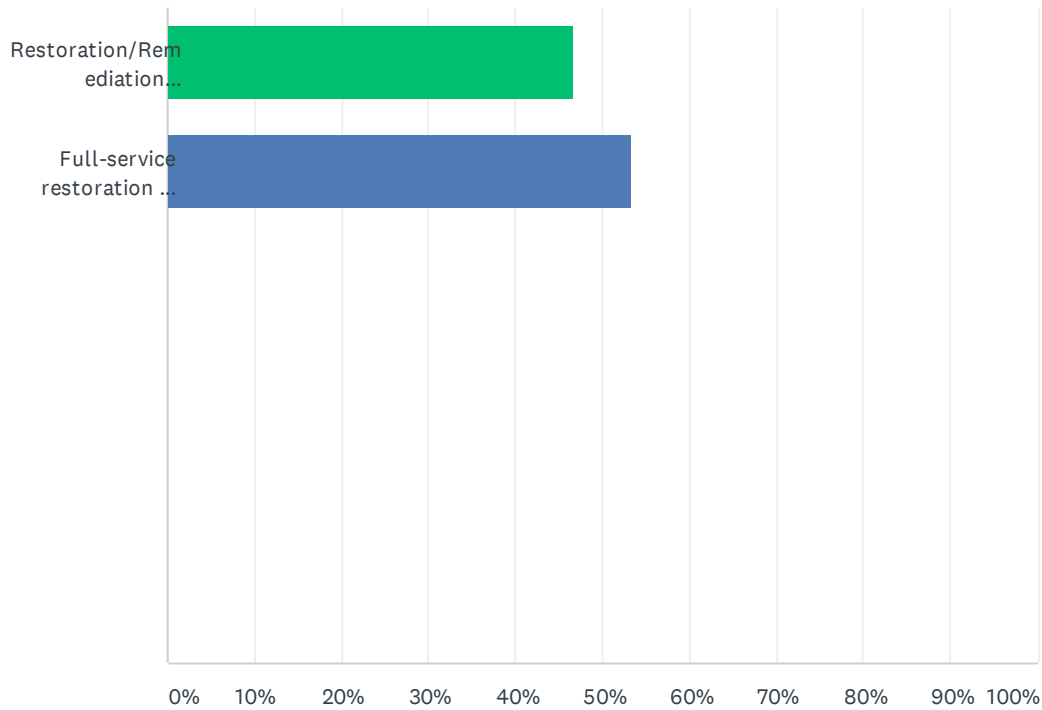
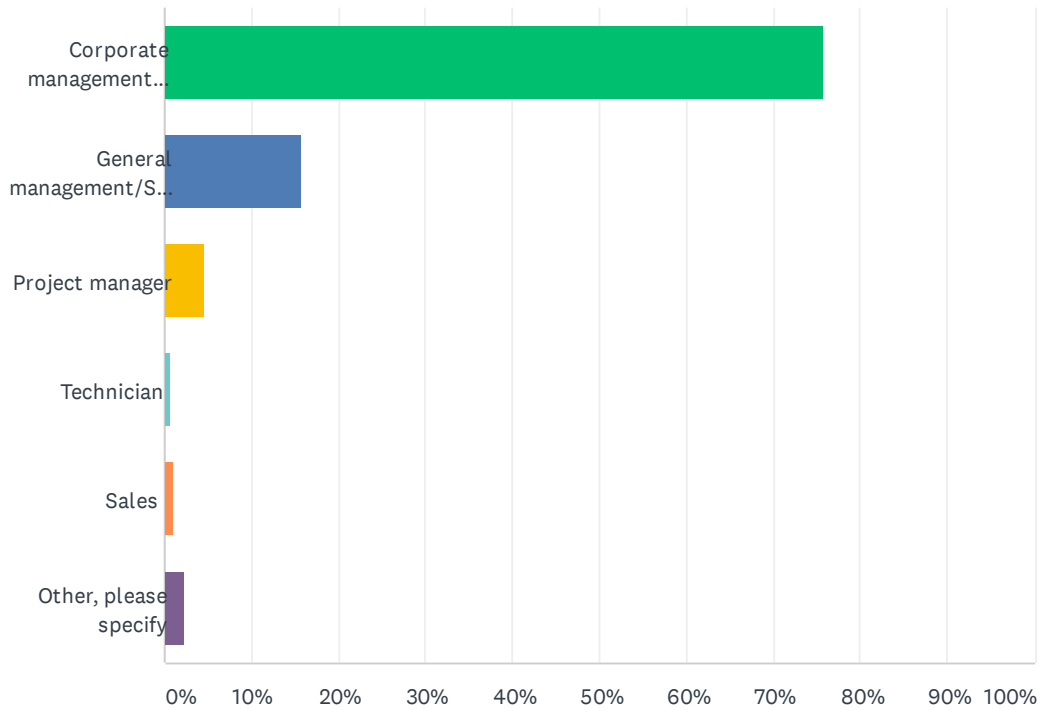


Q1 Which of the following best describes your PRIMARY business?



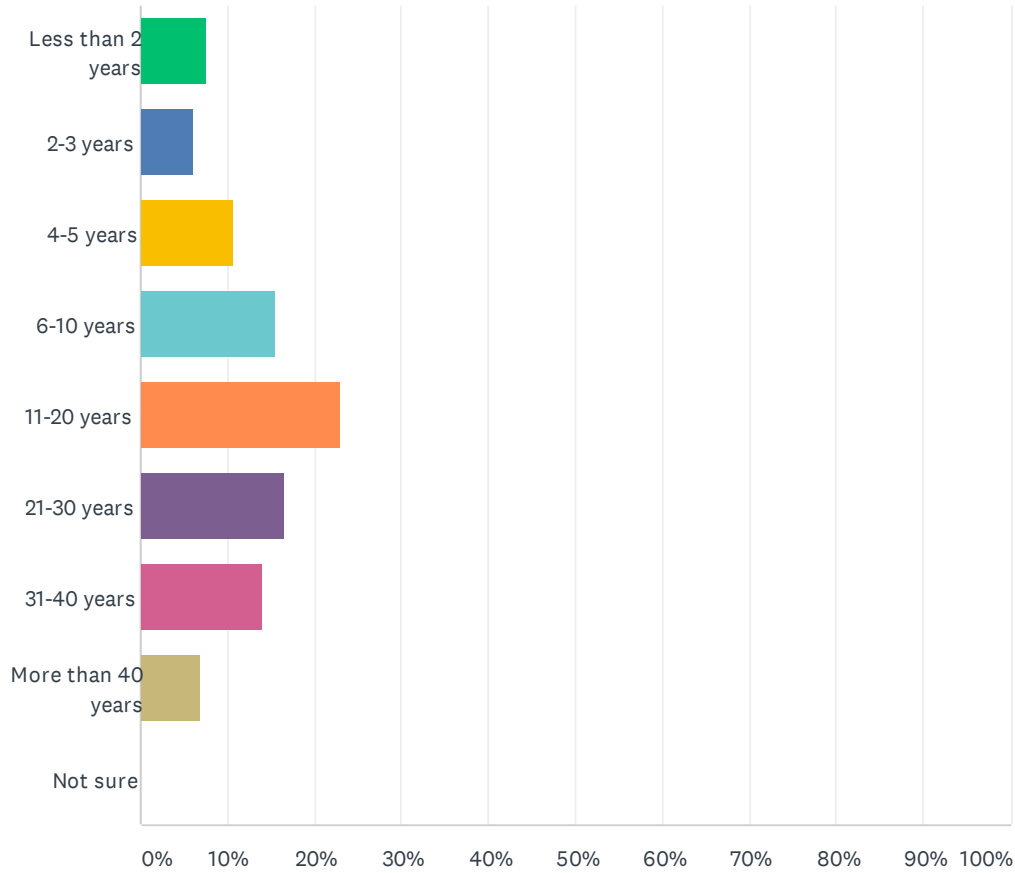
ANSWER CHOICES	RESPONSES	
Restoration/Remediation contractor	46.70%	163
Full-service restoration and cleaning contractor	53.30%	186

Q2 What is your role in the business?



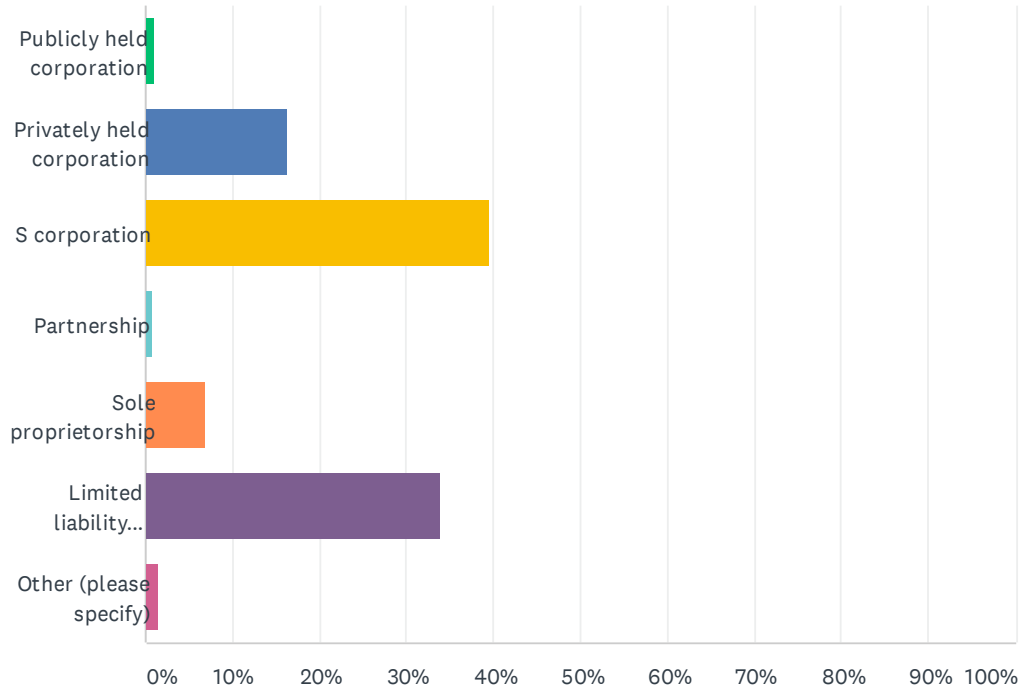
ANSWER CHOICES	RESPONSES
Corporate management (includes owner)	75.64%
General management/Supervisor	15.76%
Project manager	4.58%
Technician	0.57%
Sales	1.15%
Other, please specify	2.29%

Q3 How many years has the business been under current ownership?



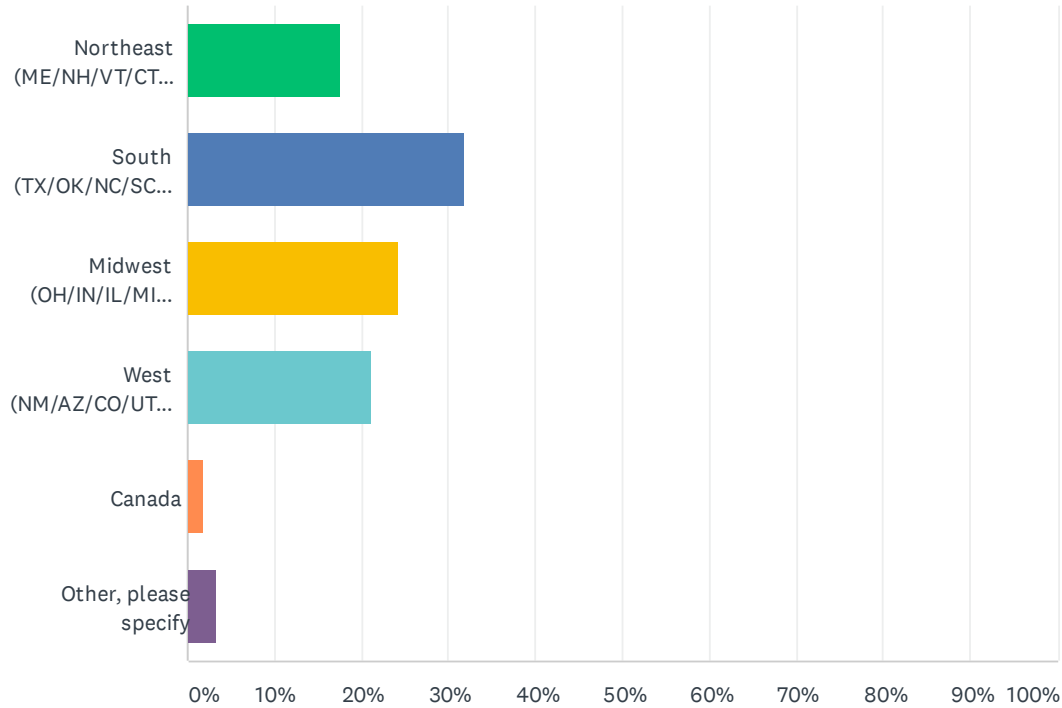
ANSWER CHOICES	RESPONSES
Less than 2 years	7.45%
2-3 years	6.02%
4-5 years	10.60%
6-10 years	15.47%
11-20 years	22.92%
21-30 years	16.62%
31-40 years	14.04%
More than 40 years	6.88%
Not sure	0.00%

Q4 What type of organization is the business?



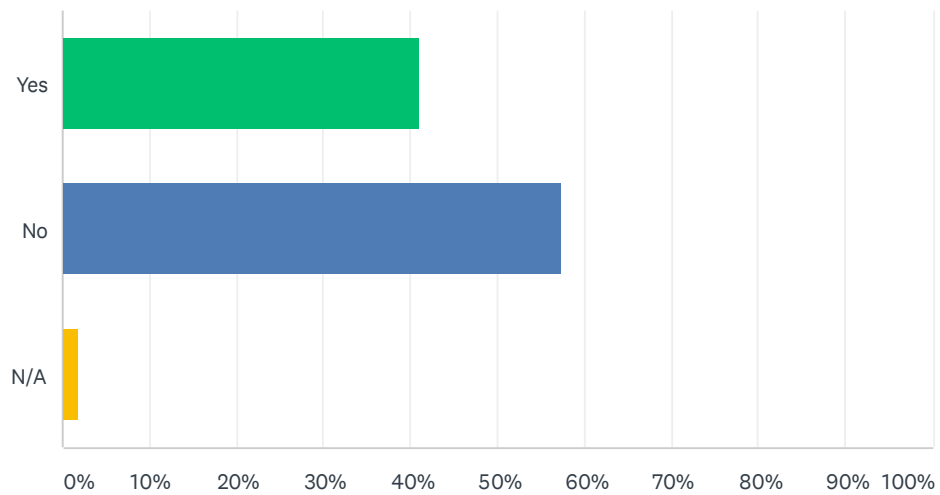
ANSWER CHOICES	RESPONSES
Publicly held corporation	1.15%
Privately held corporation	16.33%
S corporation	39.54%
Partnership	0.86%
Sole proprietorship	6.88%
Limited liability corporation (LLC)	33.81%
Other (please specify)	1.43%

Q5 In which geographical region is your business based?



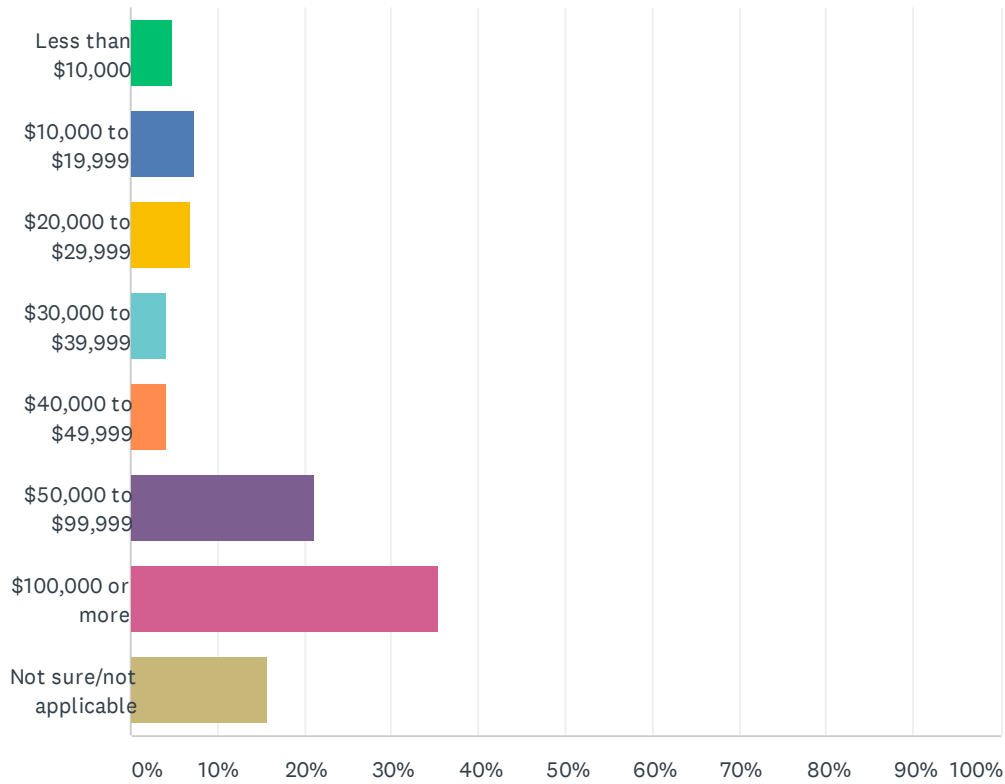
ANSWER CHOICES	RESPONSES
Northeast (ME/NH/VT/CT/MA/RI/NY/PA/NJ/DE/MD)	17.58%
South (TX/OK/NC/SC/GA/FL/TN/AL/MS/AR/LA/KY/WV/VA/DC)	31.82%
Midwest (OH/IN/IL/MI/WI/MN/ND/SD/IA/NE/KS/MO)	24.24%
West (NM/AZ/CO/UT/WY/MT/ID/WA/OR/NV/CA/AK/HI)	21.21%
Canada	1.82%
Other, please specify	3.33%

Q6 Do you travel outside your local service area to perform large-scale disaster restoration?



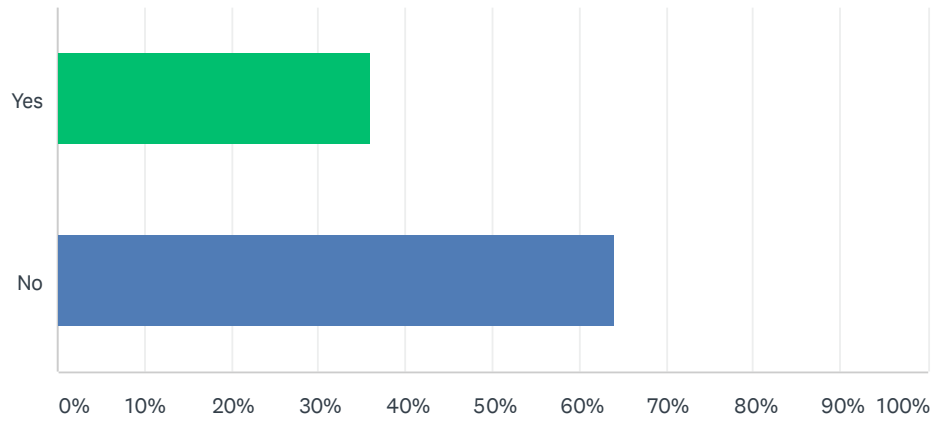
ANSWER CHOICES	RESPONSES
Yes	40.91%
No	57.27%
N/A	1.82%

Q7 What were the approximate start-up costs for your restoration/remediation business (or for this portion of your broader business)?



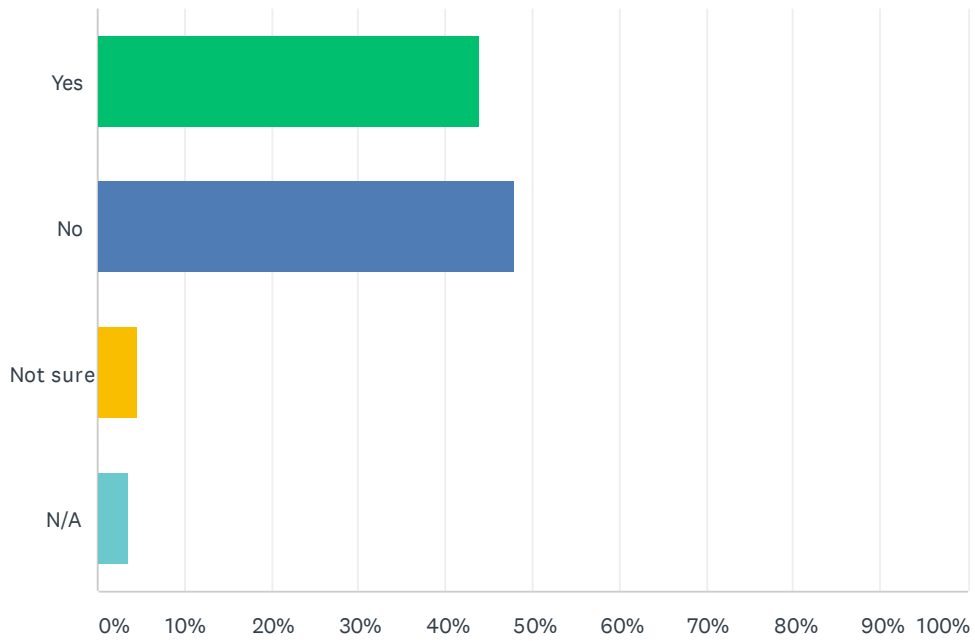
ANSWER CHOICES	RESPONSES
Less than \$10,000	4.85%
\$10,000 to \$19,999	7.27%
\$20,000 to \$29,999	6.97%
\$30,000 to \$39,999	4.24%
\$40,000 to \$49,999	4.24%
\$50,000 to \$99,999	21.21%
\$100,000 or more	35.45%
Not sure/not applicable	15.76%

Q8 Is your restoration company part of a franchise system?



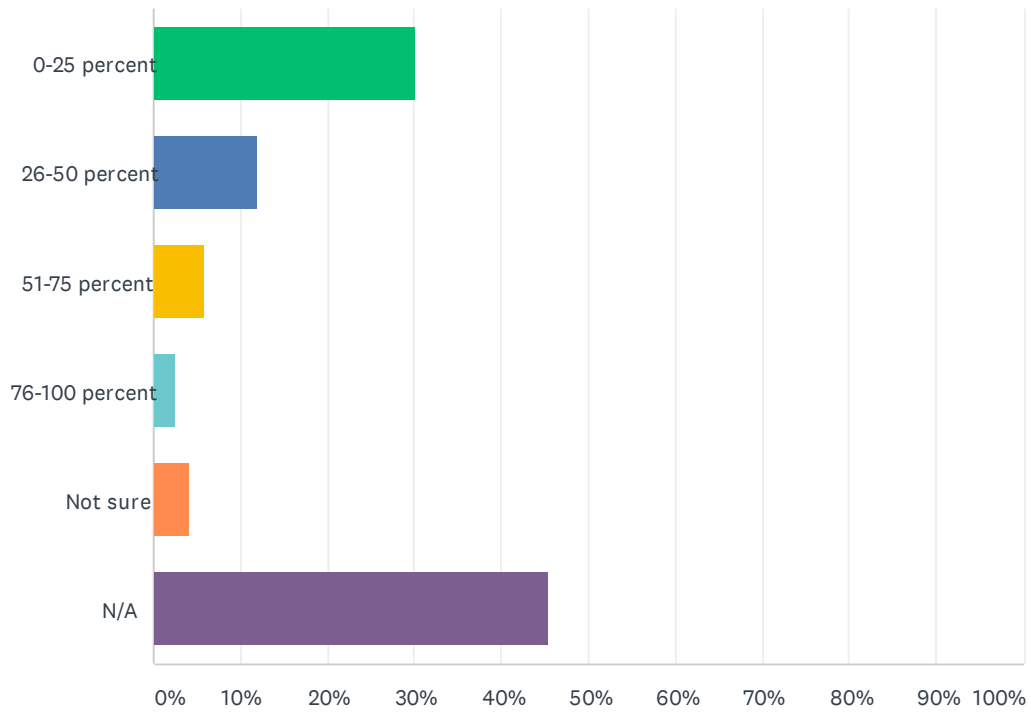
ANSWER CHOICES	RESPONSES
Yes	36.06%
No	63.94%

Q9 Does your restoration company participate in a third-party administration (TPA) program?



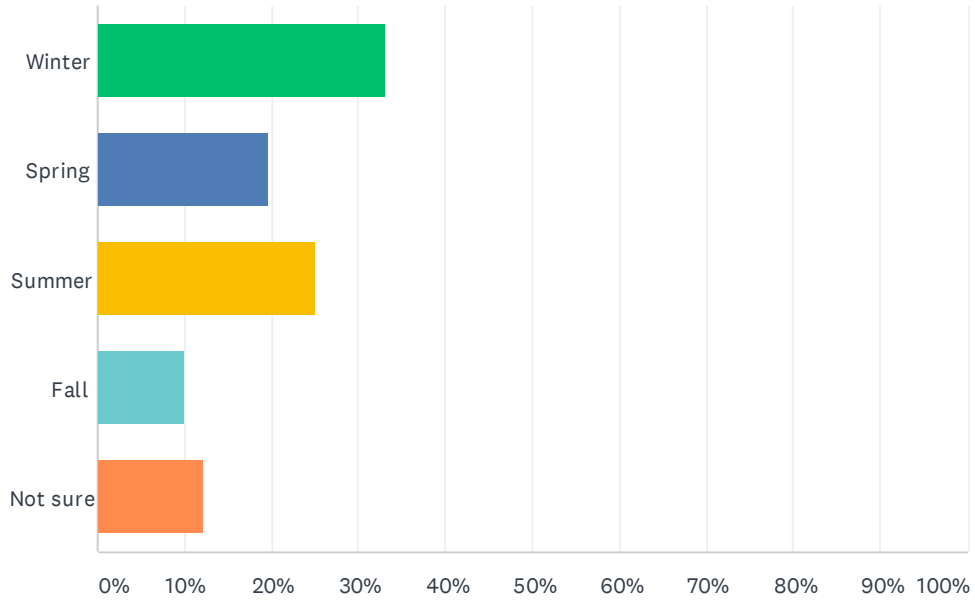
ANSWER CHOICES	RESPONSES
Yes	43.94%
No	47.88%
Not sure	4.55%
N/A	3.64%

Q10 If part of a TPA program, how much of your business is involved with TPA work?



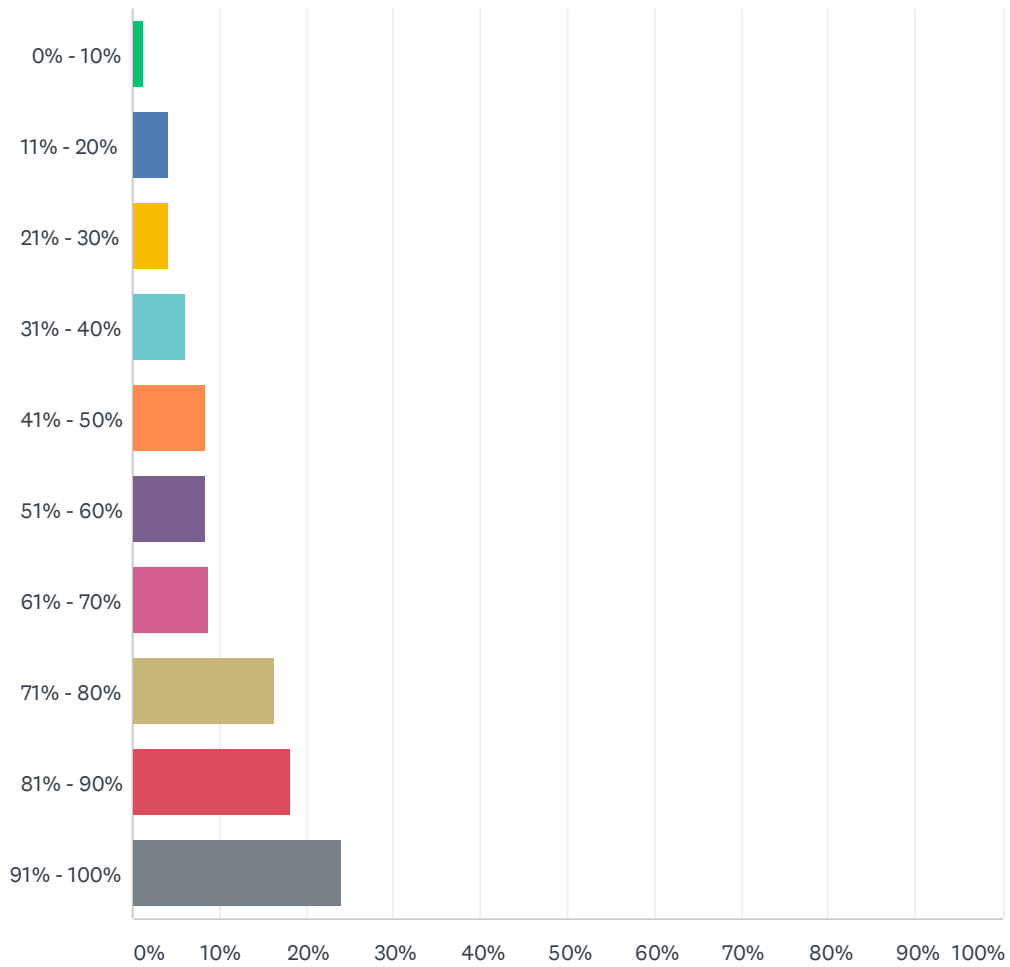
ANSWER CHOICES	RESPONSES
0-25 percent	30.23%
26-50 percent	11.90%
51-75 percent	5.79%
76-100 percent	2.57%
Not sure	4.18%
N/A	45.34%

Q11 Which season is typically your busiest?



ANSWER CHOICES	RESPONSES
Winter	33.03%
Spring	19.70%
Summer	25.15%
Fall	10.00%
Not sure	12.12%

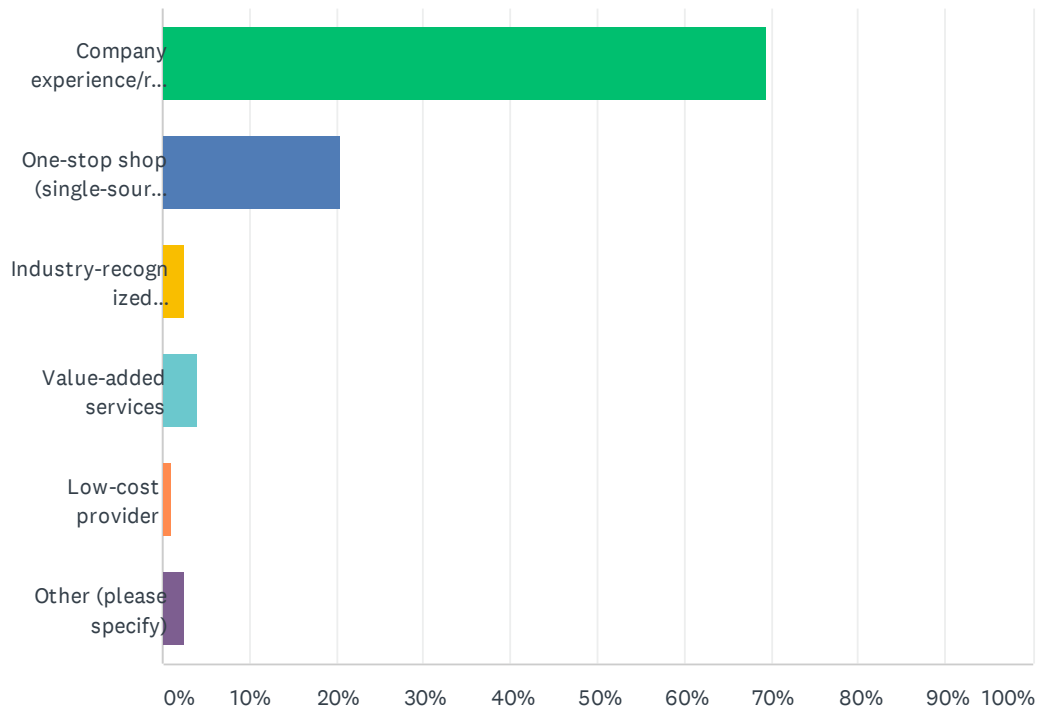
Q12 What percentage of your total revenue is associated with restoration/remediation services?



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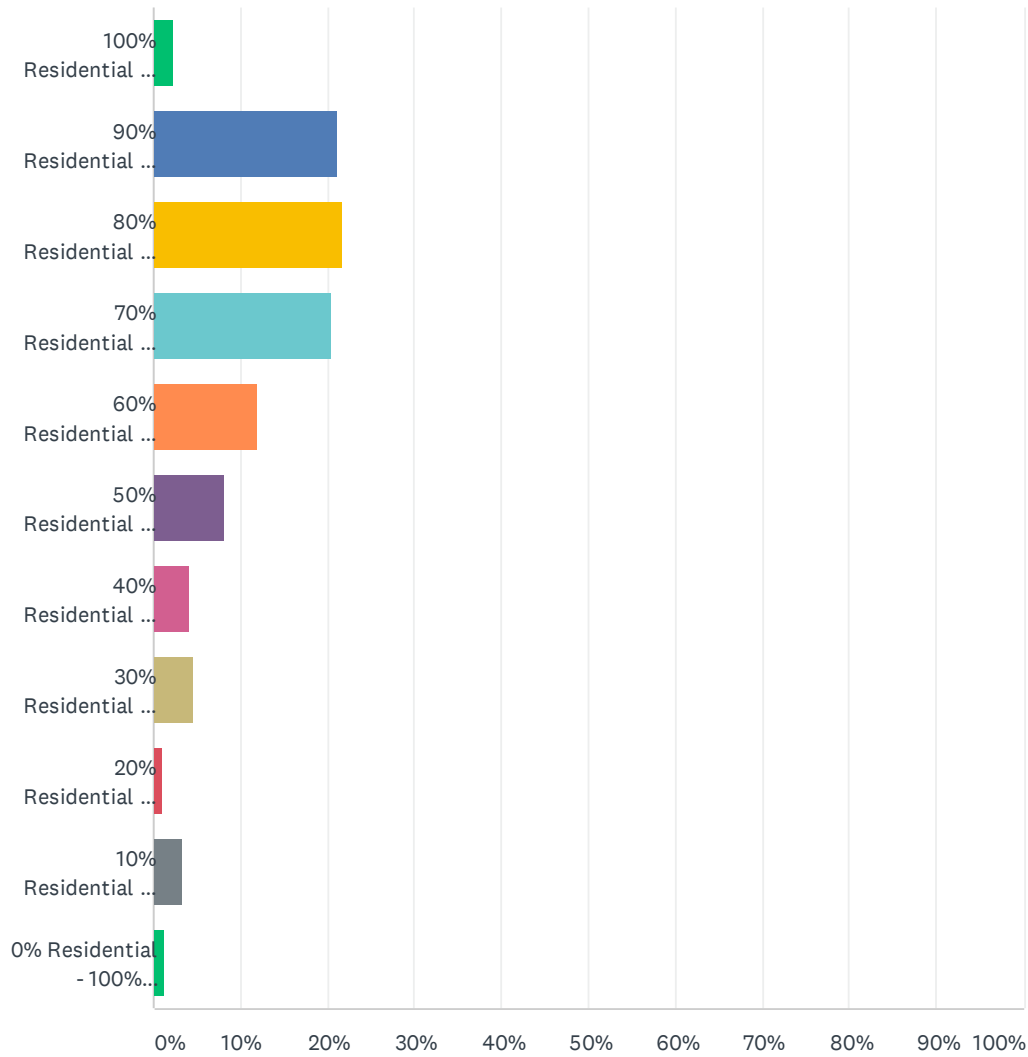
ANSWER CHOICES	RESPONSES
0% - 10%	1.30%
11% - 20%	4.22%
21% - 30%	4.22%
31% - 40%	6.17%
41% - 50%	8.44%
51% - 60%	8.44%
61% - 70%	8.77%
71% - 80%	16.23%
81% - 90%	18.18%
91% - 100%	24.03%

Q13 What is the primary way you differentiate your company and services to win business/contracts?



ANSWER CHOICES	RESPONSES
Company experience/reputation	69.48%
One-stop shop (single-source service provider)	20.45%
Industry-recognized certifications	2.60%
Value-added services	3.90%
Low-cost provider	0.97%
Other (please specify)	2.60%

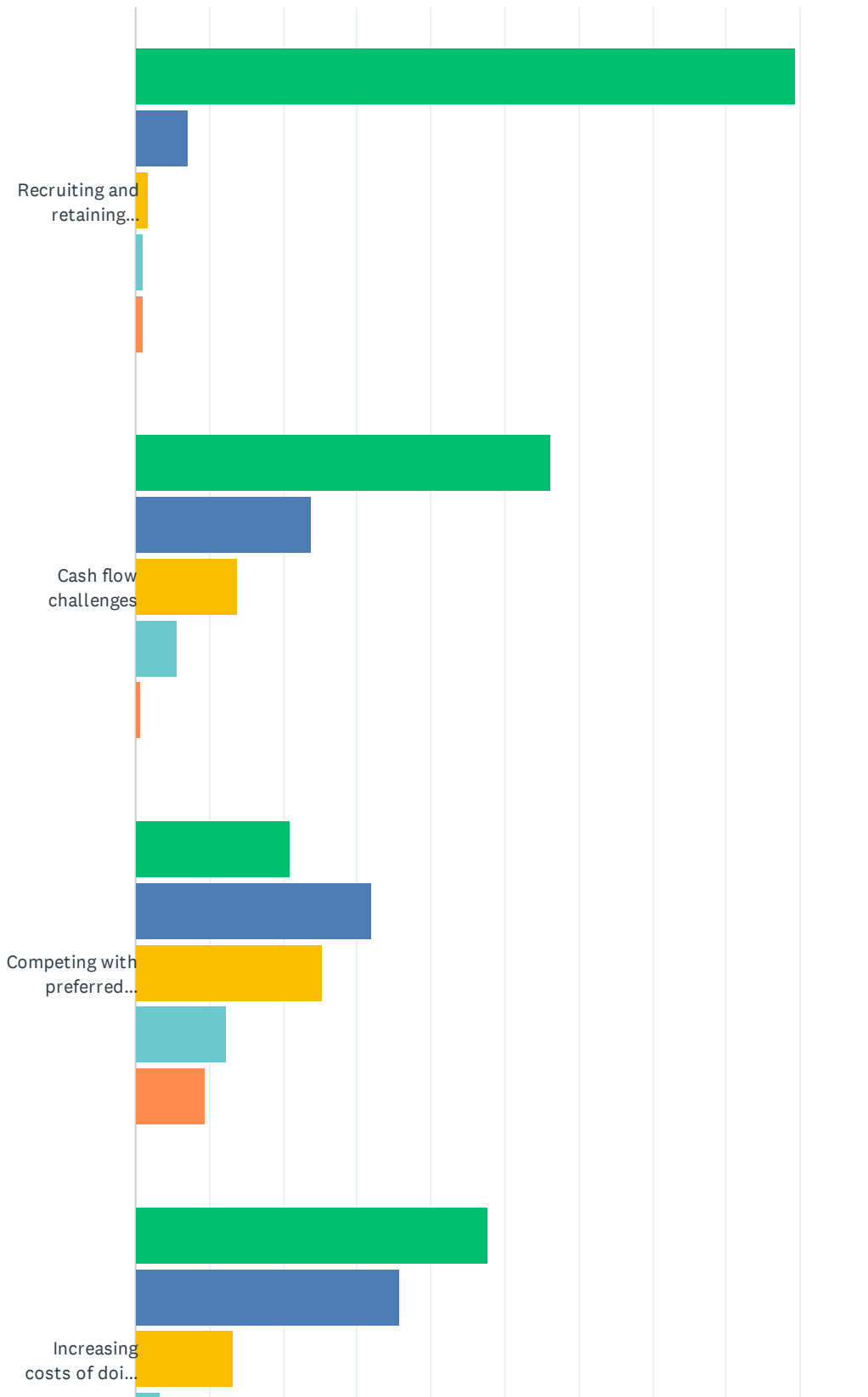
Q14 What percentage of your restoration/remediation business is RESIDENTIAL vs. COMMERCIAL? Select the option that best represents your business.



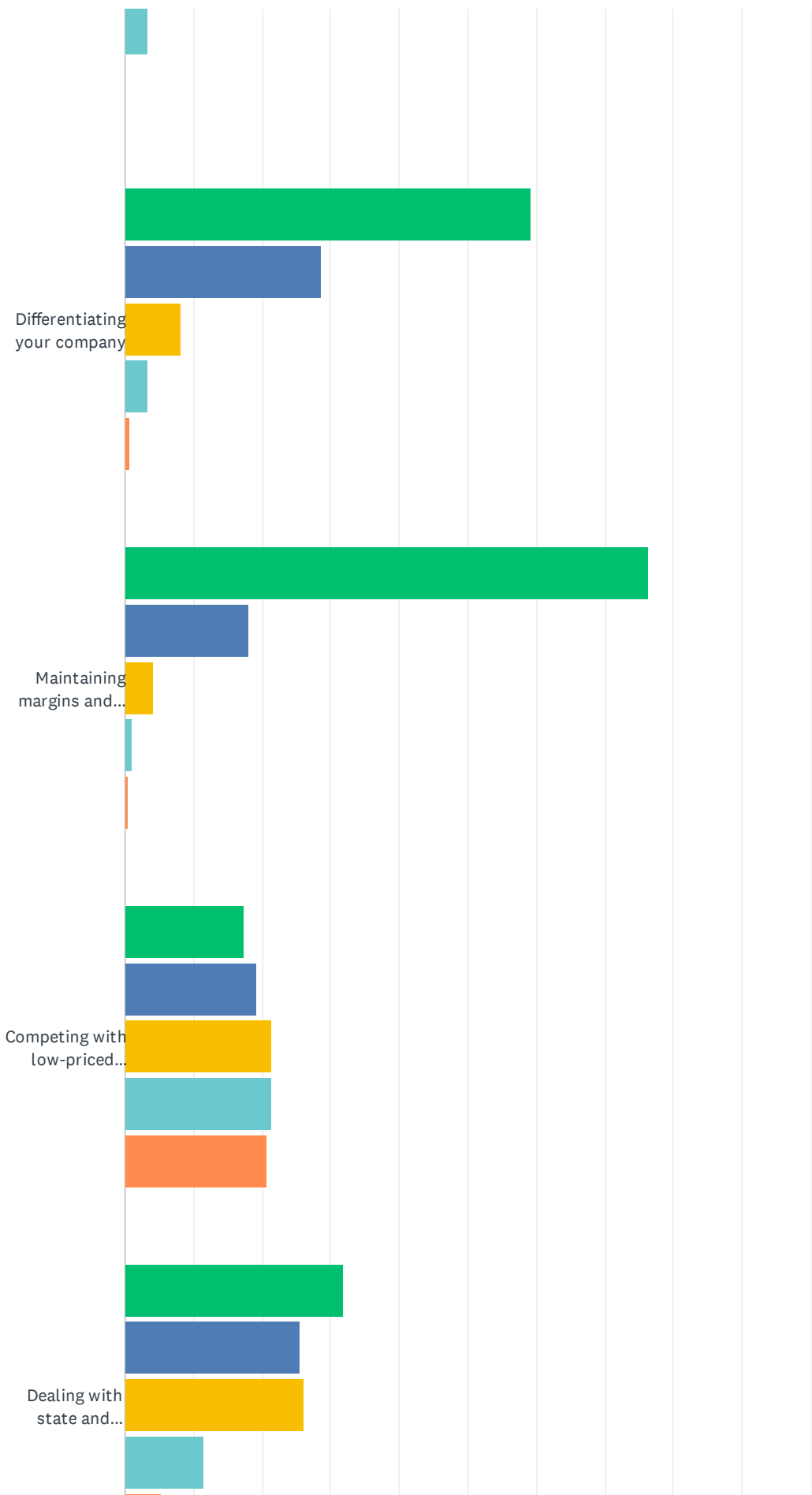
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ANSWER CHOICES	RESPONSES
100% Residential - 0% Commercial	2.27%
90% Residential - 10% Commercial	21.10%
80% Residential - 20% Commercial	21.75%
70% Residential - 30% Commercial	20.45%
60% Residential - 40% Commercial	12.01%
50% Residential - 50% Commercial	8.12%
40% Residential - 60% Commercial	4.22%
30% Residential - 70% Commercial	4.55%
20% Residential - 80% Commercial	0.97%
10% Residential - 90% Commercial	3.25%
0% Residential - 100% Commercial	1.30%

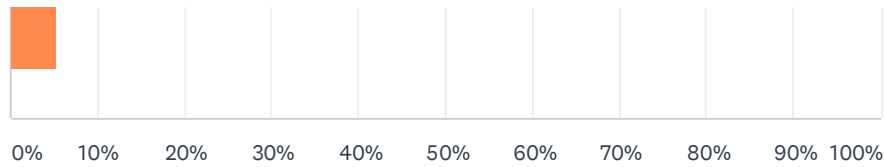
Q15 Rate the importance of the following issues as they pertain to your business. Please answer each option.



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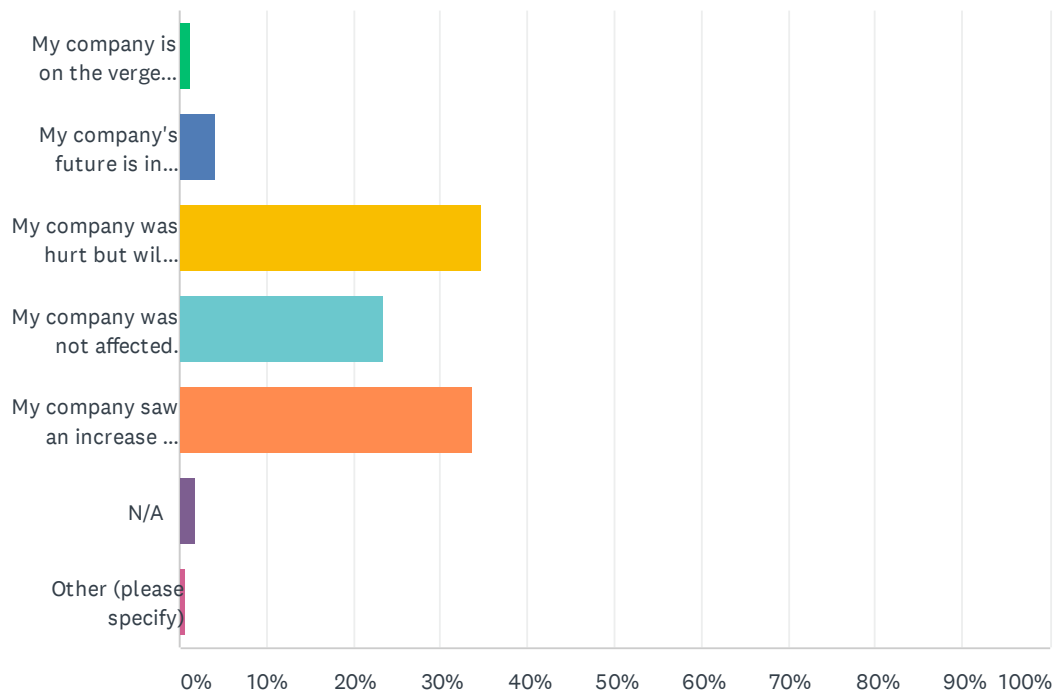
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■ Very Important
 ■ Somewhat Important
 ■ Neutral
 ■ Less Important
■ Not Important

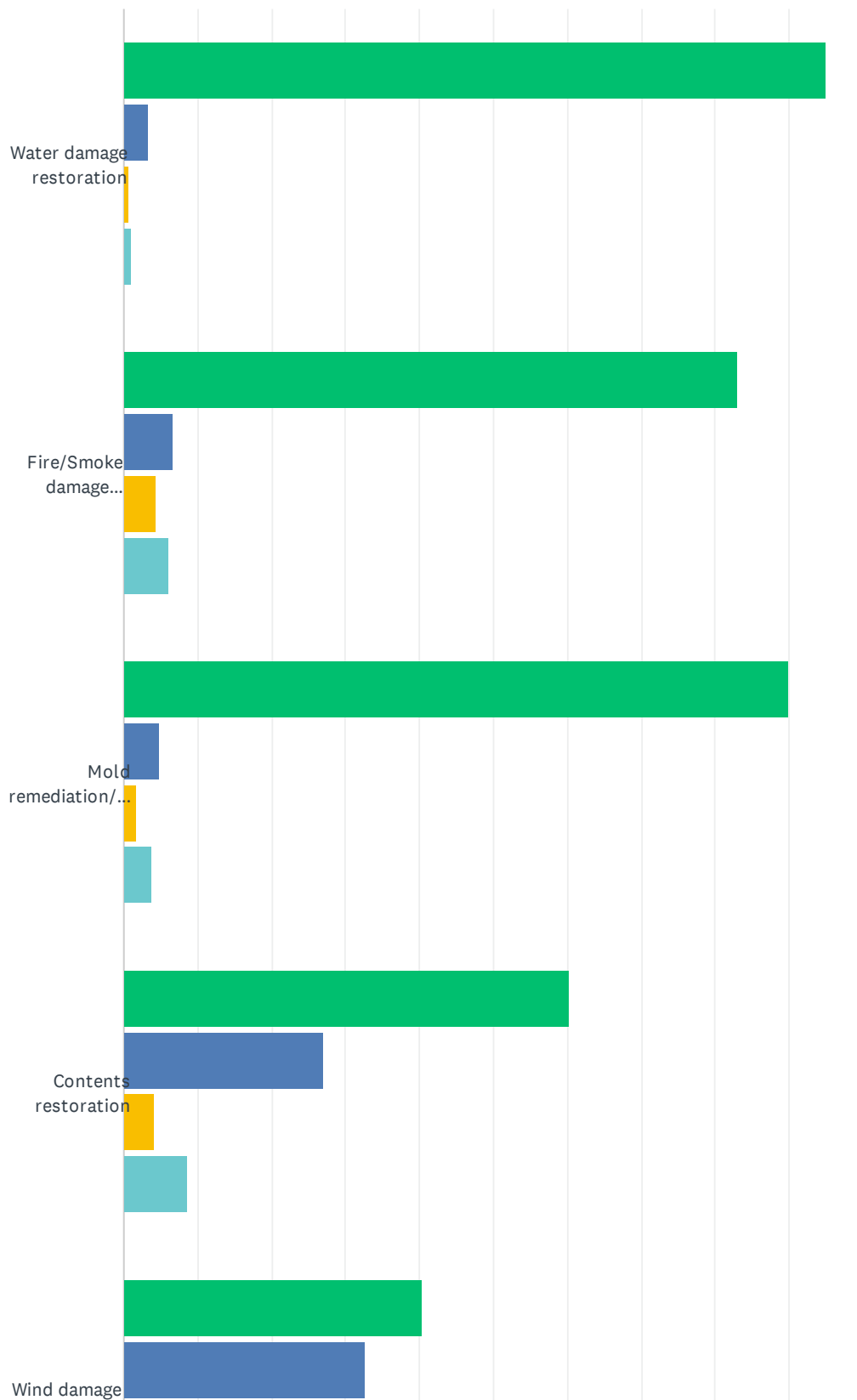
	VERY IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL	LESS IMPORTANT	NOT IMPORTANT
Recruiting and retaining quality staff	89.29%	7.14%	1.62%	0.97%	0.97%
Cash flow challenges	56.21%	23.86%	13.73%	5.56%	0.65%
Competing with preferred vendor programs	20.85%	31.92%	25.41%	12.38%	9.45%
Increasing costs of doing business	47.70%	35.86%	13.16%	3.29%	0.00%
Differentiating your company	59.15%	28.76%	8.17%	3.27%	0.65%
Maintaining margins and profitability	76.39%	18.03%	4.26%	0.98%	0.33%
Competing with low-priced companies	17.38%	19.34%	21.31%	21.31%	20.66%
Dealing with state and federal regulations	31.70%	25.49%	26.14%	11.44%	5.23%

Q16 How has your company been financially impacted by the COVID-19 pandemic?

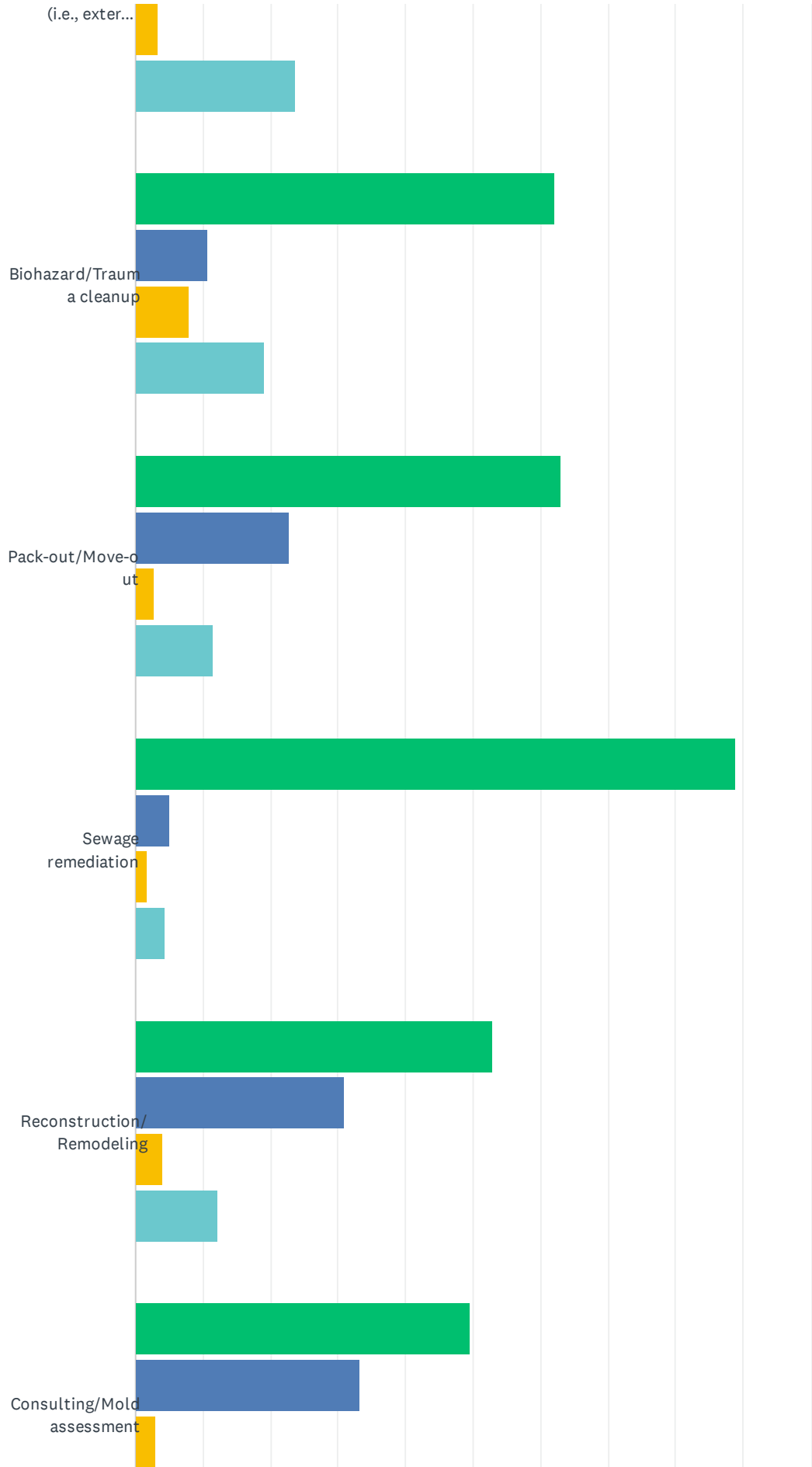


ANSWER CHOICES	RESPONSES
My company is on the verge of financial ruin.	1.30%
My company's future is in jeopardy.	4.22%
My company was hurt but will recover.	34.74%
My company was not affected.	23.38%
My company saw an increase in business.	33.77%
N/A	1.95%
Other (please specify)	0.65%

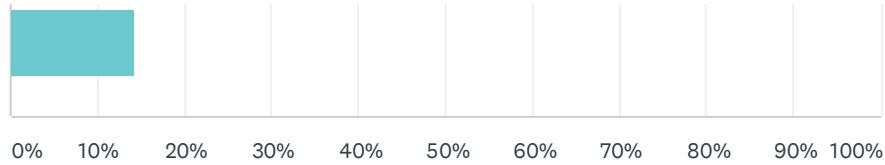
Q17 Which of the following restoration/remediation services do you provide and which do you subcontract out? Please answer each option.



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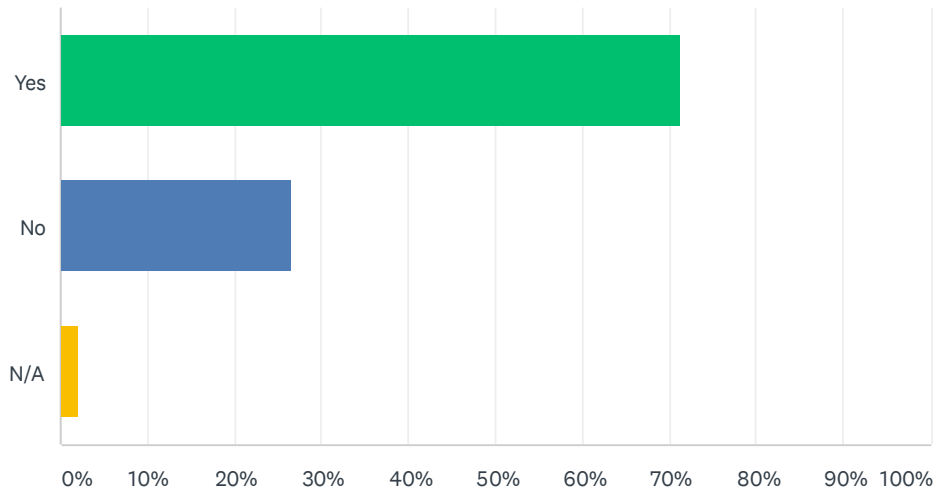
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■ Currently offer
 ■ Subcontract
 ■ Considering adding
 ■ N/A

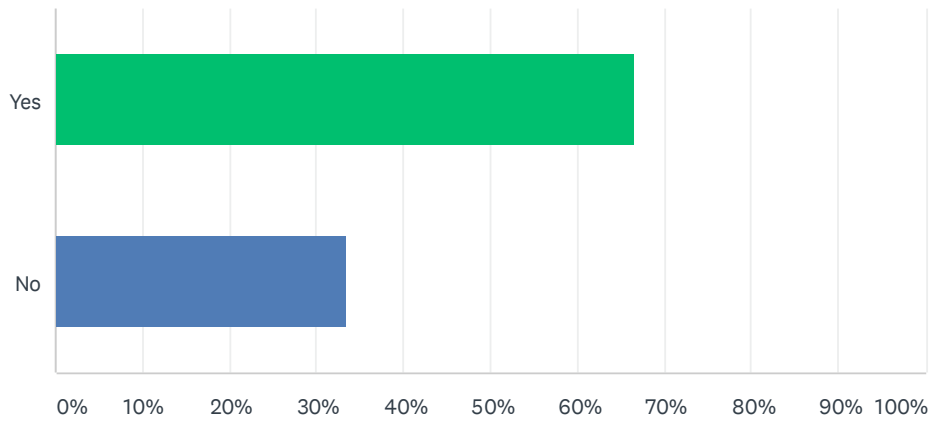
	CURRENTLY OFFER	SUBCONTRACT	CONSIDERING ADDING	N/A
Water damage restoration	95.00%	3.33%	0.67%	1.00%
Fire/Smoke damage restoration	83.00%	6.67%	4.33%	6.00%
Mold remediation/abatement	89.90%	4.71%	1.68%	3.70%
Contents restoration	60.27%	27.05%	4.11%	8.56%
Wind damage (i.e., exterior repairs)	40.41%	32.53%	3.42%	23.63%
Biohazard/Trauma cleanup	62.08%	10.74%	8.05%	19.13%
Pack-out/Move-out	63.05%	22.71%	2.71%	11.53%
Sewage remediation	88.89%	5.05%	1.68%	4.38%
Reconstruction/Remodeling	53.02%	30.87%	4.03%	12.08%
Consulting/Mold assessment	49.49%	33.33%	3.03%	14.14%

Q18 Has your company performed any sars-cov-2 (COVID-19) cleanup?



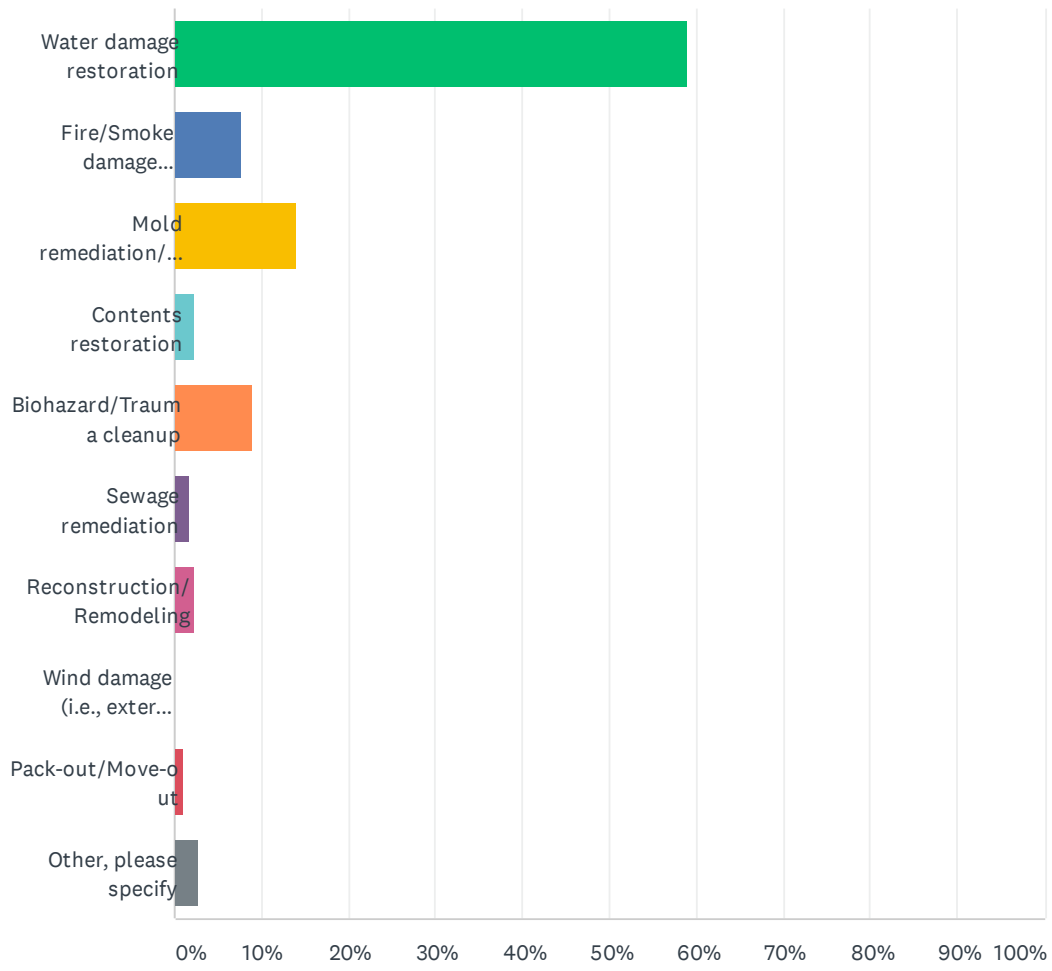
ANSWER CHOICES	RESPONSES
Yes	71.43%
No	26.58%
N/A	1.99%

Q19 Did anyone working on sars-cov-2 cleanup take part in biohazard cleanup training?



ANSWER CHOICES	RESPONSES
Yes	66.55%
No	33.45%

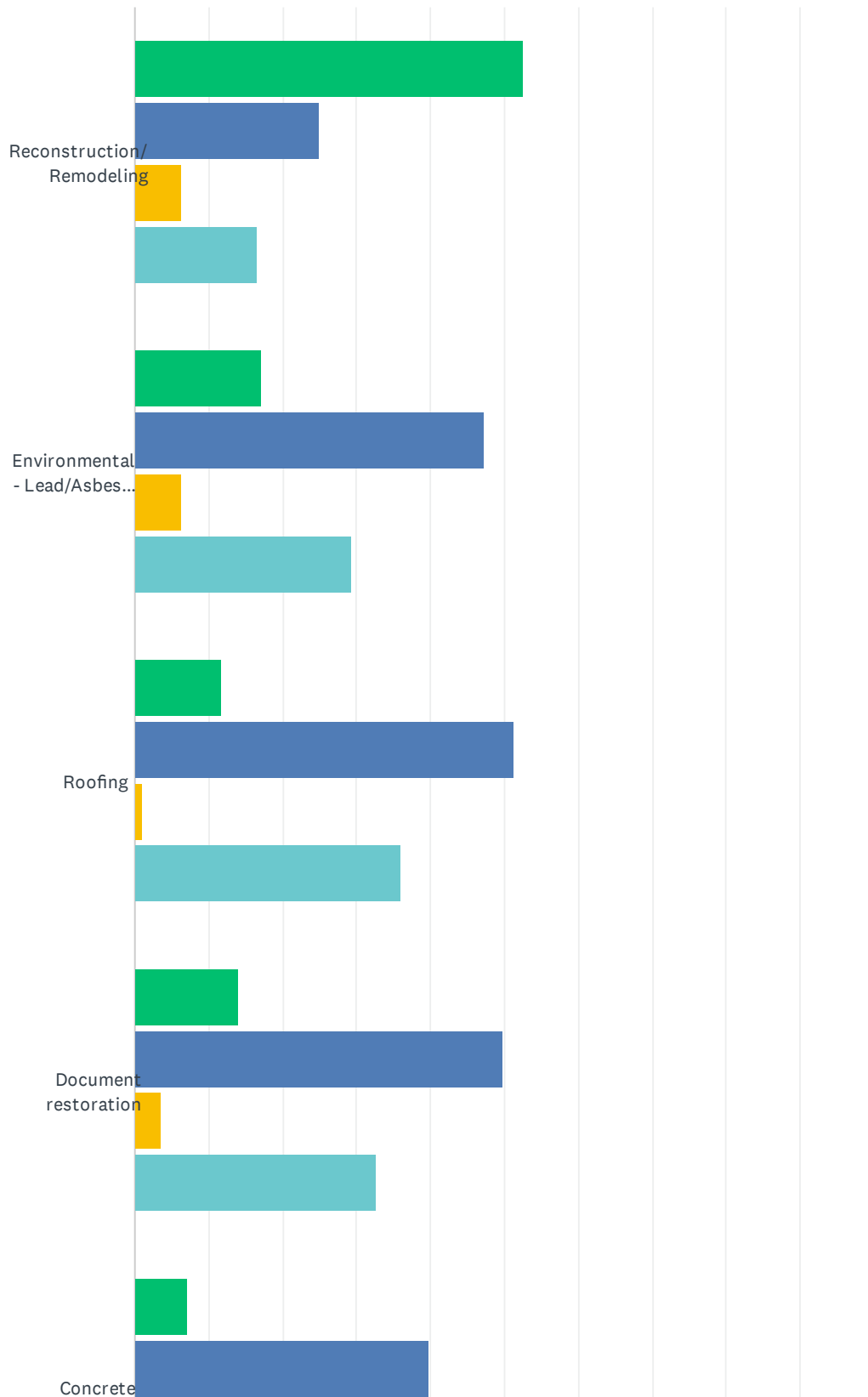
Q20 Which service is the most profitable for your company? (Choose only one)



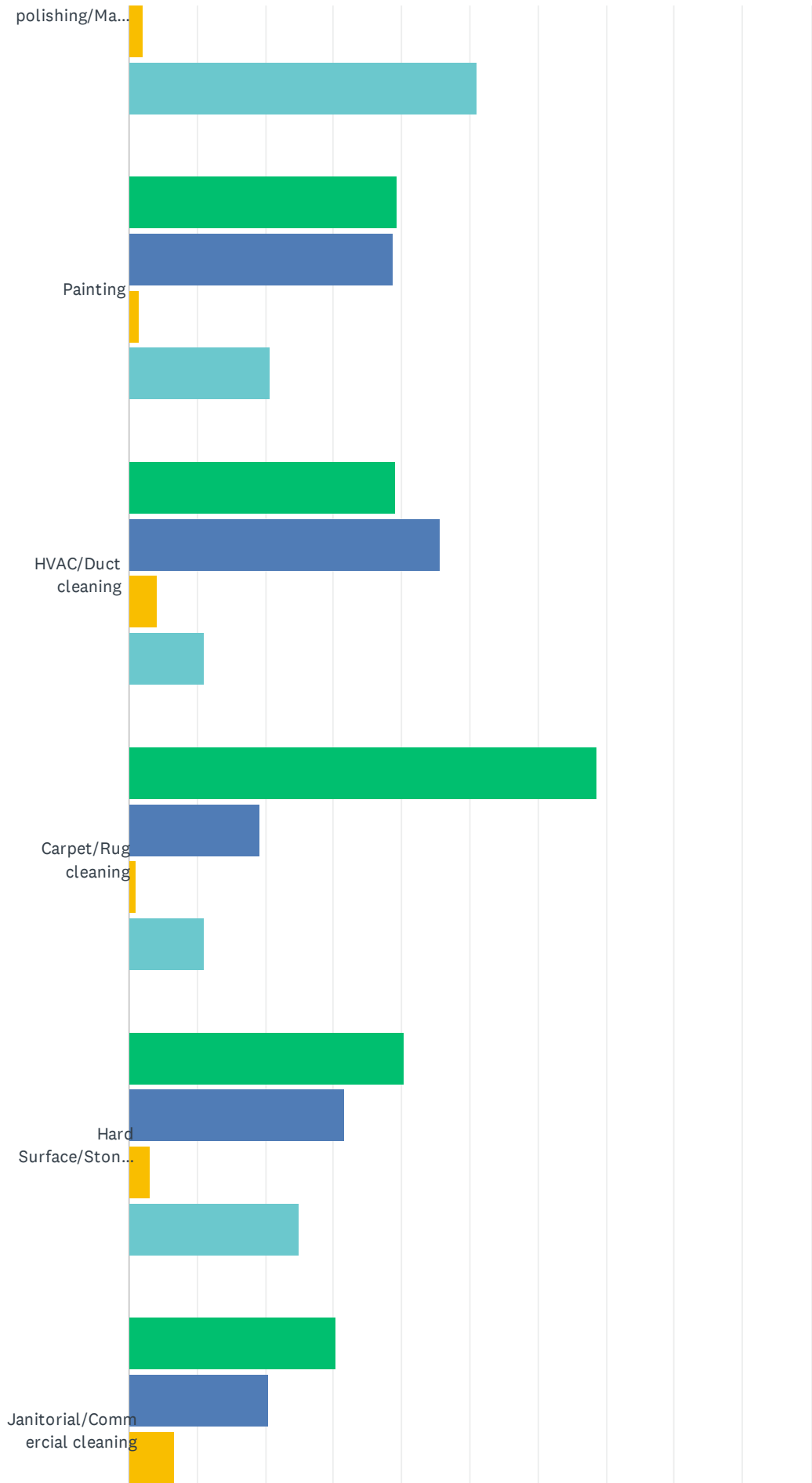
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ANSWER CHOICES	RESPONSES
Water damage restoration	59.06%
Fire/Smoke damage restoration	7.72%
Mold remediation/abatement	14.09%
Contents restoration	2.35%
Biohazard/Trauma cleanup	9.06%
Sewage remediation	1.68%
Reconstruction/Remodeling	2.35%
Wind damage (i.e., exterior repairs)	0.00%
Pack-out/Move-out	1.01%
Other, please specify	2.68%

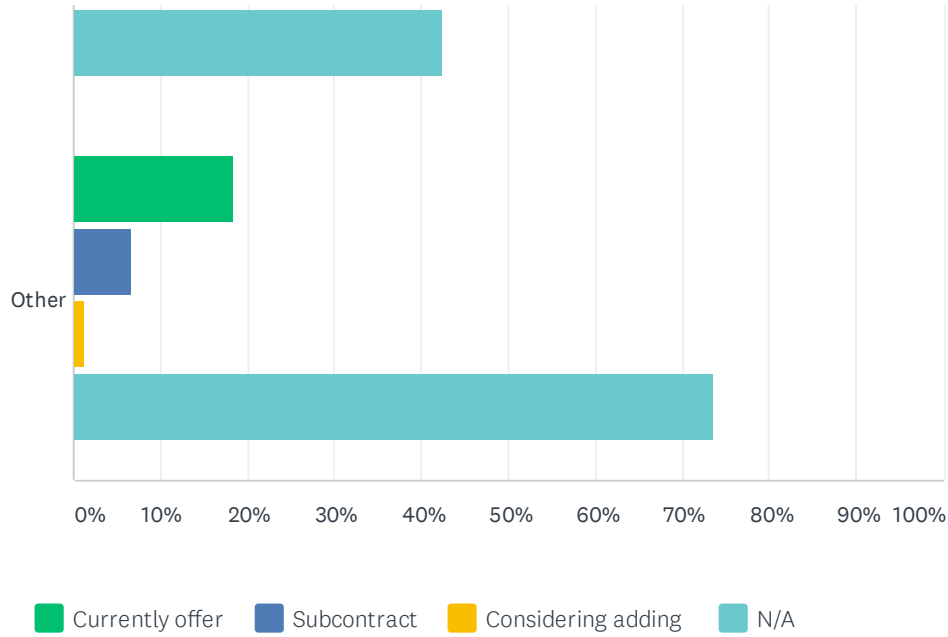
Q21 Which of the following related services do you provide in addition to your restoration/ remediation services? Please answer each option.



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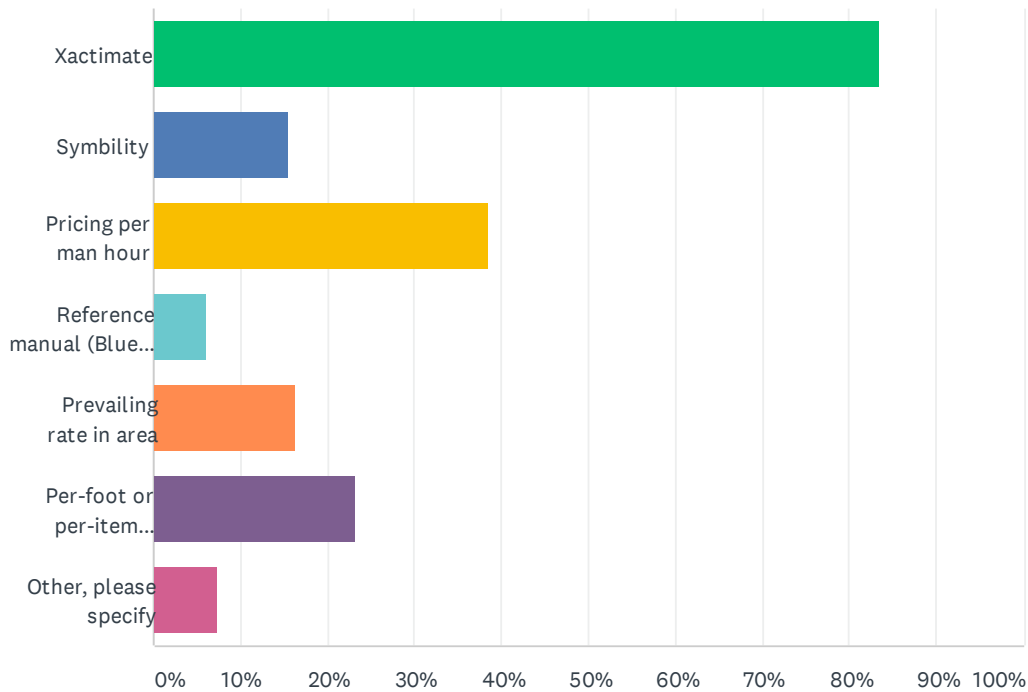


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	CURRENTLY OFFER	SUBCONTRACT	CONSIDERING ADDING	N/A	TOTAL
Reconstruction/Remodeling	52.41%	24.83%	6.21%	16.55%	
Environmental - Lead/Asbestos abatement	17.13%	47.20%	6.29%	29.37%	
Roofing	11.76%	51.21%	1.04%	35.99%	
Document restoration	14.04%	49.82%	3.51%	32.63%	
Concrete polishing/Maintenance	7.09%	39.72%	2.13%	51.06%	
Painting	39.31%	38.62%	1.38%	20.69%	
HVAC/Duct cleaning	39.10%	45.67%	4.15%	11.07%	
Carpet/Rug cleaning	68.62%	19.31%	1.03%	11.03%	
Hard Surface/Stone care/maintenance	40.35%	31.58%	3.16%	24.91%	
Janitorial/Commercial cleaning	30.31%	20.56%	6.62%	42.51%	
Other	18.40%	6.75%	1.23%	73.62%	

Q22 What pricing method(s) do you use for restoration/remediation? (Choose all that apply)



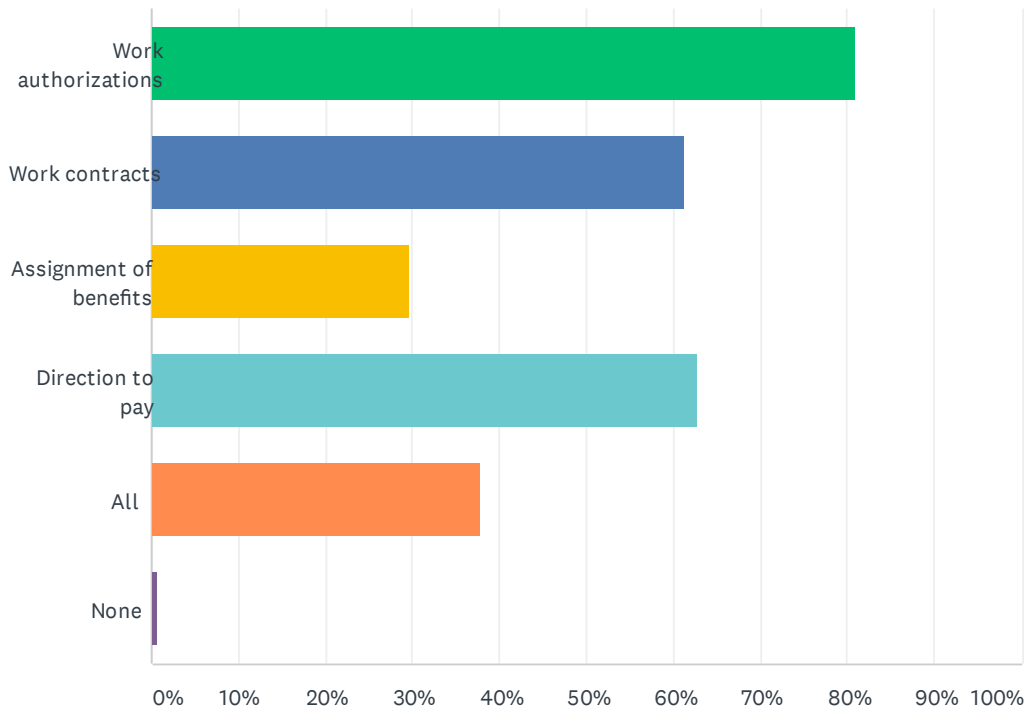
ANSWER CHOICES	RESPONSES
Xactimate	83.39%
Symbility	15.55%
Pricing per man hour	38.52%
Reference manual (Blue Book) pricing	6.01%
Prevailing rate in area	16.25%
Per-foot or per-item pricing	23.32%
Other, please specify	7.42%

Q23 Tell us approximately what you charge, per hour, for handling the situations listed below. (Please round your answers to the nearest whole dollar amount, and leave boxes blank for services you subcontract or don't provide.)

Prices charged per hour

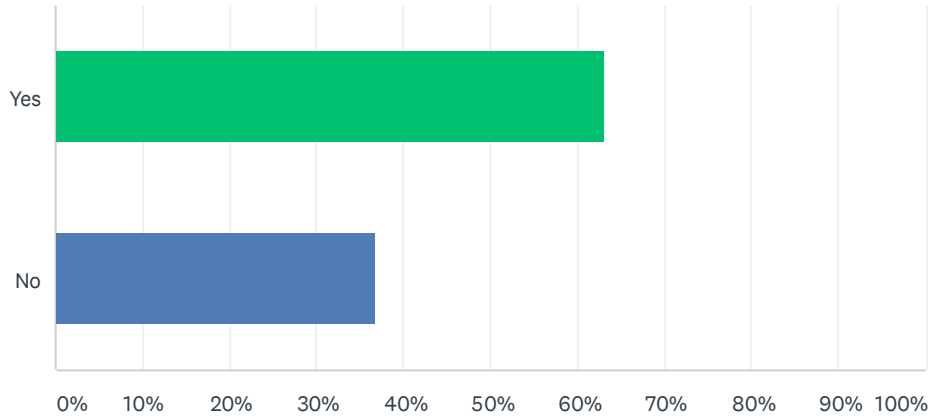
	Biohazard/Trauma cleanup Average \$89.00 Median \$65.00
	Mold remediation/abatement services Average \$99.00 Median \$75.00
	Water damage restoration Average \$89.00 Median \$65.00
	Fire/Smoke damage restoration Average \$75.00 Median \$65.00
	Contents restoration Average \$66.00 Median \$55.00

Q24 Which of the following documents do you utilize in your restoration business? (Choose all that apply)



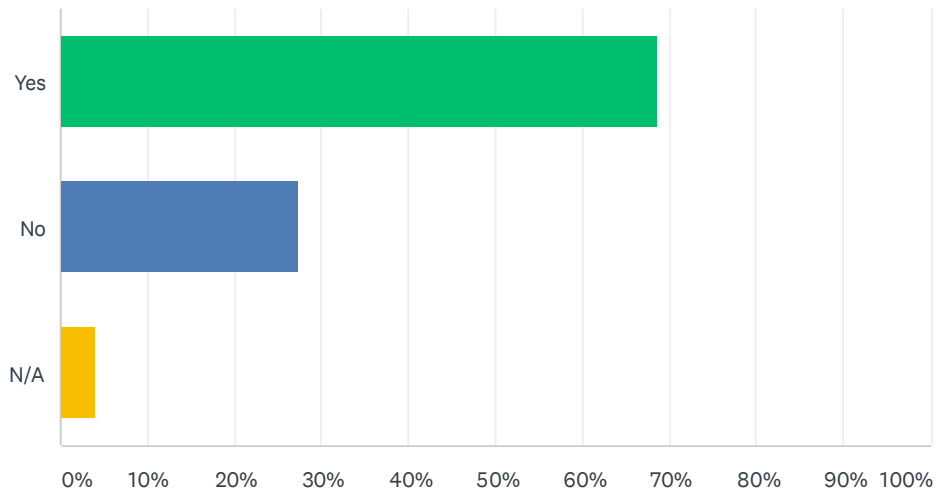
ANSWER CHOICES	RESPONSES
Work authorizations	80.87%
Work contracts	61.37%
Assignment of benefits	29.60%
Direction to pay	62.82%
All	37.91%
None	0.72%

Q25 Have you had to use liens in your business?



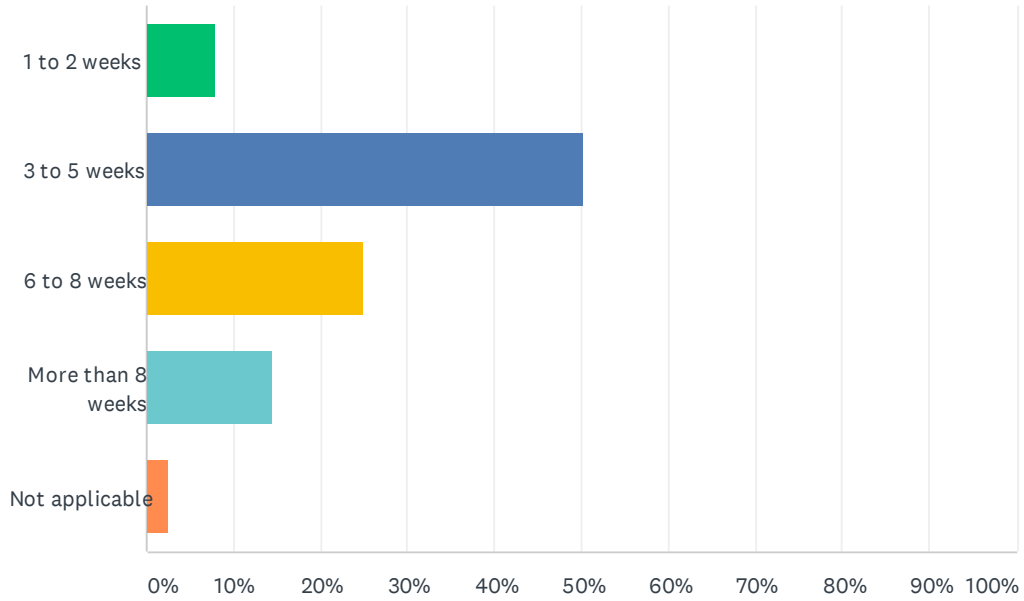
ANSWER CHOICES	RESPONSES
Yes	63.18%
No	36.82%

Q26 Have you had your contracts reviewed by an attorney who practices insurance law?



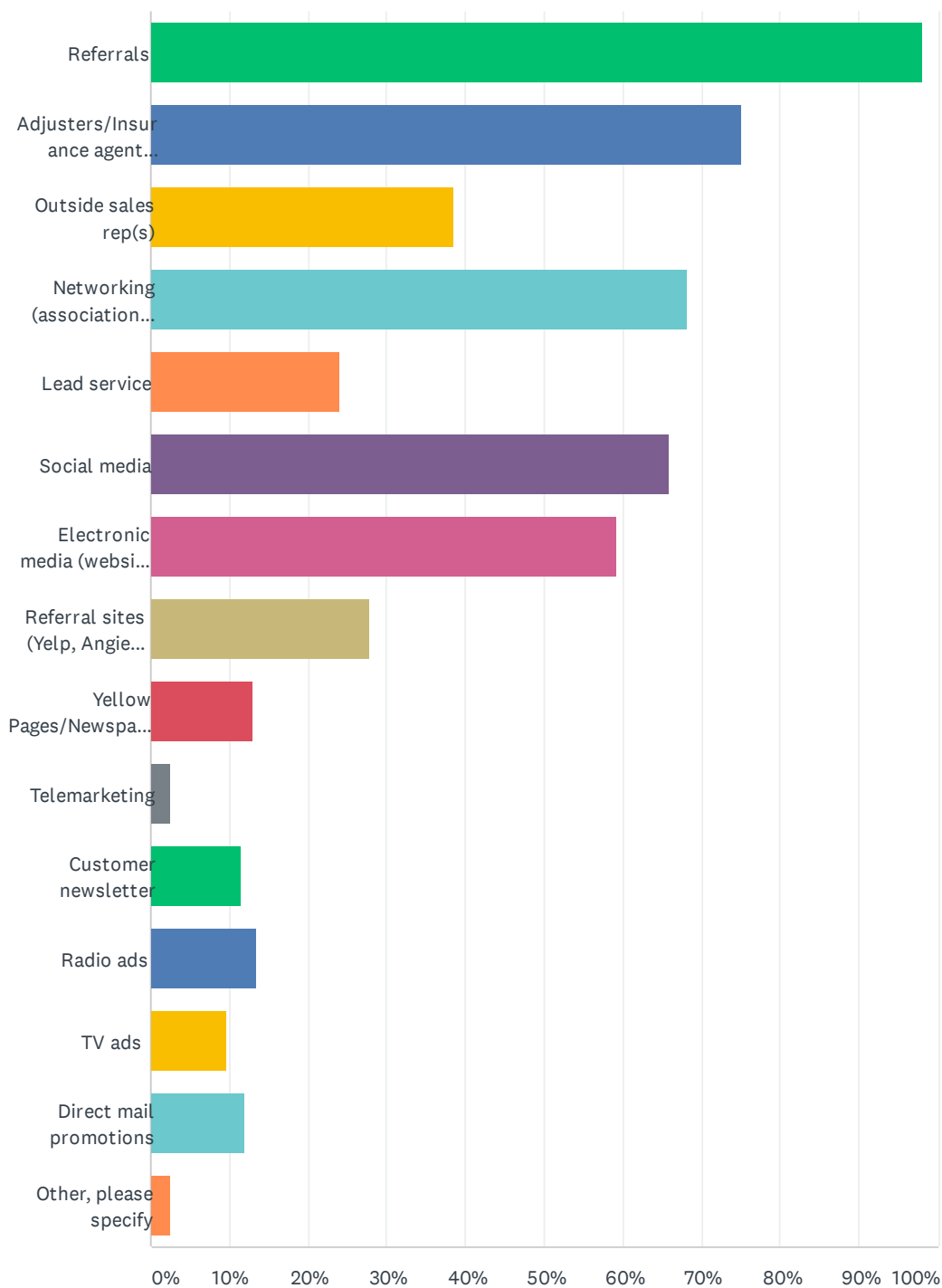
ANSWER CHOICES	RESPONSES
Yes	68.59%
No	27.44%
N/A	3.97%

Q27 What is your average wait time for payment on insurance work?



ANSWER CHOICES	RESPONSES
1 to 2 weeks	7.94%
3 to 5 weeks	50.18%
6 to 8 weeks	24.91%
More than 8 weeks	14.44%
Not applicable	2.53%

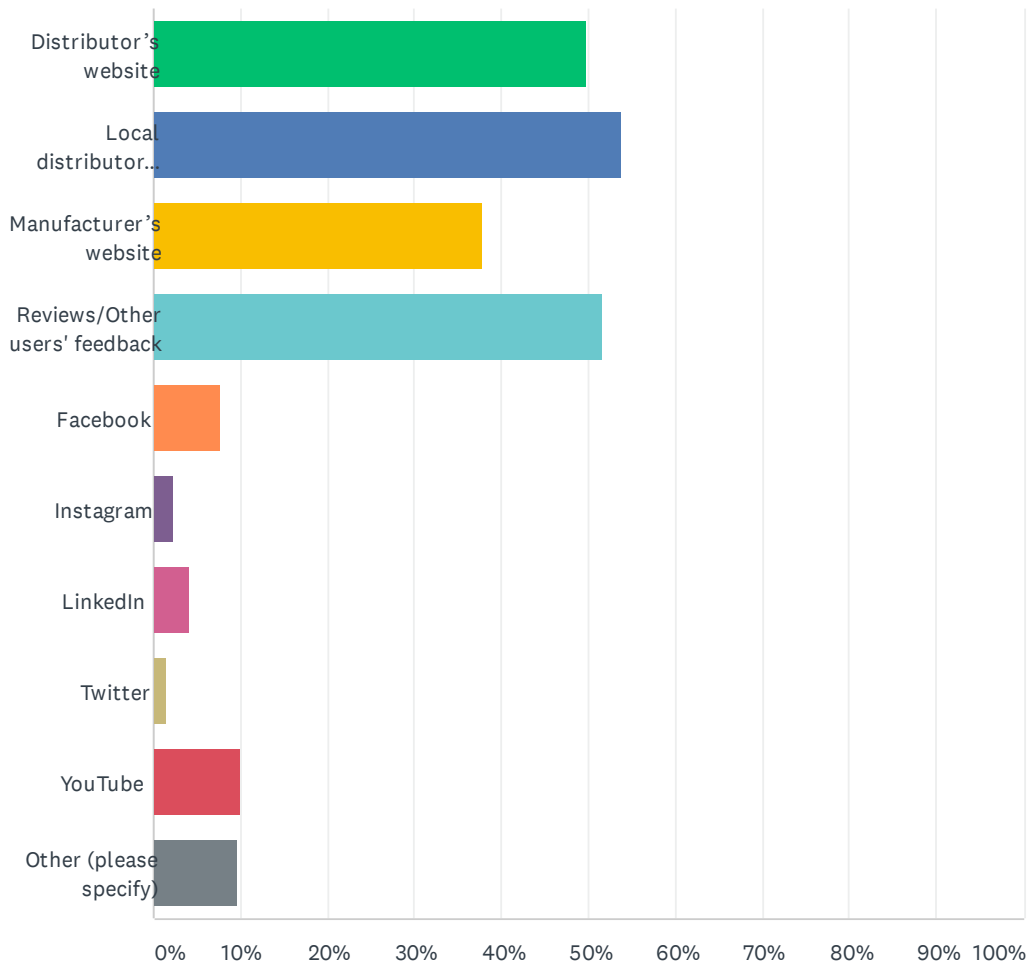
Q28 Which of the following marketing/ sales methods are used to generate and retain customer leads for your restoration/ remediation business?
(Choose all that apply)



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ANSWER CHOICES	RESPONSES
Referrals	98.15%
Adjusters/Insurance agent relations	75.19%
Outside sales rep(s)	38.52%
Networking (associations, chambers, etc.)	68.15%
Lead service	24.07%
Social media	65.93%
Electronic media (website, email, Google Ads)	59.26%
Referral sites (Yelp, Angie's List)	27.78%
Yellow Pages/Newspaper ads	12.96%
Telemarketing	2.59%
Customer newsletter	11.48%
Radio ads	13.33%
TV ads	9.63%
Direct mail promotions	11.85%
Other, please specify	2.59%

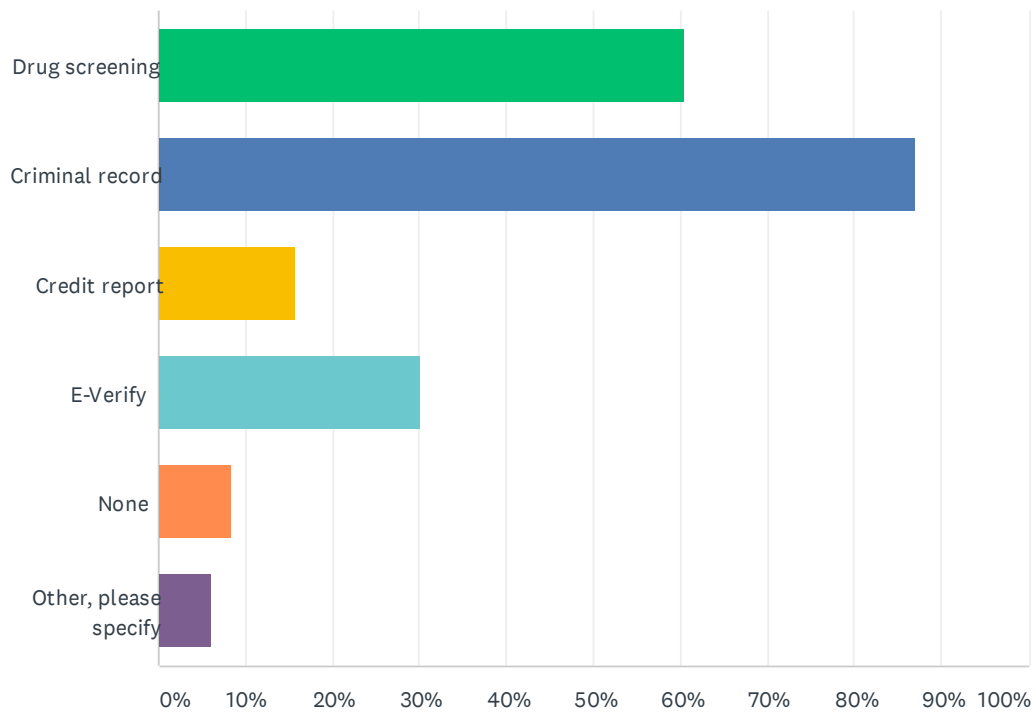
Q29 Information from which sources most influences your product purchase decisions? (Check all that apply)



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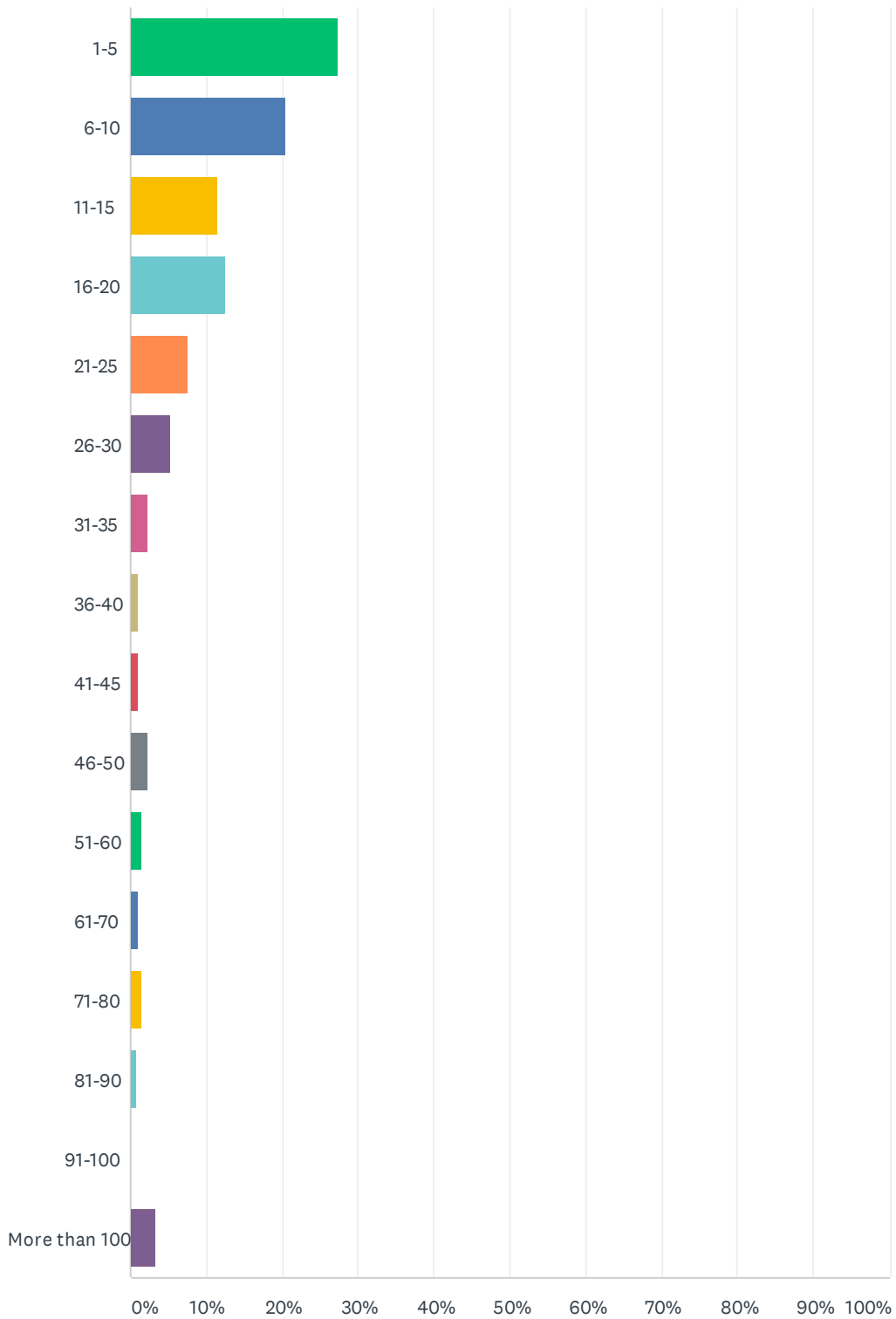
ANSWER CHOICES	RESPONSES
Distributor's website	49.81%
Local distributor recommendation	53.67%
Manufacturer's website	37.84%
Reviews/Other users' feedback	51.74%
Facebook	7.72%
Instagram	2.32%
LinkedIn	4.25%
Twitter	1.54%
YouTube	10.04%
Other (please specify)	9.65%

Q30 Which background checks do you use during the hiring process? (Choose all that apply)



ANSWER CHOICES	RESPONSES
Drug screening	60.46%
Criminal record	87.07%
Credit report	15.59%
E-Verify	30.04%
None	8.37%
Other, please specify	6.08%

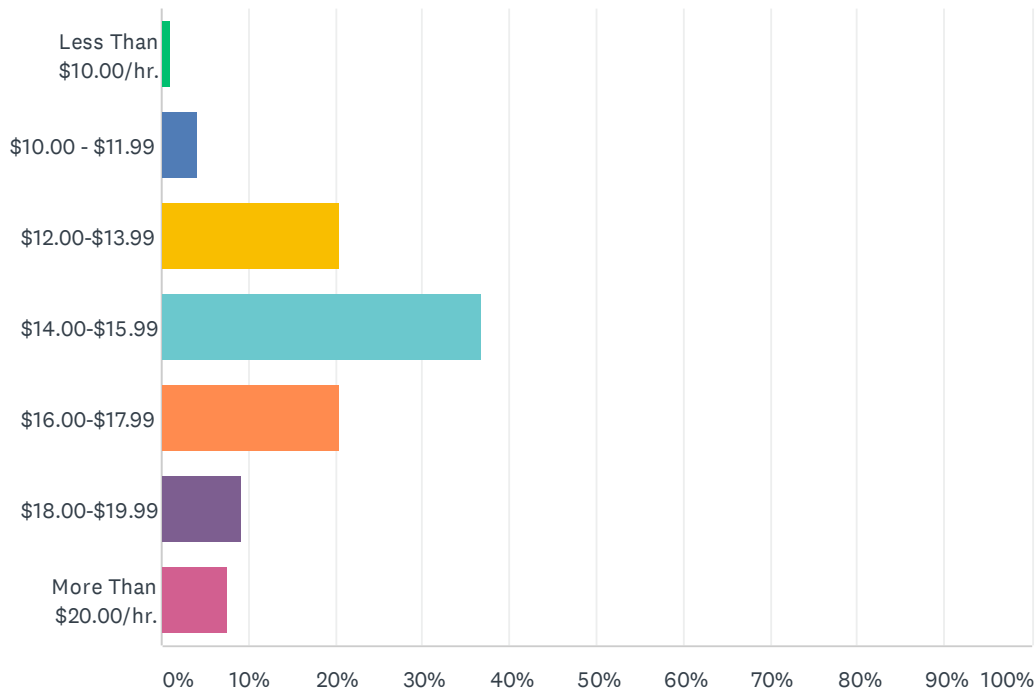
Q31 How many full-time equivalent (FTE) employees does your company employ?



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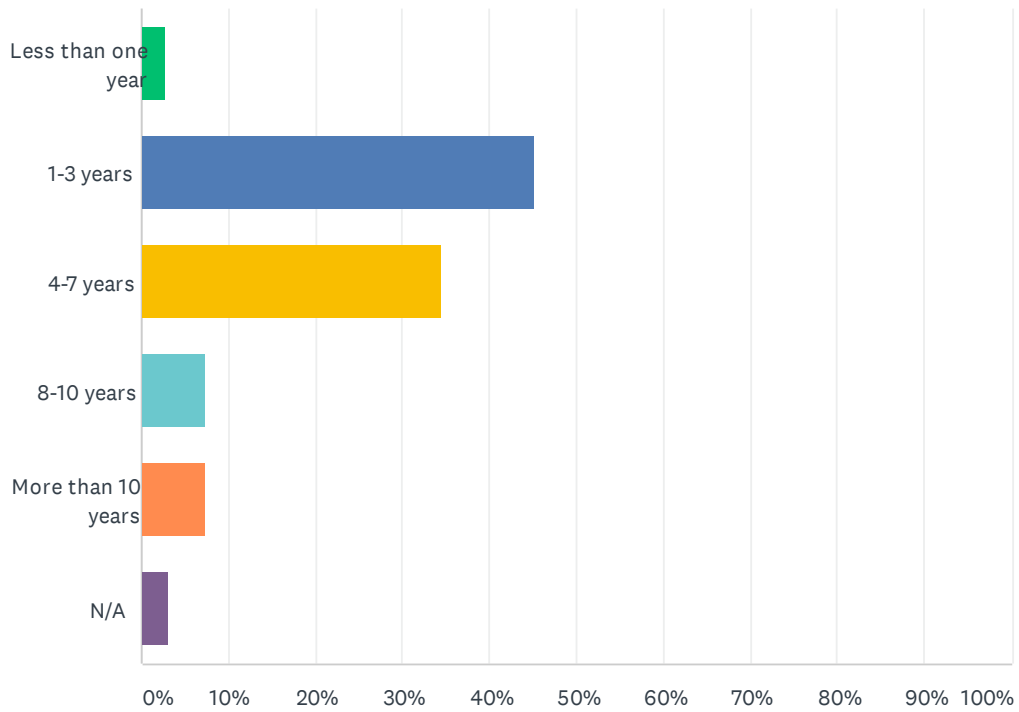
ANSWER CHOICES	RESPONSES
1-5	27.38%
6-10	20.53%
11-15	11.41%
16-20	12.55%
21-25	7.60%
26-30	5.32%
31-35	2.28%
36-40	1.14%
41-45	1.14%
46-50	2.28%
51-60	1.52%
61-70	1.14%
71-80	1.52%
81-90	0.76%
91-100	0.00%
More than 100	3.42%

Q32 What STARTING hourly wage do you pay a restoration/remediation technician (0-1 year of employment)?



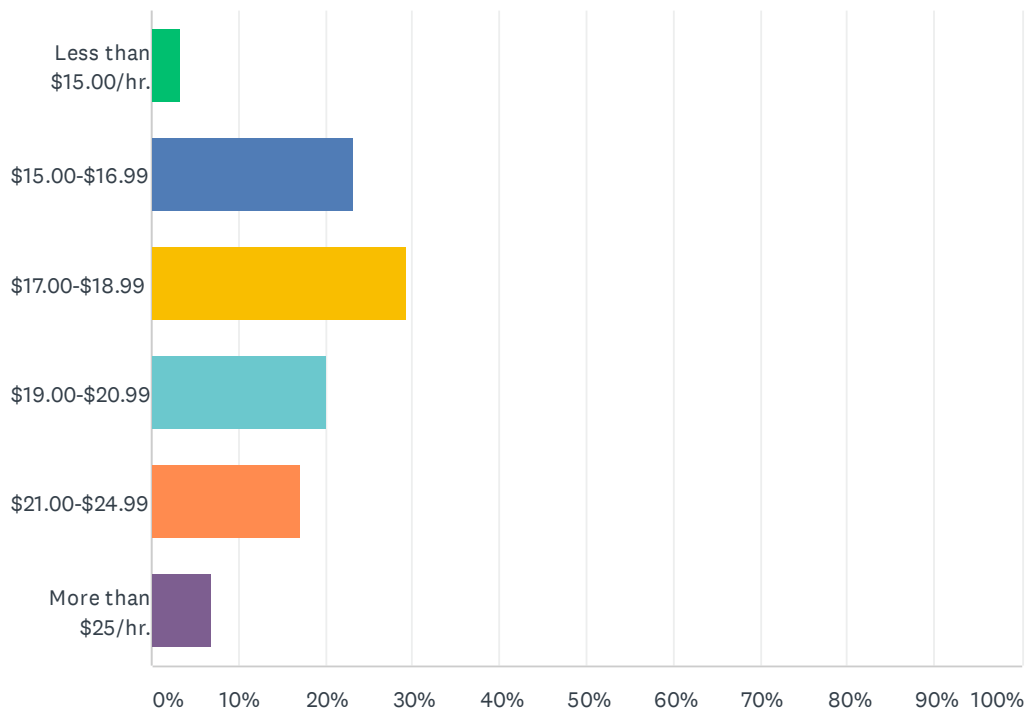
ANSWER CHOICES	RESPONSES
Less Than \$10.00/hr.	1.14%
\$10.00 - \$11.99	4.18%
\$12.00-\$13.99	20.53%
\$14.00-\$15.99	36.88%
\$16.00-\$17.99	20.53%
\$18.00-\$19.99	9.13%
More Than \$20.00/hr.	7.60%

Q33 What is the average tenure of your restoration/remediation technician?



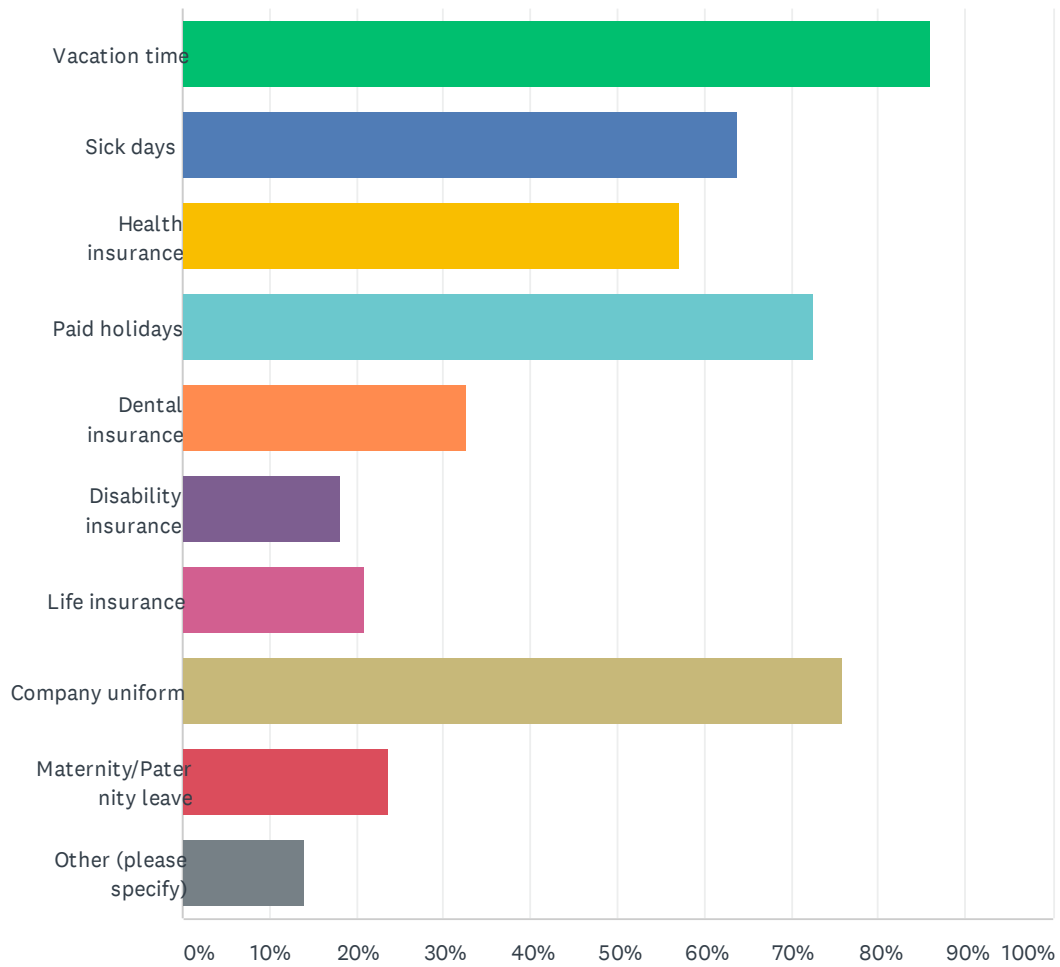
ANSWER CHOICES	RESPONSES
Less than one year	2.66%
1-3 years	45.25%
4-7 years	34.60%
8-10 years	7.22%
More than 10 years	7.22%
N/A	3.04%

Q34 What AVERAGE hourly wage do you pay a restoration/remediation technician (more than 1 year of employment)?



ANSWER CHOICES	RESPONSES
Less than \$15.00/hr.	3.42%
\$15.00-\$16.99	23.19%
\$17.00-\$18.99	29.28%
\$19.00-\$20.99	20.15%
\$21.00-\$24.99	17.11%
More than \$25/hr.	6.84%

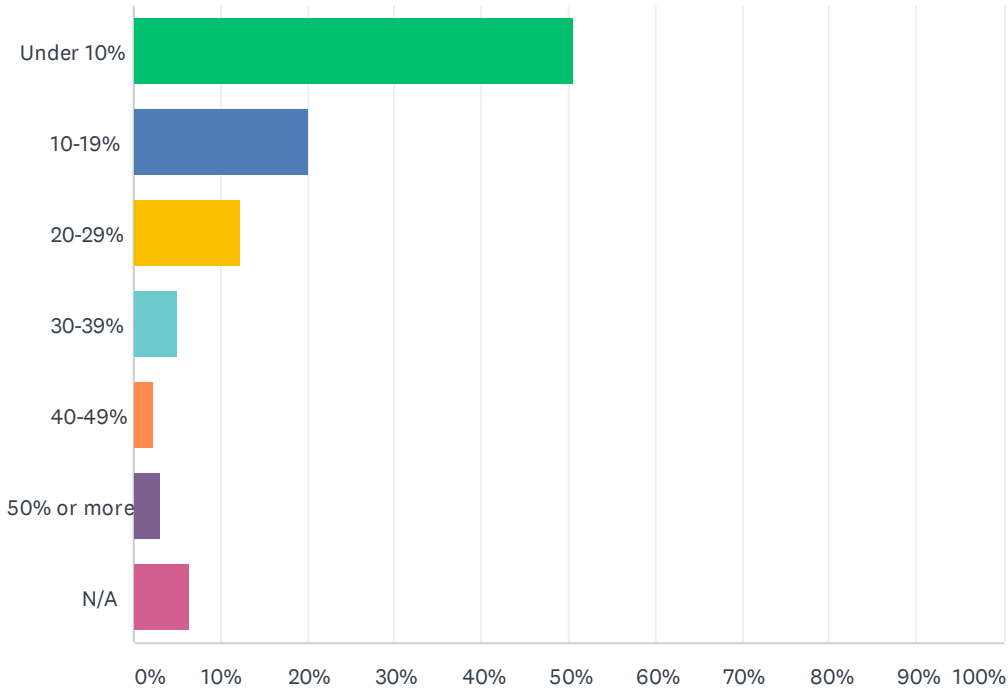
Q35 Which of the following benefits do you provide your full-time employees? (Choose all that apply)



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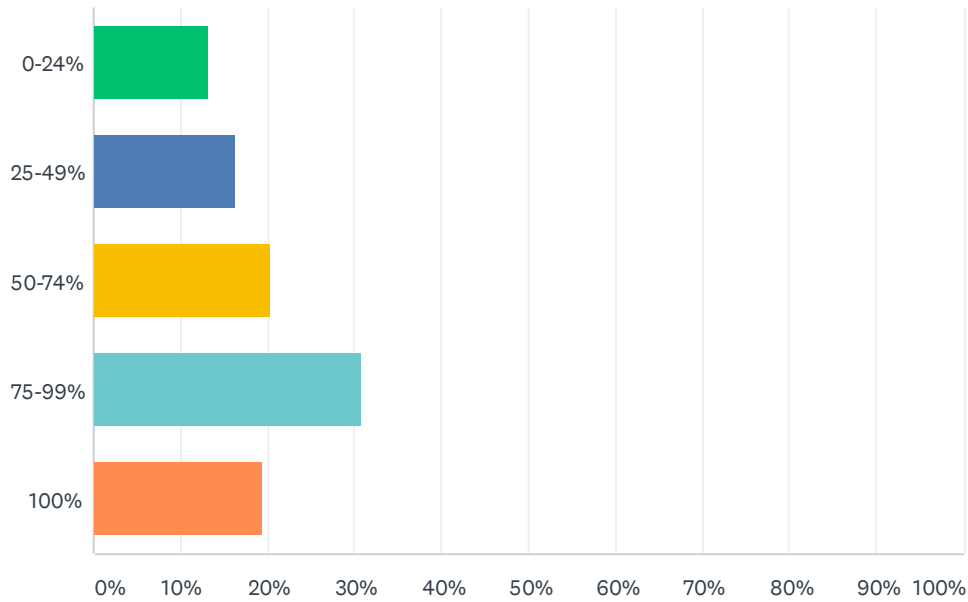
ANSWER CHOICES	RESPONSES
Vacation time	85.93%
Sick days	63.88%
Health insurance	57.03%
Paid holidays	72.62%
Dental insurance	32.70%
Disability insurance	18.25%
Life insurance	20.91%
Company uniform	76.05%
Maternity/Paternity leave	23.57%
Other (please specify)	14.07%

Q36 What is your ANNUAL employee turnover rate? Average monthly employees ÷ employee departures
 Ex: 20 (average monthly employees) ÷ 5 (departures) = .25 (25%)



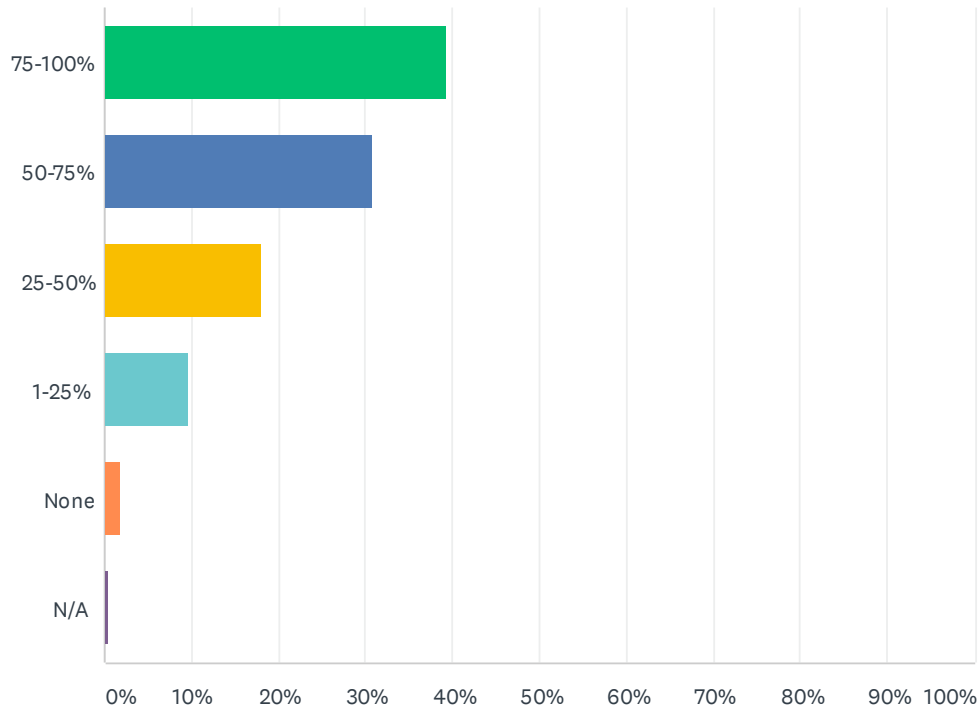
ANSWER CHOICES	RESPONSES
Under 10%	50.58%
10-19%	20.08%
20-29%	12.36%
30-39%	5.02%
40-49%	2.32%
50% or more	3.09%
N/A	6.56%

Q37 What percentage of your employees have formal training in the restoration/ remediation portion of your business? (Select the closest percentage)



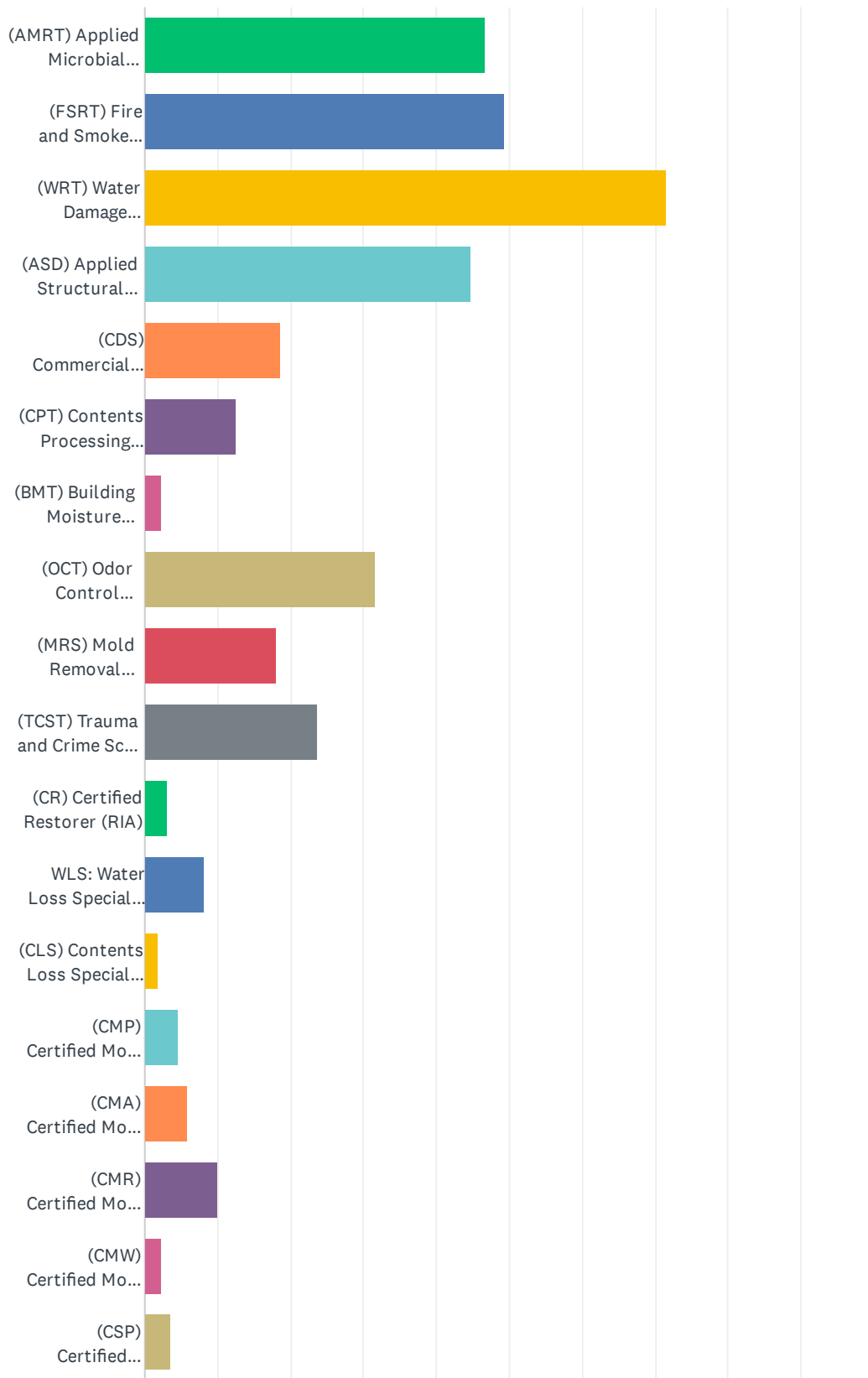
ANSWER CHOICES	RESPONSES
0-24%	13.23%
25-49%	16.34%
50-74%	20.23%
75-99%	30.74%
100%	19.46%

Q38 What percentage of employees in your company (including yourself) are personally certified in restoration/remediation by an industry certifying association?

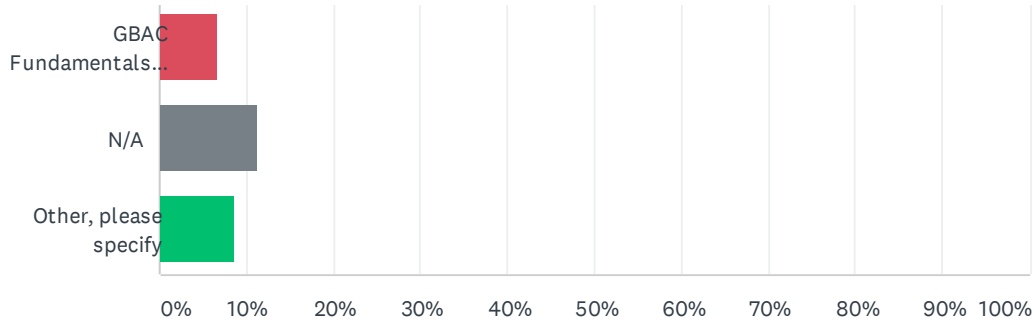


ANSWER CHOICES	RESPONSES
75-100%	39.30%
50-75%	30.74%
25-50%	17.90%
1-25%	9.73%
None	1.95%
N/A	0.39%

Q39 Which of the following restoration/remediation courses did you or your employees participate in this past year? (Choose all that apply)

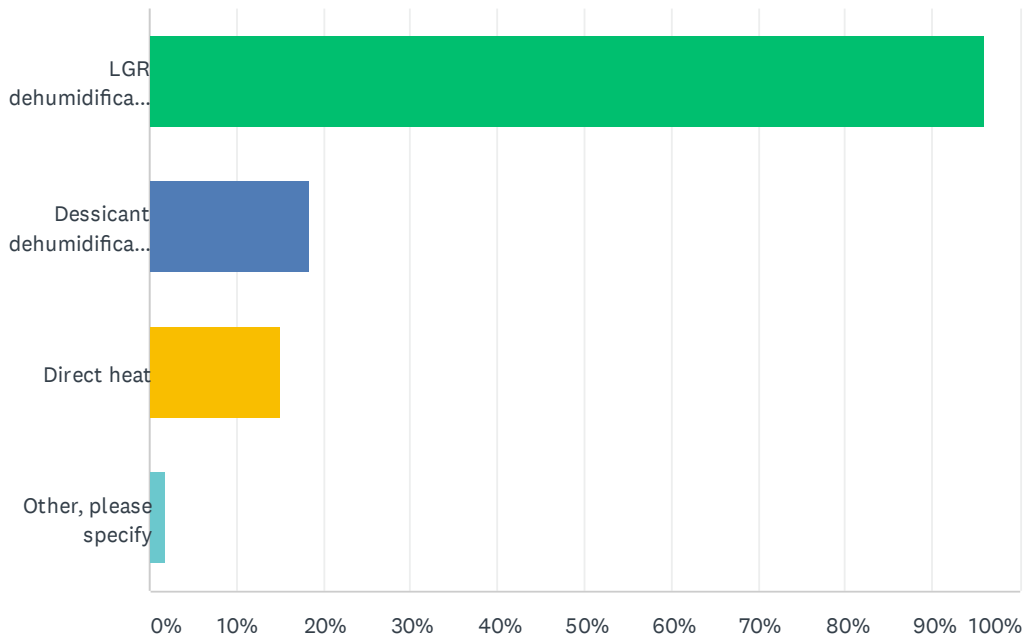


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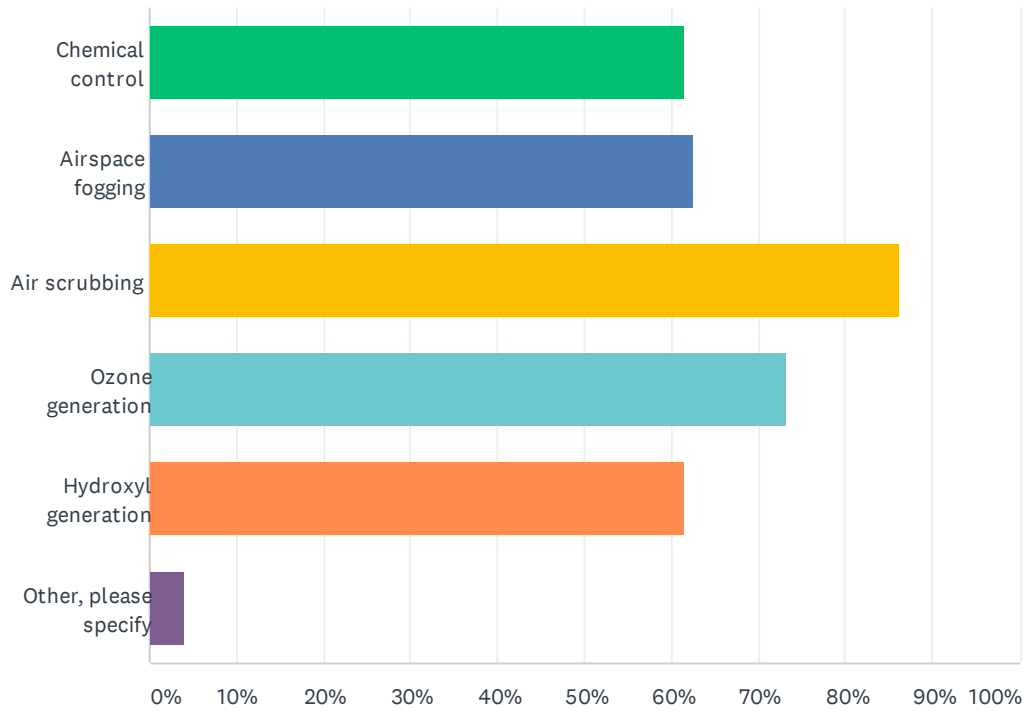
ANSWER CHOICES	RESPONSES
(AMRT) Applied Microbial Remediation Technician (IICRC)	46.69%
(FSRT) Fire and Smoke Restoration Technician (IICRC)	49.42%
(WRT) Water Damage Restoration Technician (IICRC)	71.60%
(ASD) Applied Structural Drying Technician (IICRC)	44.75%
(CDS) Commercial Drying Specialist (IICRC)	18.68%
(CPT) Contents Processing Technician (IICRC)	12.45%
(BMT) Building Moisture Thermography (IICRC)	2.33%
(OCT) Odor Control Technician (IICRC)	31.52%
(MRS) Mold Removal Specialist (IICRC)	17.90%
(TCST) Trauma and Crime Scene Technician (IICRC)	23.74%
(CR) Certified Restorer (RIA)	3.11%
WLS: Water Loss Specialist (RIA)	8.17%
(CLS) Contents Loss Specialist (RIA)	1.95%
(CMP) Certified Mold Professional (RIA)	4.67%
(CMA) Certified Mold Assessor (NORMI)	5.84%
(CMR) Certified Mold Remediator (NORMI)	10.12%
(CMW) Certified Mold Worker (NORMI)	2.33%
(CSP) Certified Sanitizing Professional (NORMI)	3.50%
GBAC Fundamentals Online	6.61%
N/A	11.28%
Other, please specify	8.56%

Q40 Which of the following do you use most often for drying? (Choose all that apply.)



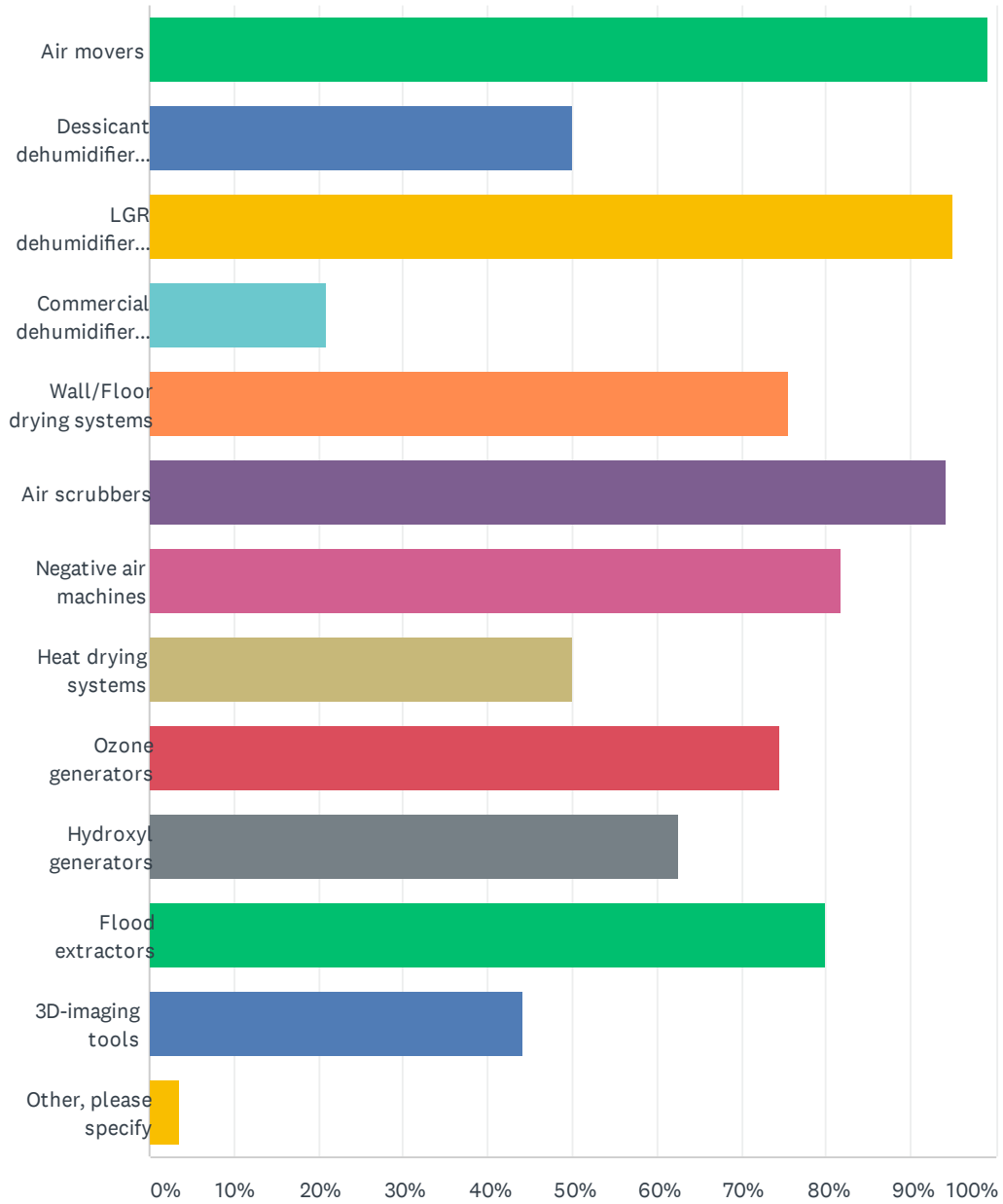
ANSWER CHOICES	RESPONSES
LGR dehumidification	96.06%
Dessicant dehumidification	18.50%
Direct heat	14.96%
Other, please specify	1.97%

Q41 Which odor control techniques do you offer? (Choose all that apply)



ANSWER CHOICES	RESPONSES
Chemical control	61.42%
Airspace fogging	62.60%
Air scrubbing	86.22%
Ozone generation	73.23%
Hydroxyl generation	61.42%
Other, please specify	3.94%

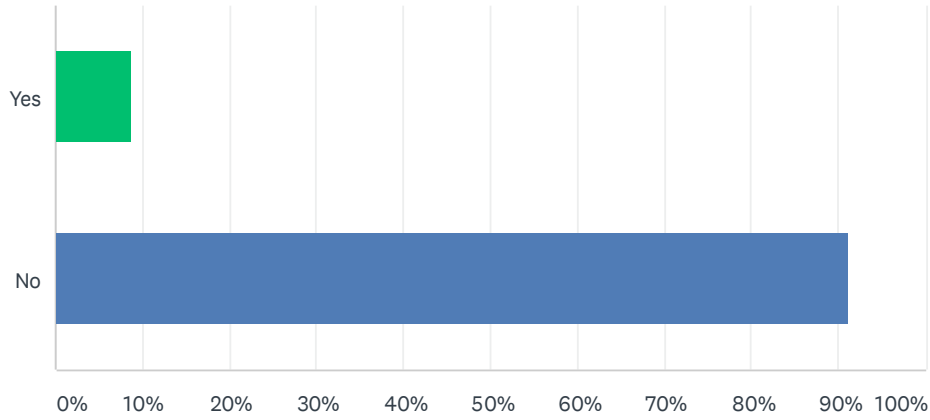
Q42 Which of the following equipment do you utilize in your restoration business? (Choose all that apply)



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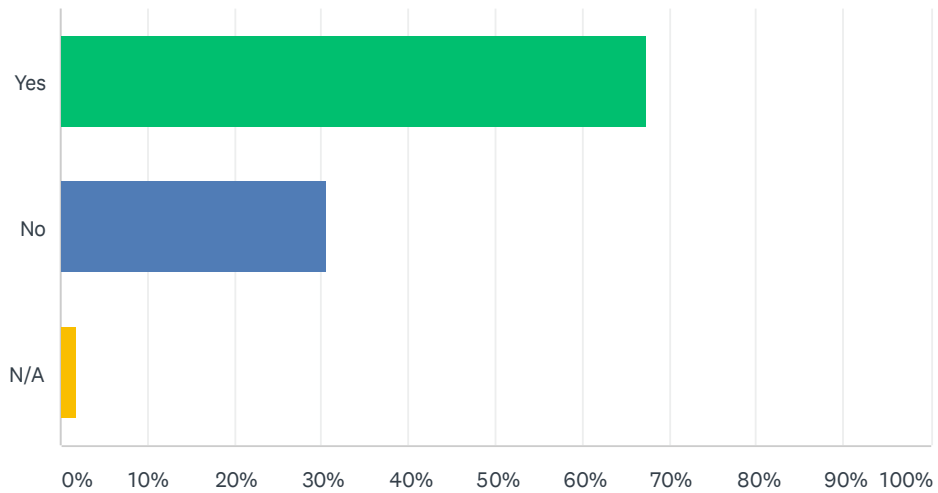
ANSWER CHOICES	RESPONSES
Air movers	99.21%
Dessicant dehumidifiers (portable)	50.00%
LGR dehumidifiers (portable)	94.88%
Commercial dehumidifiers (trailer/ skid-mounted)	20.87%
Wall/Floor drying systems	75.59%
Air scrubbers	94.09%
Negative air machines	81.89%
Heat drying systems	50.00%
Ozone generators	74.41%
Hydroxyl generators	62.60%
Flood extractors	79.92%
3D-imaging tools	44.09%
Other, please specify	3.54%

Q43 Do you lease any of your restoration/ remediation equipment?



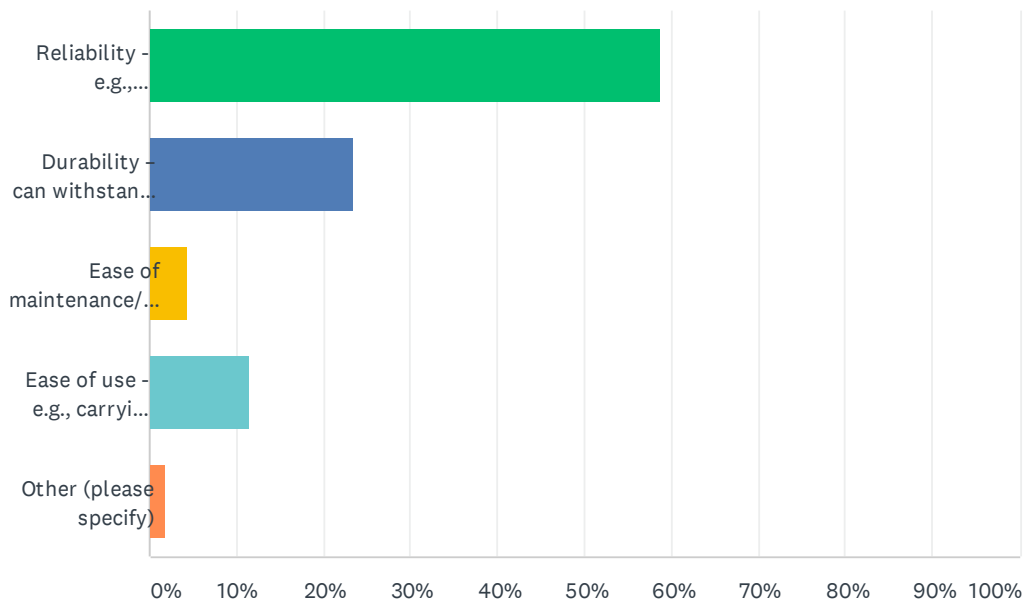
ANSWER CHOICES	RESPONSES
Yes	8.73%
No	91.27%

Q44 Do you rent equipment for specific restoration jobs, especially large losses?



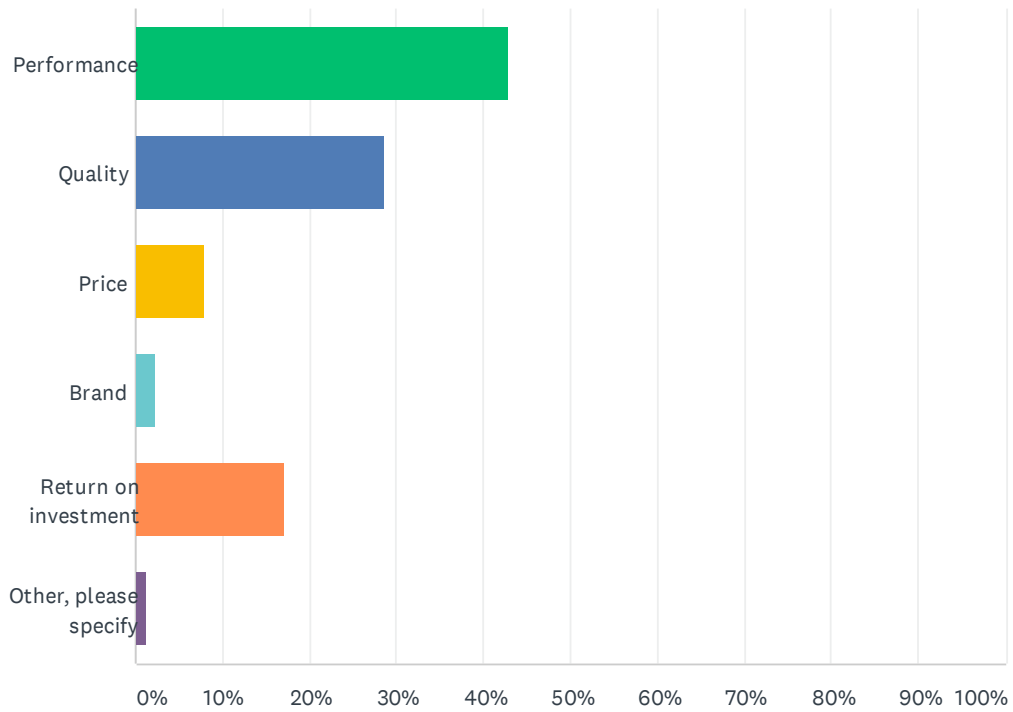
ANSWER CHOICES	RESPONSES
Yes	67.46%
No	30.56%
N/A	1.98%

Q45 Which of these aspects of “equipment quality” will most influence your future purchase decision?



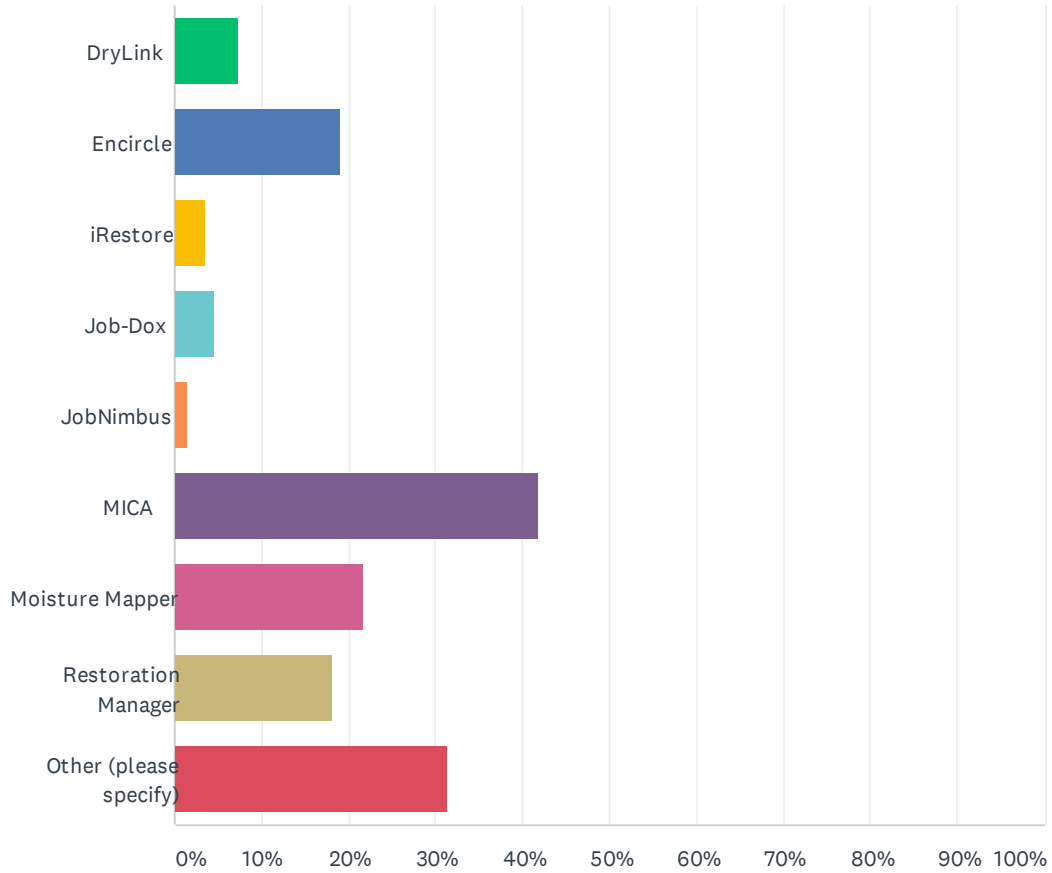
ANSWER CHOICES	RESPONSES
Reliability - e.g., dependability of components	58.73%
Durability – can withstand abuse	23.41%
Ease of maintenance/service	4.37%
Ease of use - e.g., carrying, stacking, cordwrap, transport, etc.	11.51%
Other (please specify)	1.98%

Q46 When selecting equipment for purchase, what is the most important factor in your decision?



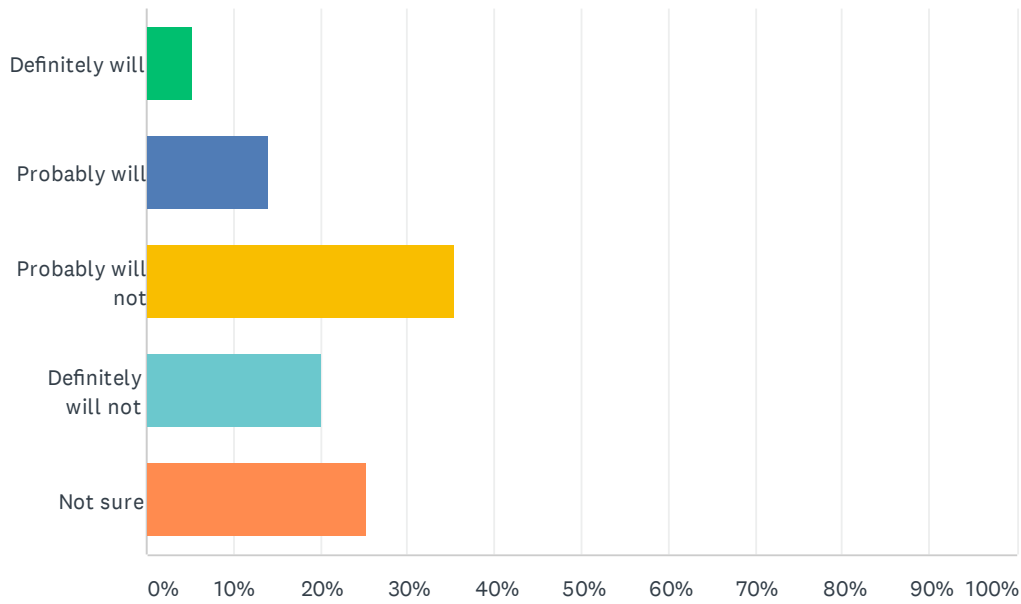
ANSWER CHOICES	RESPONSES
Performance	42.86%
Quality	28.57%
Price	7.94%
Brand	2.38%
Return on investment	17.06%
Other, please specify	1.19%

Q47 Which job documentation software do you currently use?



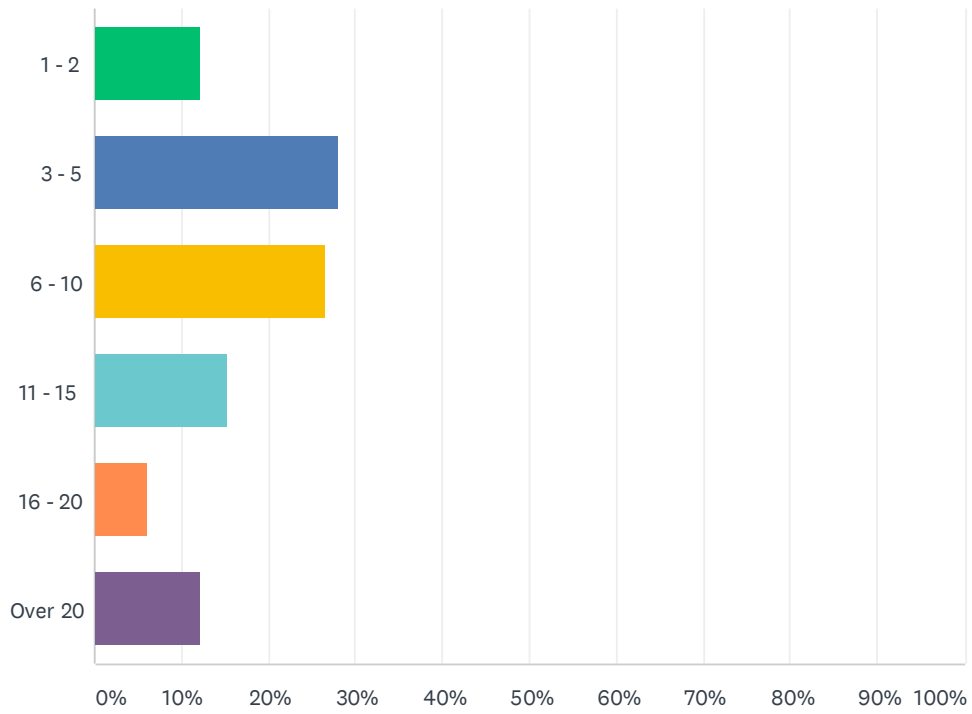
ANSWER CHOICES	RESPONSES
DryLink	7.27%
Encircle	19.09%
iRestore	3.64%
Job-Dox	4.55%
JobNimbus	1.36%
MICA	41.82%
Moisture Mapper	21.82%
Restoration Manager	18.18%
Other (please specify)	31.36%

Q48 How likely are you to consider changing job documentation software in the next 12 months?



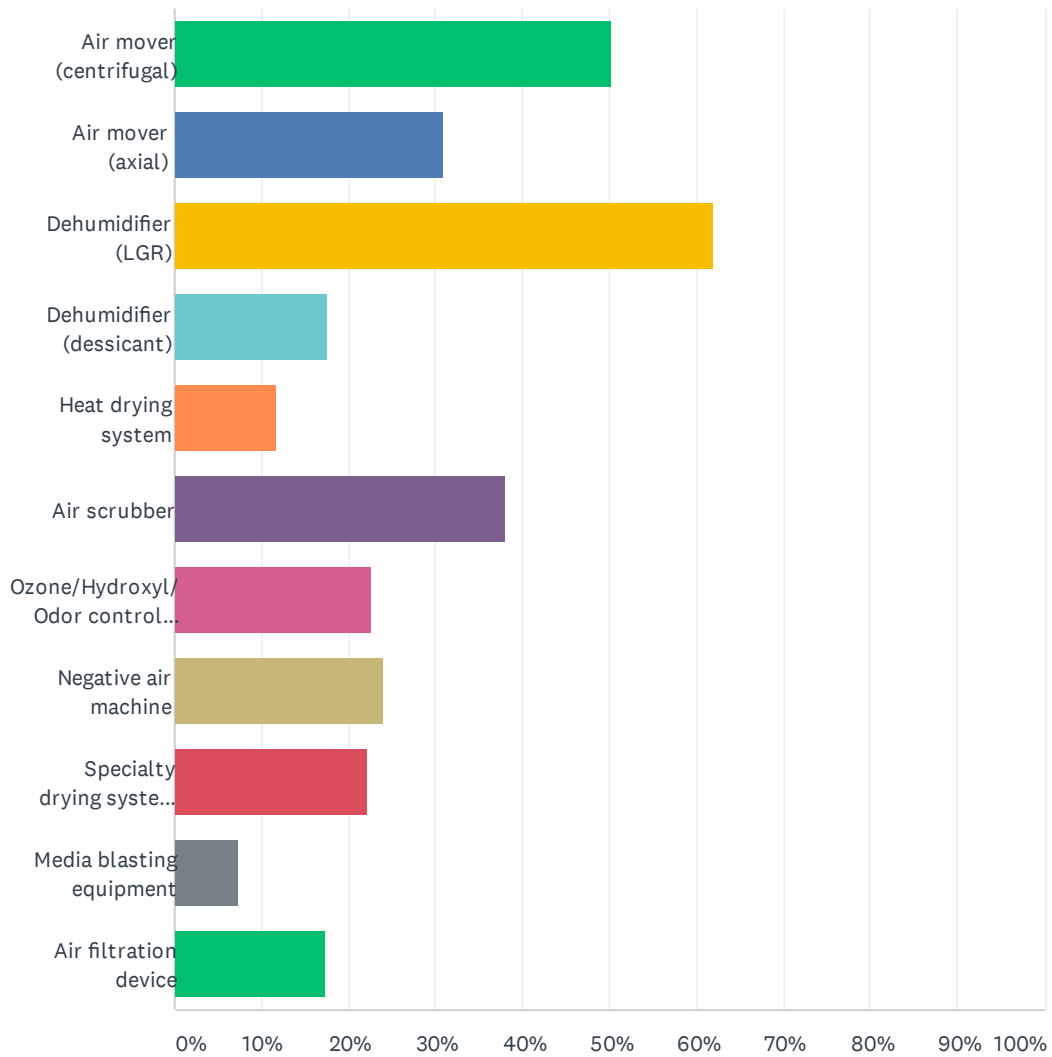
ANSWER CHOICES	RESPONSES
Definitely will	5.22%
Probably will	14.06%
Probably will not	35.34%
Definitely will not	20.08%
Not sure	25.30%

Q49 How many business-use vehicles (trucks, vans, etc.) do you currently operate?



ANSWER CHOICES	RESPONSES
1 - 2	12.05%
3 - 5	28.11%
6 - 10	26.51%
11 - 15	15.26%
16 - 20	6.02%
Over 20	12.05%

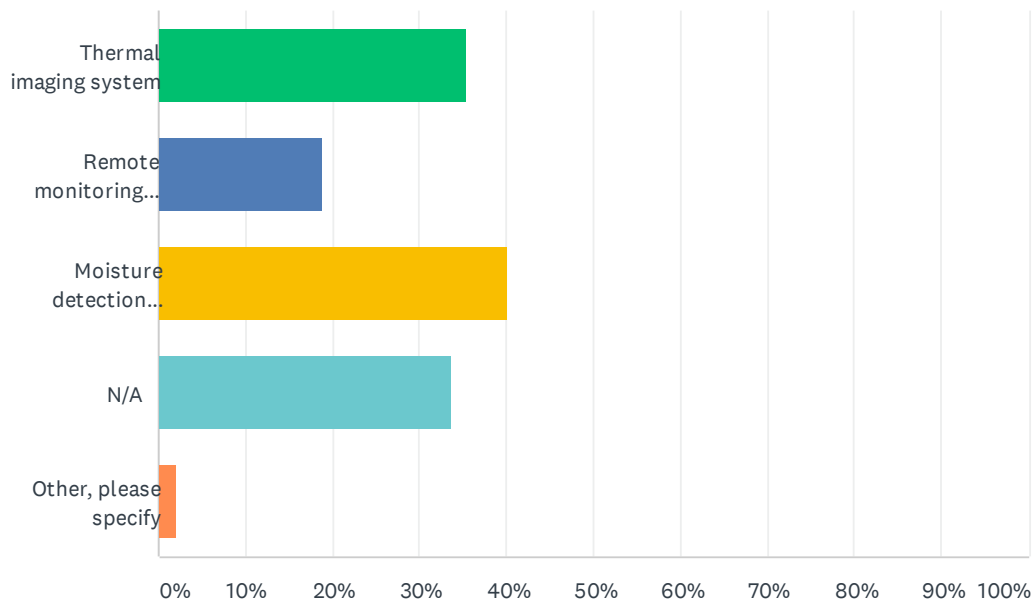
Q50 What restoration equipment do you plan to purchase within the next 12 months? (Choose all that apply)



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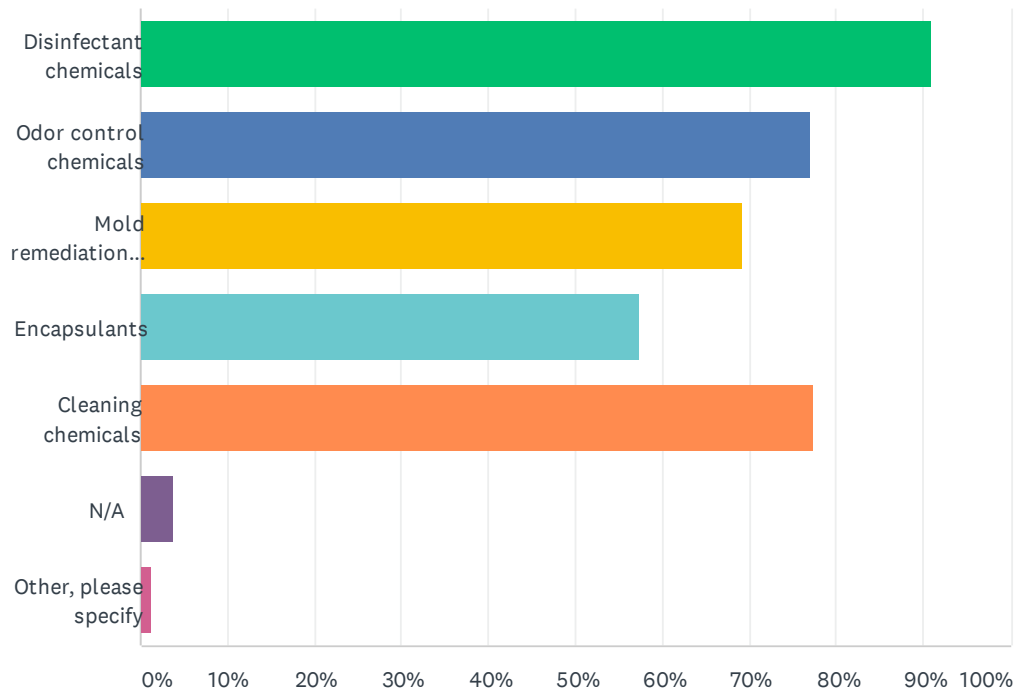
ANSWER CHOICES	RESPONSES
Air mover (centrifugal)	50.20%
Air mover (axial)	30.92%
Dehumidifier (LGR)	61.85%
Dehumidifier (dessicant)	17.67%
Heat drying system	11.65%
Air scrubber	38.15%
Ozone/Hydroxyl/Odor control equipment	22.49%
Negative air machine	24.10%
Specialty drying systems (walls/ floor)	22.09%
Media blasting equipment	7.23%
Air filtration device	17.27%

Q51 What type of instrumentation do you plan to purchase within the next 12 months? (Choose all that apply)



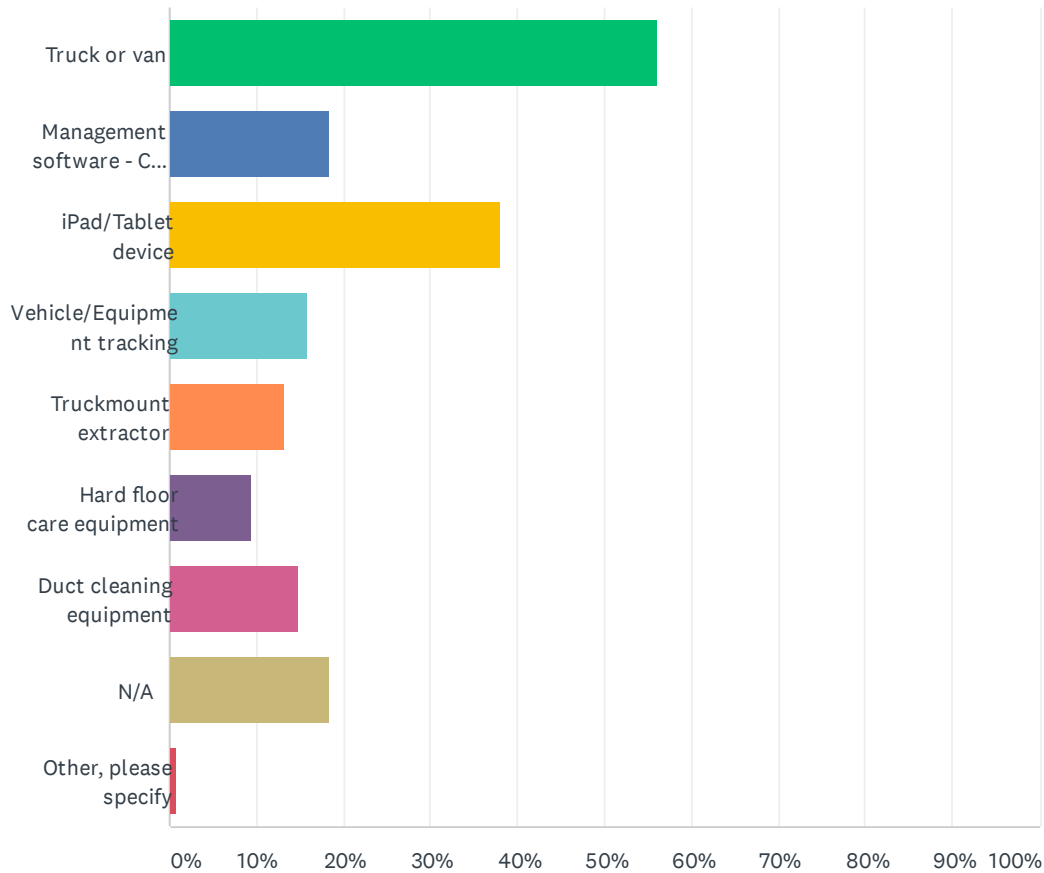
ANSWER CHOICES	RESPONSES
Thermal imaging system	35.34%
Remote monitoring system	18.88%
Moisture detection system	40.16%
N/A	33.73%
Other, please specify	2.01%

Q52 What chemicals do you plan to purchase within the next 12 months? (Choose all that apply)



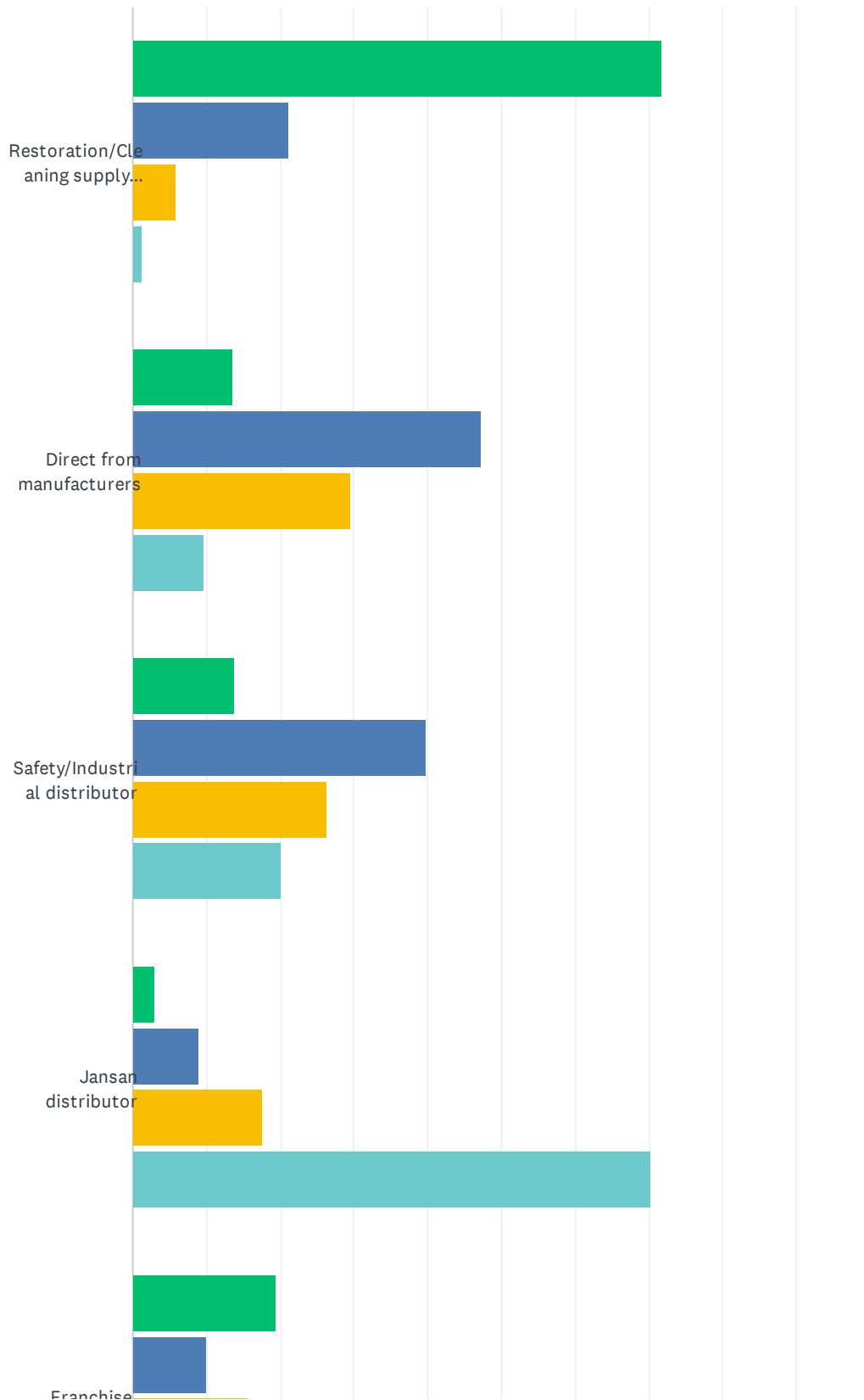
ANSWER CHOICES	RESPONSES
Disinfectant chemicals	90.98%
Odor control chemicals	77.05%
Mold remediation coatings	69.26%
Encapsulants	57.38%
Cleaning chemicals	77.46%
N/A	3.69%
Other, please specify	1.23%

Q53 Which of the following products/supplies do you plan to purchase within the next 12 months for your business? (Choose all that apply)

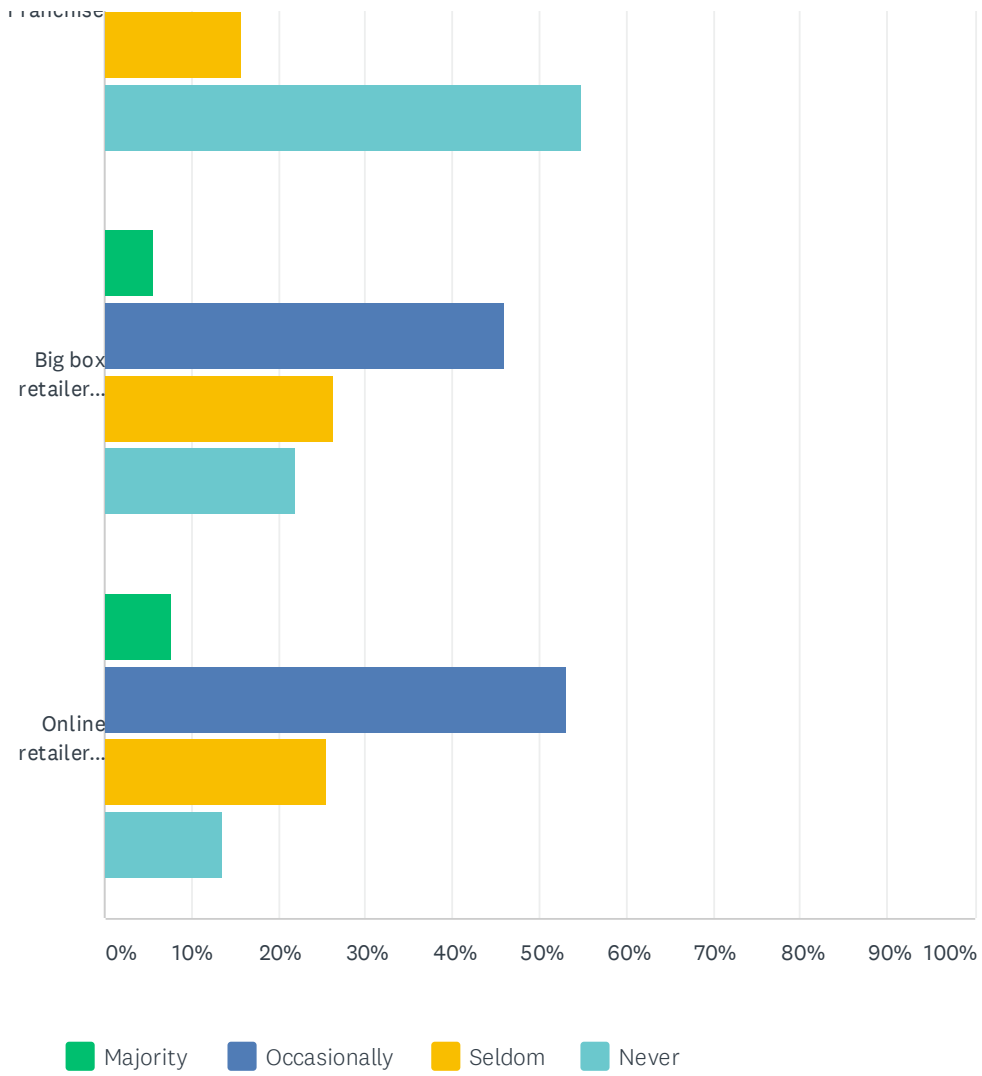


ANSWER CHOICES	RESPONSES
Truck or van	56.15%
Management software - CRM, job tracking, inventory, etc.	18.44%
iPad/Tablet device	38.11%
Vehicle/Equipment tracking	15.98%
Truckmount extractor	13.11%
Hard floor care equipment	9.43%
Duct cleaning equipment	14.75%
N/A	18.44%
Other, please specify	0.82%

Q54 To what extent do you purchase equipment and supplies from the following sources? Please answer each option.

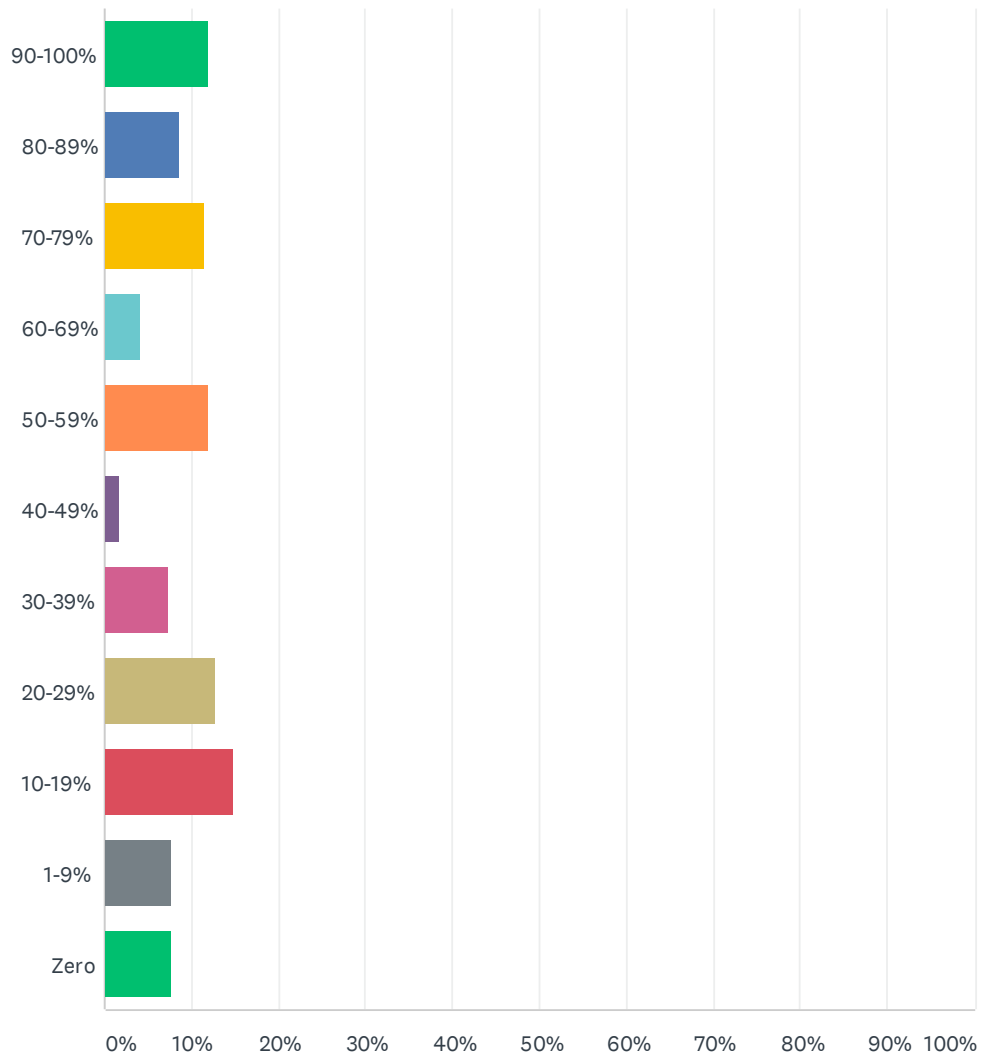


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	MAJORITY	OCCASIONALLY	SELDOM	NEVER		
Restoration/Cleaning supply distributor	71.73%	21.10%	5.91%	1.27%		
Direct from manufacturers	13.64%	47.27%	29.55%	9.55%		
Safety/Industrial distributor	13.88%	39.71%	26.32%	20.10%		
Jansan distributor	3.03%	9.09%	17.68%	70.20%		
Franchise	19.52%	10.00%	15.71%	54.76%		
Big box retailer (Costco/Sam's Club)	5.63%	46.01%	26.29%	22.07%		
Online retailer (Amazon)	7.73%	53.18%	25.45%	13.64%		

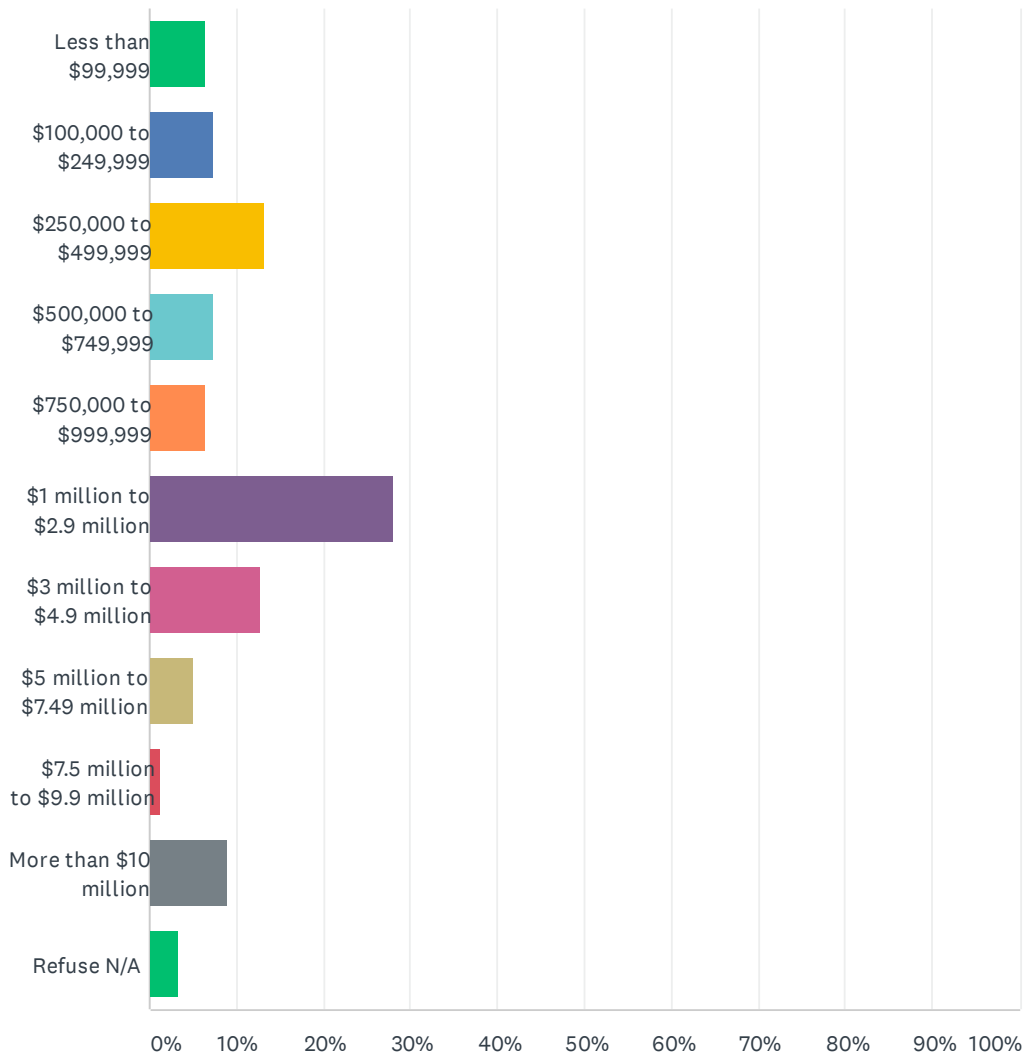
Q55 What percentage of your equipment/supplies are purchased ONLINE?



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ANSWER CHOICES	RESPONSES
90-100%	11.89%
80-89%	8.61%
70-79%	11.48%
60-69%	4.10%
50-59%	11.89%
40-49%	1.64%
30-39%	7.38%
20-29%	12.70%
10-19%	14.75%
1-9%	7.79%
Zero	7.79%

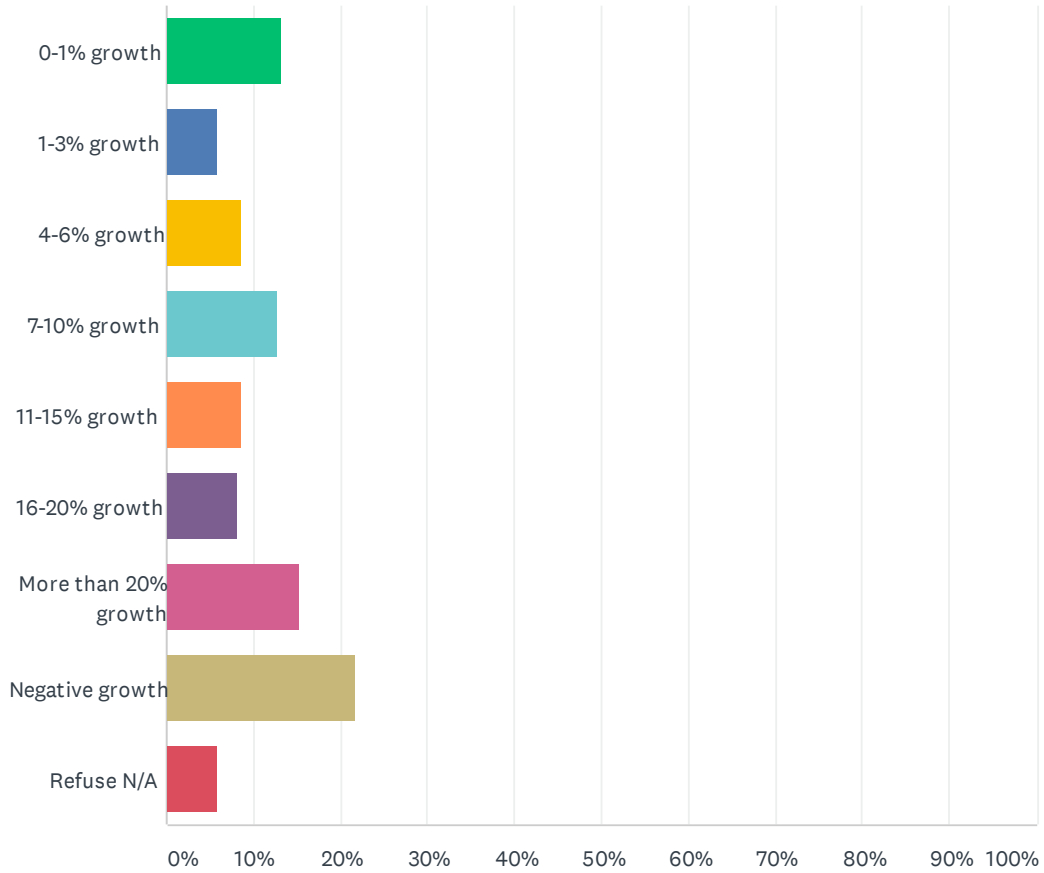
Q56 Estimate annual gross sales revenue for the restoration/ remediation portion of your business in 2020.



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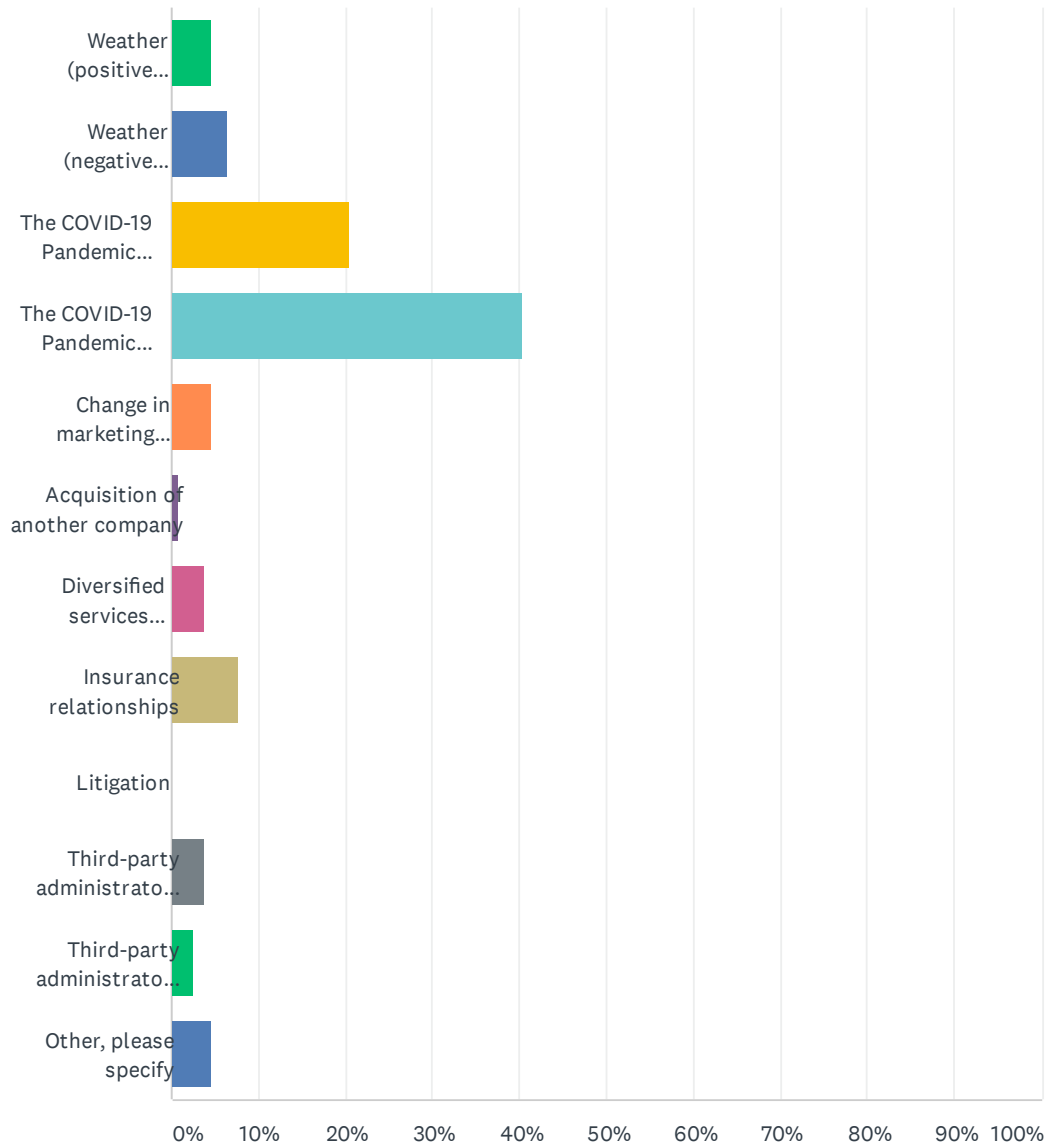
ANSWER CHOICES	RESPONSES
Less than \$99,999	6.38%
\$100,000 to \$249,999	7.23%
\$250,000 to \$499,999	13.19%
\$500,000 to \$749,999	7.23%
\$750,000 to \$999,999	6.38%
\$1 million to \$2.9 million	28.09%
\$3 million to \$4.9 million	12.77%
\$5 million to \$7.49 million	5.11%
\$7.5 million to \$9.9 million	1.28%
More than \$10 million	8.94%
Refuse N/A	3.40%

Q57 What was your gross sales growth rate in 2020 compared to 2019?



ANSWER CHOICES	RESPONSES
0-1% growth	13.19%
1-3% growth	5.96%
4-6% growth	8.51%
7-10% growth	12.77%
11-15% growth	8.51%
16-20% growth	8.09%
More than 20% growth	15.32%
Negative growth	21.70%
Refuse N/A	5.96%

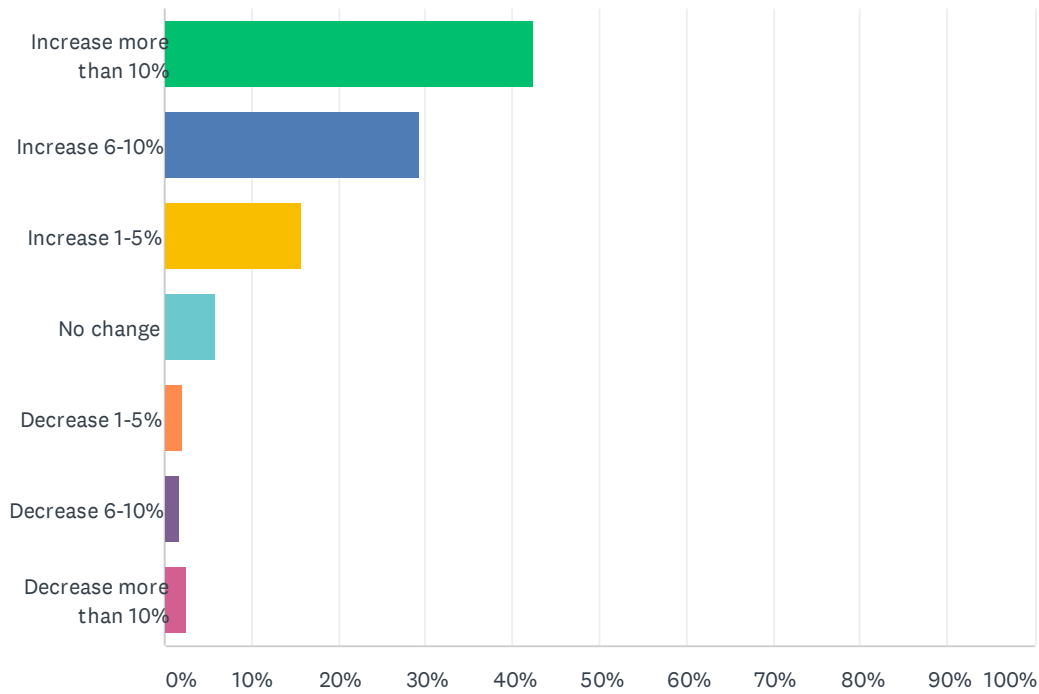
Q58 What was biggest factor impacting your company's revenues in 2020?



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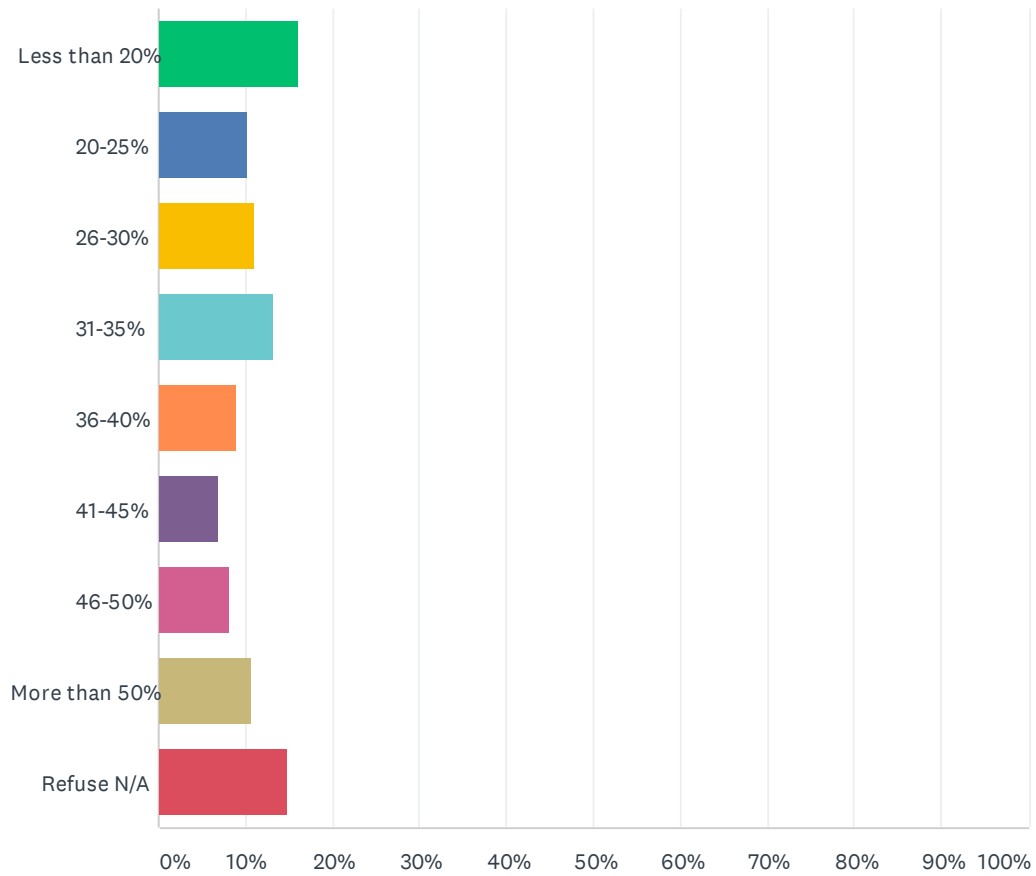
ANSWER CHOICES	RESPONSES
Weather (positive impact on revenues)	4.68%
Weather (negative impact on revenues)	6.38%
The COVID-19 Pandemic (positive impact)	20.43%
The COVID-19 Pandemic (negative impact)	40.43%
Change in marketing strategy	4.68%
Acquisition of another company	0.85%
Diversified services offering	3.83%
Insurance relationships	7.66%
Litigation	0.00%
Third-party administrators (TPAs) - negative impact	3.83%
Third-party administrators (TPAs) - positive impact	2.55%
Other, please specify	4.68%

Q59 What is your projected increase/decrease in gross sales revenue for 2021?



ANSWER CHOICES	RESPONSES
Increase more than 10%	42.55%
Increase 6-10%	29.36%
Increase 1-5%	15.74%
No change	5.96%
Decrease 1-5%	2.13%
Decrease 6-10%	1.70%
Decrease more than 10%	2.55%

Q60 What was your approximate GROSS profit margin from restoration/remediation services in 2020?



ANSWER CHOICES	RESPONSES
Less than 20%	16.17%
20-25%	10.21%
26-30%	11.06%
31-35%	13.19%
36-40%	8.94%
41-45%	6.81%
46-50%	8.09%
More than 50%	10.64%
Refuse N/A	14.89%

Q61 What are two of the greatest challenges your business faces in the restoration industry?

Finding good Employee retention companies recruiting Hiring new TPA programs
insurance clients Quality help Competition business
Finding Preferred employees techs Staffing
covid Labor Economy people technicians pricing Personnel market work
insurance companies Cash Flow Carriers
cash flow Increased competition Adjusters People growth Competition TPA
Government insurance Training costs business Labor
Keeping employees payment work Consistent
market Covid increase Hiring Pricing controls Finding continued
Insurance company Staffing pandemic

Q62 What technology or industry advancement has been the most helpful to your business in the past two years?

Matterport camera improvements camera drying technology products
Thermal imaging Digital software Dash N Xactimate
Matterport apps equipment chemicals Encircle
efficiency sure none 3D imaging CRM