22% | 63% | 2% | 41 |
| of Employees | 2-9 employees | 18% | 32% | 50% | | 50 |
| | 10-25 employees | 28% | 44% | 28% | | 25 |
| | More than 25 employees | 31% | 46% | 23% | | 13 |
| Open Status | Remained open | 22% | 44% | 31% | 2% | 45 |
| | Reduced hours of operation | 14% | 30% | 56% | | 64 |
| | Closed temporarily | 24% | 24% | 52% | | 42 |
| Contingency or | Had plan before COVID | 30% | 45% | 25% | | 20 |
| Resiliency Plan | Developed plan since COVID | 20% | 44% | 36% | | 25 |
| | Don't have plan | 18% | 29% | 51% | 2% | 55 |
| | Don't know/Not applicable | 14% | 21% | 66% | | 29 |
| Remote Work | Employees working remotely | 20% | 40% | 40% | | 25 |
| | Employees not working remotely | 20% | 30% | 49% | 1% | 102 |
| COVID-19 Effect | Revenue increased | 75% | | 13% | 13% | 8 |
| on Revenue | Revenue stayed the same | 21% | 79% | | | 14 |
| | Revene decreased | 13% | 29% | 58% | | 104 |
| Change # of | More employees | 29% | 41% | 29% | | 17 |
| Employees Since | Same number of employees | 21% | 38% | 41% | | 56 |
| Feb 2020 | Fewer employees | 14% | 25% | 59% | 2% | 56 |
| Confidence | Very confident | 25% | 45% | 28% | 2% | 64 |
| Operating in 12 | Somewhat confident | 23% | 25% | 53% | | 40 |
| Months | Not very or not at all confident | | 11% | 89% | | 19 |
| Industry | Accommodation and Food Services | 9% | 18% | 73% | | 11 |
| | Admin. Support, WM, Remediation | | 50% | 50% | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | 100% | | 1 |
| | Arts, Entertainment, and Recreation | 6% | 44% | 50% | | 16 |
| | Construction | 50% | 50% | | | 2 |
| | Educational Services | | 25% | 75% | | 4 |
| | Finance and Insurance | | 33% | 67% | | 3 |
| | Health Care and Social Assistance | 58% | 17% | 25% | | 12 |
| | Information | | 67% | 33% | | 3 |
| | Manufacturing | 33% | 33% | 25% | 8% | 12 |
| | Prof., Scientific and Tech. Services | 17% | 39% | 43% | | 23 |
| | Real Estate Rental and Leasing | | 50% | 50% | | 6 |
| | Retail Trade | 36% | 27% | 36% | | 11 |
| | Wholesale Trade | 20% | | 80% | | 5 |
| | Other industry | 8% | 25% | 67% | | 12 |
| | Other services | 14% | 43% | 43% | | 7 |

Q34#: What is one thing your business has done in response to the COVID-19 pandemic that has been successful?

| | | Added new products or services | Been adaptive, flexible, or calm | Changed how deliver or produce products or services | Collaborated with other businesses | Donated time or money |
|---|--------------------------------------|--------------------------------|-------------------------------------|---|--|-----------------------|
| Overall | June 2020 | 3% | 2% | 19% | | 1% |
| | February 2021 | 5% | 4% | 27% | 1% | 2% |
| Current Number | 0.1 ammlayees | 3% | 3% | 35% | | |
| of Employees | 0-1 employees | 7% | 5% | 23% | | |
| , ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | 2-9 employees | 7 70 | 370 | 33% | 5% | 5% |
| | 10-25 employees | 17% | 90/ | | 5% | 8% |
| On an Chatura | More than 25 employees | | 8% | 8% | 20/ | 8% |
| Open Status | Remained open | 14% | 3% | 20% | 3% | 20/ |
| | Reduced hours of operation | 2% | 3% | 36% | | 2% |
| C 11 | Closed temporarily | 110/ | 3% | 28% | 50/ | 3% |
| Contingency or Resiliency Plan | Had plan before COVID | 11% | 5% | 21% | 5% | |
| Resiliency Flair | Developed plan since COVID | | 9% | 52% | | |
| | Don't have plan | 9% | | 21% | | 2% |
| | Don't know/Not applicable | | 4% | 21% | | 4% |
| Remote Work | Employees working remotely | 5% | 10% | 19% | | 5% |
| | Employees not working remotely | 6% | 2% | 29% | 1% | 1% |
| COVID-19 Effect | Revenue increased | 17% | | 17% | | |
| on Revenue | Revenue stayed the same | 11% | | 11% | | |
| | Revene decreased | 4% | 4% | 29% | 1% | 2% |
| Change # of | More employees | 14% | 7% | 14% | 7% | 7% |
| Employees Since | Same number of employees | 4% | 4% | 32% | | |
| Feb 2020 | Fewer employees | 4% | 2% | 27% | | 2% |
| Confidence | Very confident | 10% | 4% | 33% | 2% | 2% |
| Operating in 12 | Somewhat confident | 3% | 3% | 24% | | 3% |
| Months | Not very or not at all confident | | | 17% | | |
| Industry | Accommodation and Food Services | | | 36% | | 9% |
| | Admin. Support, WM, Remediation | 50% | | 50% | | |
| | Agri., Forestry, Fishing and Hunting | | | 100% | | |
| | Arts, Entertainment, and Recreation | | 13% | 56% | | 6% |
| | Construction | | | | | |
| | Educational Services | | | | | |
| | Finance and Insurance | | | | | |
| | Health Care and Social Assistance | | | 40% | 10% | |
| | Information | | | | | |
| | Manufacturing | 10% | 10% | 20% | | |
| | Prof., Scientific and Tech. Services | 16% | 5% | 16% | | |
| | Real Estate Rental and Leasing | | | | | |
| | Retail Trade | | | 44% | | |
| | Wholesale Trade | 25% | | - | | |
| | Other industry | _3,0 | | 18% | | |
| | Other services | | | 20% | | |
| | Other Services | | | 2070 | | |

Q34#: What is one thing your business has done in response to the COVID-19 pandemic that has been successful?

| | | Experienced improved internal collaboration | Implemented remote or virtual work | Kept working, reopened, or stayed in business | Practiced better external communication or advertising | Protected health of employees or customers |
|-----------------------------------|--------------------------------------|---|--|--|--|--|
| Overall | June 2020 | 1% | 18% | 4% | 10% | 14% |
| | February 2021 | 1% | 9% | 4% | 6% | 20% |
| Current Number of Employees | 0-1 employees | 3% | 5% | 3% | 8% | 16% |
| | 2-9 employees | | 14% | 5% | 7% | 19% |
| | 10-25 employees | | | 5% | 5% | 29% |
| | More than 25 employees | | 17% | 8% | | 25% |
| Open Status | Remained open | | 23% | | | 17% |
| | Reduced hours of operation | 2% | 3% | 7% | 9% | 19% |
| | Closed temporarily | | | 8% | 10% | 31% |
| Contingency or Resiliency Plan | Had plan before COVID | | 26% | 5% | | 16% |
| | Developed plan since COVID | | | | 17% | 9% |
| | Don't have plan | 2% | 11% | 4% | 4% | 17% |
| | Don't know/Not applicable | | | 8% | 4% | 42% |
| Remote Work | Employees working remotely | | 24% | | 5% | 24% |
| | Employees not working remotely | 1% | 6% | 6% | 6% | 20% |
| COVID-19 Effect | | | 17% | | | 17% |
| on Revenue | Revenue stayed the same | | 44% | | | 11% |
| | Revene decreased | 1% | 5% | 5% | 6% | 21% |
| Change # of | More employees | | 14% | | 7% | 14% |
| Employees Since | Same number of employees | | 15% | 4% | 4% | 19% |
| Feb 2020 | Fewer employees | 2% | 2% | 6% | 8% | 23% |
| Confidence | Very confident | 2% | 14% | | 2% | 12% |
| Operating in 12 | Somewhat confident | | 5% | 11% | 11% | 32% |
| Months | Not very or not at all confident | | | 6% | 11% | 22% |
| Industry | Accommodation and Food Services | | | | 18% | 9% |
| , | Admin. Support, WM, Remediation | | | | | |
| | Agri., Forestry, Fishing and Hunting | | | | | |
| | Arts, Entertainment, and Recreation | | | 6% | | 6% |
| | Construction | | | | | 50% |
| | Educational Services | | | 50% | | |
| | Finance and Insurance | | 33% | | 33% | 33% |
| | Health Care and Social Assistance | | | | 10% | 40% |
| | Information | | | | | 50% |
| | Manufacturing | | 20% | | | 30% |
| | Prof., Scientific and Tech. Services | | 21% | 5% | 5% | 11% |
| | Real Estate Rental and Leasing | | 40% | | - | 20% |
| | Retail Trade | | . | | 11% | 11% |
| | Wholesale Trade | | | | | |
| | Other industry | 9% | 9% | 9% | 9% | 45% |
| | Other industry Other services | - 70 | - 70 | 3,0 | - 70 | 40% |

Q34#: What is one thing your business has done in response to the COVID-19 pandemic that has been successful?

| | | Received financial support | Stopped working or controlled costs | Supported employees financially | <u>Other</u> | <u>None</u> | N |
|-----------------------------------|--------------------------------------|----------------------------------|--|---------------------------------------|--------------|-------------|-----|
| Overall | June 2020 | 6% | 5% | 5% | 10% | 3% | 118 |
| | February 2021 | 4% | 4% | 1% | 11% | 1% | 113 |
| Current Number of Employees | 0-1 employees | 3% | 5% | | 16% | | 37 |
| | 2-9 employees | 2% | 7% | | 9% | 2% | 43 |
| | 10-25 employees | 10% | | | 10% | | 21 |
| | More than 25 employees | | | 8% | | | 12 |
| Open Status | Remained open | | 6% | | 14% | | 35 |
| | Reduced hours of operation | 5% | 3% | 2% | 7% | | 58 |
| | Closed temporarily | 3% | 3% | | 10% | 3% | 39 |
| Contingency or Resiliency Plan | Had plan before COVID | 5% | | | 5% | | 19 |
| | Developed plan since COVID | | | | 13% | | 23 |
| | Don't have plan | 4% | 11% | 2% | 11% | 2% | 47 |
| | Don't know/Not applicable | 4% | | | 13% | | 24 |
| Remote Work | Employees working remotely | | 5% | | 5% | | 21 |
| | Employees not working remotely | 4% | 4% | 1% | 12% | 1% | 90 |
| COVID-19 Effect on Revenue | Revenue increased | | | 17% | 17% | | 6 |
| | Revenue stayed the same | | | | 22% | | 9 |
| | Revene decreased | 4% | 5% | | 9% | 1% | 95 |
| Change # of Employees Since | More employees | 7% | | | 7% | | 14 |
| | Same number of employees | 2% | 4% | 2% | 9% | | 47 |
| Feb 2020 | Fewer employees | 4% | 6% | | 13% | 2% | 52 |
| Confidence | Very confident | 4% | 4% | 2% | 8% | 2% | 51 |
| Operating in 12 | Somewhat confident | 3% | 3% | | 5% | | 38 |
| Months | Not very or not at all confident | | 11% | | 33% | | 18 |
| Industry | Accommodation and Food Services | | | | 27% | | 11 |
| | Admin. Support, WM, Remediation | | | | | | 2 |
| | Agri., Forestry, Fishing and Hunting | | | | | | 1 |
| | Arts, Entertainment, and Recreation | | 6% | | | 6% | 16 |
| | Construction | | | | 50% | | 2 |
| | Educational Services | | | | 50% | | 2 |
| | Finance and Insurance | | | | | | 3 |
| | Health Care and Social Assistance | | | | | | 10 |
| | Information | | 50% | | | | 2 |
| | Manufacturing | 10% | | | | | 10 |
| | Prof., Scientific and Tech. Services | | | | 21% | | 19 |
| | Real Estate Rental and Leasing | 20% | | | 20% | | 5 |
| | Retail Trade | 11% | | 11% | 11% | | 9 |
| | Wholesale Trade | | 75% | | | | 4 |
| | Other industry | | | | | | 11 |
| | Other services | 20% | | | 20% | | 5 |