

Emergency Economic Information Collections (EEIC) Question Bank Cognitive Interviewing Questions Round 1

Note: For the purposes of cognitive testing, in order to make the questions meaningful to pretest respondents, they often refer to a specific emergency event, such as “natural disaster” or “Coronavirus pandemic.” Likewise, questions in this document provide specific reference dates, such as ‘From January 1, 2021 to March 31, 2021,’ in order to provide context for pretest respondents. However, when used in a data collection under the EEIC, the questions would be written in a manner that refers specifically to a given emergent event, and the reference dates will be defined accordingly.

Wave 1 (Employee and Payroll questions – Group 1)

Q01

In the three months since the natural disaster, how did this company change the following aspects of staffing as a result of the natural disaster?

	Increased	Did not change	Decreased	Not applicable
Total number of paid employees				
Total number of staff hours				
Total number of shifts				
Hourly wages or salaries				
Bonuses				
Other employee compensation				

Q01_1 and Q01_2 (alternate format)

In the three months since the natural disaster, how did this company change the **total number of shifts** as a result of the natural disaster?

- ☐1 Increased
- ☐2 Did not change
- ☐3 Decreased
- ☐4 Not applicable

In the three months since the natural disaster, how did this company change **bonuses** as a result of the natural disaster??

- ☐1 Increased
☐2 Did not change
☐3 Decreased
☐4 Not applicable

Q02

How many of this company's employees were classified as the following types of workers on the day of the natural disaster and currently? Enter 0 if the company has no workers of that type.

	On the day of the natural disaster	Currently
Full-time paid employees (workers who received a W-2)	_____	_____
Part-time paid employees (workers who received a W-2)	_____	_____
Paid day laborers	_____	_____
Temporary staff, leased employees, contractors, subcontractors, independent contractors, and outside consultants	_____	_____
Workers who do not fall into any of the categories above	_____	_____
Total	[Programmer total this column]	[Programmer total this column]

Q03

Between the day of the natural disaster and today, what percentage of the following types of workers did this company lay off temporarily and permanently as a result of the natural disaster?

Temporarily laid off workers are those who have been given a date to return to work or who are expected to return to work within 6 months. Permanently laid off workers have no expectation of being rehired within 6 months. Estimates are acceptable. Enter 0 if no layoffs

	Temporarily laid off	Permanently laid off	Not applicable
Full-time paid employees (workers who received a W-2)	_____ %	_____ %	
Part-time paid employees (workers who received a W-2)	_____ %	_____ %	
Paid day laborers	_____ %	_____ %	
Temporary staff, leased employees, contractors, subcontractors, independent contractors, and outside consultants	_____ %	_____ %	
Workers who do not fall into any of the categories above	_____ %	_____ %	

Q03_1 and Q03_2 (alternate format)

Between the day of the natural disaster and today, what percentage of **part-time paid employees (workers who received a W-2)** did this company lay off temporarily and permanently as a result of the natural disaster? *Temporarily laid off workers are those who have been given a date to return to work or who are expected to return to work within 6 months. Permanently laid off workers have no expectation of being rehired within 6 months. Estimates are acceptable. Enter 0 if no layoffs.*

Temporarily laid off _____ %

Permanently laid off _____ %

☐ Not applicable

Between the day of the natural disaster and today, what percentage of **temporary staff, leased employees, contractors, subcontractors, independent contractors, and outside consultants** did this company lay off temporarily and permanently as a result of the natural disaster? *Temporarily laid off workers are those who have been given a date to return to work or who are expected to return to work within 6 months. Permanently laid off workers have no expectation of being rehired within 6 months. Estimates are acceptable. Enter 0 if no layoffs.*

Temporarily laid off _____ %

Permanently laid off _____ %

☐ Not applicable

Q04

In 2020, how did the following factors related to the Coronavirus pandemic change this company's total number of paid employees?

	Increased paid employees	Did not change paid employees	Decreased paid employees	Not applicable
State of emergency declared				
Stay-at-home orders				
Restricted or limited access to the company's locations				
Employee safety				
Lack of customers				
Disruption to supply/inventory delivery				
University and/or school closings				
Nearby business closings				
Local government information/suggestion				
Fear/concerns of infection (to employees, customers, and/or suppliers)				
Lack of personal protective equipment and/or cleaning supplies				
Staff's unwillingness or hesitation to report for work				
Media coverage				
Tight business margins				

Q05

In 2020, what percentage of temporarily laid off paid employees did this company recall or rehire?

Temporarily laid off workers are those who have been given a date to return to work or who are expected to return to work within 6 months. Enter 0 if no temporarily laid off workers have been recalled or rehired

_____ %

☐ Not applicable

Q06

Did this company receive a natural-disaster-related loan or grant tied to recalling or rehiring paid employees or maintaining employees on the payroll?

- ☐₁ Yes
- ☐₂ No

Q07

Compared to what was normal before the natural disaster, how many hours did temporarily laid off paid employees have in the month after they returned to work?

Temporarily laid off employees are those who have been given a date to return to work or who are expected to return to work within 6 months.

- ☐₁ Fewer hours than before
- ☐₂ The same number of hours as before
- ☐₃ More hours than before
- ☐₄ Not applicable

Q08

Compared to what was normal before the natural disaster, what changes did temporarily laid off paid employees have in their salary or wages when they returned to work?

Temporarily laid off employees are those who have been given a date to return to work or who are expected to return to work within 6 months.

- ☐₁ Lower salary or wages than before
- ☐₂ The same salary or wages as before
- ☐₃ Higher salary or wages than before
- ☐₄ Not applicable

Wave 2 (Employee and Payroll questions – Group 2)

Q09

From January 1, 2021 to March 31, 2021, did this company offer the following benefits to paid employees?

	Yes	No
Health insurance		
Critical illness insurance (a special form of insurance that pays the policyholder a lump-sum, tax-free payment if they suffer from serious illness, including but not limited to cancer, heart attack, kidney failure and stroke)		
Disability insurance (short term and/or long term)		
Contributions to retirement plans, including 401(k), Keogh, etc.		
Profit sharing and/or stock options		
Paid time off		
Tuition assistance and/or reimbursement		
Bonuses		
Access to Employee Assistance Program (EAP) services		
Flex time or time off for personal needs such as child or elder care		

Q10

From January 1, 2021 to March 31, 2021, what changes did this company make to the following benefits for paid employees as a result of the natural disaster?

	Introduced benefit	Increased benefit	Did not change benefit	Reduced benefit	Eliminated benefit	Not applicable
Health insurance						
Critical illness insurance (a special form of insurance that pays the policyholder a lump-sum, tax-free payment if they suffer from serious illness, including but not limited to cancer, heart attack, kidney failure and stroke)						
Disability insurance (short term and/or long term)						
Contributions to retirement plans, including 401(k), Keogh, etc.						
Profit sharing and/or stock options						
Paid time off						
Tuition assistance and/or reimbursement						
Bonuses						
Access to Employee Assistance Program (EAP) services						
Flex time or time off for personal needs such as child or elder care						

Q10_1 and Q10_2 (alternate format)

From January 1, 2021 to March 31, 2021, what changes did this company make to **critical illness insurance** for paid employees as a result of the natural disaster?

Critical illness insurance is a special form of insurance that pays the policyholder a lump-sum, tax-free payment if they suffer from serious illness, including but not limited to cancer, heart attack, kidney failure and stroke.

- ☐1 Introduced benefit
- ☐2 Increased benefit
- ☐3 Did not change benefit
- ☐4 Reduced benefit
- ☐5 Eliminated benefit
- ☐6 Not applicable

From January 1, 2021 to March 31, 2021, what changes did this company make to **paid time off** for paid employees as a result of the natural disaster?

- ☐1 Introduced benefit
- ☐2 Increased benefit
- ☐3 Did not change benefit
- ☐4 Reduced benefit
- ☐5 Eliminated benefit
- ☐6 Not applicable

Q11

From January 1, 2021 to March 31, 2021, did this company continue to pay all or a portion of health insurance premiums for any paid employees who were temporarily laid off as a result of the natural disaster?

Temporarily laid off workers are those who have been given a date to return to work or who are expected to return to work within 6 months.

- ☐1 Yes
- ☐2 No
- ☐3 Not applicable

Q12

From January 1, 2021 to March 31, 2021, what changes did this company make to the following benefits for paid employees who were **temporarily laid off** as a result of the natural disaster?

Temporarily laid off workers are those who have been given a date to return to work or who are expected to return to work within 6 months.

For employees temporarily laid off...	Introduced benefit	Increased benefit	Did not change benefit	Reduced benefit	Eliminated benefit	Not applicable
Health insurance						
Critical illness insurance (a special form of insurance that pays the policyholder a lump-sum, tax-free payment if they suffer from serious illness, including but not limited to cancer, heart attack, kidney failure and stroke)						
Disability insurance (short term and/or long term)						
Contributions to retirement plans, including 401(k), Keogh, etc.						
Profit sharing and/or stock options						
Paid time off						
Tuition assistance and/or reimbursement						
Bonuses						
Access to Employee Assistance Program (EAP) services						
Job counseling or placement services						
Flex time or time off for personal needs such as child or elder care						

Q12_1 and Q12_2 (alternate format)

From January 1, 2021 to March 31, 2021, what changes did this company make to **health insurance** for paid employees who were temporarily laid off as a result of the natural disaster? *Temporarily laid off workers are those who have been given a date to return to work or who are expected to return to work within 6 months.*

- ☐1 Introduced benefit
- ☐2 Increased benefit
- ☐3 Did not change benefit
- ☐4 Reduced benefit
- ☐5 Eliminated benefit
- ☐6 Not applicable

From January 1, 2021 to March 31, 2021, what changes did this company make to **Employee Assistance Program (EAP) services** for paid employees who were temporarily laid off as a result of the natural disaster?

- ☐1 Introduced benefit
- ☐2 Increased benefit
- ☐3 Did not change benefit
- ☐4 Reduced benefit
- ☐5 Eliminated benefit
- ☐6 Not applicable

Q13

From January 1, 2021 to March 31, 2021, how many **paid** sick days did this company voluntarily add to its sick leave policy as a result of the natural disaster? *Do not include state or federally mandated paid leave.*

- ☐1 0 days
- ☐2 1-5 days
- ☐3 6-10 days
- ☐4 More than 10 days
- ☐5 Not applicable

Q14

From January 1, 2021 to March 31, 2021, how many **unpaid** sick days did this company voluntarily add to its sick leave policy as a result of the natural disaster? *Do not include state or federally mandated unpaid leave.*

- ☐ 1 0 days
- ☐ 2 1-5 days
- ☐ 3 6-10 days
- ☐ 4 More than 10 days
- ☐ 5 Not applicable

Q15

[Ask if Q13>1 | Q14>1] Are any of the changes this company made between January 1, 2021 and March 31, 2021 to its sick leave policy as a result of the natural disaster temporary? *Do not include state or federally mandated changes to paid or unpaid leave.*

- ☐ 1 Yes
- ☐ 2 No

Wave 3 (Employee and Payroll questions – Group 3)

Q16

From January 1, 2021 to March 31, 2021, did this company take the following actions related to **staffing** as a result of the natural disaster?

	Yes	No	Not applicable
Temporary layoffs (workers are given a date to return to work or are expected to return to work within 6 months)			
Permanent layoffs (workers have no expectation of being rehired within 6 months)			
Hiring freezes			
Hiring additional paid employees			

Q17

How likely do you think this company is to take the following actions related to **staffing** in the next three months as a result of the natural disaster?

	Extremely likely	Somewhat likely	Not at all likely
Temporary layoffs (workers are given a date to return to work or are expected to return to work within 6 months)			
Permanent layoffs (workers have no expectation of being rehired within 6 months)			
Hiring freezes			
Hiring additional paid employees			

Q18

From January 1, 2021 to March 31, 2021, did this company take the following actions related to **compensation** as a result of the natural disaster?

	Yes	No	Not applicable
Hourly wage or salary freezes			
Reduction in hourly wages or salaries			
Increase in hourly wages or salaries			
Bonus freezes			
Emergency bonus pay			
Hazard pay			

Q19

How likely do you think this company is to take the following actions related to **compensation** in the next three months as a result of the natural disaster?

	Extremely likely	Somewhat likely	Not at all likely
Hourly wage or salary freezes			
Reduction in hourly wages or salaries			
Increase in hourly wages or salaries			
Bonus freezes			
Emergency bonus pay			
Hazard pay			

Q20

From January 1, 2021 to March 31, 2021, did this company take the following actions related to **shifts or hours** as a result of the natural disaster?

	Yes	No	Not applicable
Reduction in overtime			
Increase in overtime			
Reduction in shifts or hours			
Increase in shifts or hours			

Q21

How likely do you think this company is to take the following actions related to **shifts or hours** in the next three months as a result of the natural disaster?

	Extremely likely	Somewhat likely	Not at all likely
Reduction in overtime			
Increase in overtime			
Reduction in shifts or hours			
Increase in shifts or hours			

Q22

From January 1, 2021 to March 31, 2021, did this company have less difficulty, no change, or more difficulty in **recruiting** workers in the following occupations compared to what was normal before the natural disaster?

	Less difficulty	No change	More difficulty	Not applicable
Management				
Business and Financial Operations				
Building and Grounds Cleaning and Maintenance				
Sales and Related				
Office and Administrative Support				
Production				
Other (please specify):				

Q23

From January 1, 2021 to March 31, 2021, did this company have less difficulty, no change, or more difficulty in **retaining** workers in the following occupations compared to what was normal before the natural disaster?

	Less difficulty	No change	More difficulty	Not applicable
Management				
Business and Financial Operations				
Building and Grounds Cleaning and Maintenance				
Sales and Related				
Office and Administrative Support				
Production				
Other (please specify):				

Q24

From January 1, 2021 to March 31, 2021, did this company have higher than usual, no change in, or lower than usual voluntary paid employee turnover as a result of the natural disaster? *Voluntary turnover occurs when an employee chooses to leave a position that then needs to be refilled.*

- ☐ ₁ Higher than usual
- ☐ ₂ No change
- ☐ ₃ Lower than usual

Q25

From January 1, 2021 to March 31, 2021, how did the number of paid employees at this company change as a result of the natural disaster?

- ☐ ₁ Increased
- ☐ ₂ Did not change
- ☐ ₃ Decreased

Q26

From January 1, 2021 to March 31, 2021, how did this company's total payroll for paid employees change as a result of the natural disaster?

- ☐ ₁ Increased
- ☐ ₂ Did not change
- ☐ ₃ Decreased

Q27

What was this company's total payroll for paid employees for the first quarter of 2021 (January – March)?

[_____]

Q28

How did this company's total payroll for paid employees for the first quarter of 2021 (January – March) change as the result of the natural disaster?

- ☐ ₁ Increased
- ☐ ₂ Did not change
- ☐ ₃ Decreased

Wave 4 (Provision of Services and Revenue questions – Group 1)

Q29

From January 1, 2021 to March 31, 2021, how much did demand for this company's goods or services change compared to what was normal before the natural disaster?

- ☐ ₁ Increased a lot
- ☐ ₂ Increased a moderate amount
- ☐ ₃ Changed a little or not at all
- ☐ ₄ Decreased a moderate amount
- ☐ ₅ Decreased a lot

Q30

From January 1, 2021 to March 31, 2021, how did this company's client/customer base change as a result of the natural disaster?

- ☐ ₁ Increased
- ☐ ₂ Did not change
- ☐ ₃ Decreased

Q31

How did the prices of goods or services sold by this company change from January 1, 2021 to March 31, 2021 compared to what was normal before the natural disaster?

- ☐₁ Prices increased
- ☐₂ Prices did not change
- ☐₃ Prices decreased
- ☐₄ Not applicable

Q32

From January 1, 2021 to March 31, 2021, how did this company's number of order cancellations change compared to what was normal before the natural disaster?

- ☐₁ Increased a lot
- ☐₂ Increased a moderate amount
- ☐₃ Changed a little or not at all
- ☐₄ Decreased a moderate amount
- ☐₅ Decreased a lot
- ☐₆ Not applicable

Q33

From January 1, 2021 to March 31, 2021, how did this company's profits change compared to what was normal before the natural disaster?

- ☐₁ Profits increased by more than 50%
- ☐₂ Profits increased between 20% and 50%
- ☐₃ Profits increased by up to 20%
- ☐₄ Profits did not change
- ☐₅ Profits decreased by up to 20%
- ☐₆ Profits decreased between 20% and 50%
- ☐₇ Profits decreased by more than 50%

Q34

How have this company's **current** revenues/sales/receipts changed compared to what was normal before the natural disaster?

- ☐ ₁ Revenues/sales/receipts have increased by more than 50%
- ☐ ₂ Revenues/sales/receipts have increased between 20% and 50%
- ☐ ₃ Revenues/sales/receipts have increased by up to 20%
- ☐ ₄ Revenues/sales/receipts have not been affected
- ☐ ₅ Revenues/sales/receipts have decreased by up to 20%
- ☐ ₆ Revenues/sales/receipts have decreased between 20% and 50%
- ☐ ₇ Revenues/sales/receipts have decreased by more than 50%

Q35

How much did this company's revenues/sales/receipts change in the first quarter of 2021 (January – March) compared to what was normal before the natural disaster?

- ☐ ₁ Increased a lot
- ☐ ₂ Increased a moderate amount
- ☐ ₃ Changed a little or not at all
- ☐ ₄ Decreased a moderate amount
- ☐ ₅ Decreased a lot

Q36

From January 1, 2021 to March 31, 2021, did the following factors limit this company's revenues/sales/receipts?

	Yes	No	Not applicable
Weak demand			
Limited operating capacity due to staffing shortages (missed work related to the natural disaster, absenteeism, difficulty hiring, etc.)			
Limited operating capacity due to state/local restrictions			
Supply chain disruptions			
Reduced productivity due to alternative work arrangements			
Clients' or customers' inability to pay			
General disruption due to the natural disaster			
Other (please specify):			

Q37

In the first quarter of 2021 (January – March), how did this company's **online** revenues/sales/receipts change compared to what was normal before the natural disaster?

- ☐ ₁ Increased a lot
- ☐ ₂ Increased a moderate amount
- ☐ ₃ Changed a little or not at all
- ☐ ₄ Decreased a moderate amount
- ☐ ₅ Decreased a lot
- ☐ ₆ Not applicable

Q38

[ASK IF Q37 != ("Not applicable")]

Do you anticipate that the changes in this company's **online** revenues/sales/receipts from the first quarter of 2021 (January – March) are temporary?

- ☐ ₁ Yes
- ☐ ₂ No

Q39

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company **require** any additional financial assistance or loans to continue operation?

- ☐ ₁ Yes
- ☐ ₂ No

Q40

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company **request** any additional financial assistance or loans to continue operation?

- ☐ ₁ Yes
- ☐ ₂ No

Q41

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company **receive** any additional financial assistance or loans to continue operation?

- ☐₁ Yes
☐₂ No

Q42

As a result of the natural disaster, did this company **apply for** any government loans or assistance from January 1, 2021 to March 31, 2021?

- ☐₁ Yes
☐₂ No

Q43

As a result of the natural disaster, did this company **receive** any government loans or assistance from January 1, 2021 to March 31, 2021?

- ☐₁ Yes
☐₂ No

Q44

[ASK IF Q43=1(YES)]

What was the total amount of government loans and assistance this company received from January 1, 2021 to March 31, 2021?

[Open-ended text box]

Wave 5 (Provision of Services and Revenue questions – Group 2)

Q45

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company provide new goods and/or services?

- ☐₁ Yes
☐₂ No

Q46

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company do the following regarding the goods and/or services it offers?

	Yes	No
Sell a new good or offer a new service that no other business has ever offered before		
Sell a new good or offer a new service that this company has never offered before		
Improve a good or service's performance by making changes in materials, equipment, software, or other components		
Develop a new use for a good or service		
Add a new feature to a good or service		
Make it easier for customers to use a good or service		

Q47

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company **eliminate** any of the goods and/or services it usually offers?

- ☐₁ Yes
☐₂ No

Q48

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company **suspend** any of the goods and/or services it usually offers?

- ☐₁ Yes
☐₂ No

Q49

Since January 1, 2021, from which of the following sources has this company **requested** financial assistance? *Select all that apply.*

- ☐₁ Banks
- ☐₂ Owners
- ☐₃ Family or friends
- ☐₄ Small Business Administration (SBA) Loan Forgiveness
- ☐₅ Other Federal programs
- ☐₆ State or local government programs
- ☐₇ Other (please specify)
- ☐₈ Not applicable

Q50

Since January 1, 2021, from which of the following sources has this company **received** financial assistance? *Select all that apply.*

- ☐₁ Banks
- ☐₂ Owners
- ☐₃ Family or friends
- ☐₄ Small Business Administration (SBA) Loan Forgiveness
- ☐₅ Other Federal programs
- ☐₆ State or local government programs
- ☐₇ Other (please specify)
- ☐₈ Not applicable

Q51

As a result of the natural disaster, how did this company's original revenue forecast for the first quarter of 2021 (January – March) change?

- ☐₁ Increased
- ☐₂ Did not change
- ☐₃ Decreased
- ☐₄ Not applicable

Q52

As a result of the natural disaster, how did this company change its budgeted capital expenditures for 2020? *Select all that apply.*

- ☐ ₁ Cancelled budgeted expenditure(s)
- ☐ ₂ Decreased budgeted expenditure(s)
- ☐ ₃ Postponed budgeted expenditure(s)
- ☐ ₄ Increased budgeted expenditures(s)
- ☐ ₅ Introduced new unbudgeted expenditure(s)
- ☐ ₆ No changes
- ☐ ₇ Not applicable

Q53

From January 1, 2021 to March 31, 2021, how did this company's operating budget change compared to what was normal before the natural disaster?

- ☐ ₁ Increased
- ☐ ₂ Did not change
- ☐ ₃ Decreased
- ☐ ₄ Not applicable

Q54

From January 1, 2021 to March 31, 2021, how did this company's operating revenues/sales/receipts change compared to what was normal before the natural disaster? *Do not include any financial assistance or loans.*

- ☐ ₁ Increased a lot
- ☐ ₂ Increased a moderate amount
- ☐ ₃ Changed a little or not at all
- ☐ ₄ Decreased a moderate amount
- ☐ ₅ Decreased a lot

Q55

From January 1, 2021 to March 31, 2021, how did this company's expenses change compared to what was normal before the natural disaster?

- ☐₁ Expenses increased
☐₂ Expenses did not change
☐₃ Expenses decreased

Q56

From January 1, 2021 to March 31, 2021, did this company take the following measures as a result of the natural disaster?

	Yes	No	Not applicable
Laid off employees (temporarily or permanently)			
Reduced hours			
Reduced salaries			
Drew down cash reserves			
Drew down line of credit			
Used personal savings			
Obtained a loan payment deferral			
Obtained a rent payment deferral			
Took out a new loan			
Other (please specify):			

Q57

In the first quarter of 2021 (January – March), did this company have a business term loan or a line of credit?

- ☐₁ Yes
☐₂ No

Q58

[ASK IF Q57 = YES]

In the first quarter of 2021 (January – March), as a result of the natural disaster, did this company ask its lender about deferring payments for a business term loan or a line of credit?

- ☐₁ Yes
☐₂ No

Q59

[ASK IF Q58 = YES]

In the first quarter of 2021 (January – March), as a result of the natural disaster, did this company's lender allow for payment deferral on a business term loan or a line of credit?

- ☐₁ Yes
☐₂ No

Q60

From January 1, 2021 to March 31, 2021, did this company receive any financial assistance related to the natural disaster?

- ☐₁ Yes
☐₂ No

Q61

[IF Q60 = YES]

Thinking about the financial assistance you received from January 1, 2021 to March 31, 2021 related to the natural disaster, did this company spend this financial assistance on the following?

	Yes	No	Not applicable
Payroll			
Rent/mortgage			
Utilities			
Capital expenditures			
Other (please specify):			

Q62

In the first quarter of 2021 (January – March), as a result of the natural disaster, did this company ask its lender or property owner about deferring rent or mortgage payments?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q63

[ASK IF Q62 = “YES”]

In the first quarter of 2021 (January – March), as a result of the natural disaster did this company’s lender or property owner allow for rent or mortgage payment deferral?

- ☐₁ Yes
- ☐₂ No

Wave 6 (Manufacturing Production – Group 1)

Q64

From January 1, 2021 to March 31, 2021, how did this company’s production change compared to what was normal before the natural disaster?

- ☐₁ Increased
- ☐₂ Did not change
- ☐₃ Decreased
- ☐₄ Not applicable

Q65

From January 1, 2021 to March 31, 2021, why did this company's production **decrease** compared to what was normal before the natural disaster? *Select all that apply.*

- ☐ ₁ Profit was maximized at a lower production level
- ☐ ₂ Shortage of materials
- ☐ ₃ Lack of orders
- ☐ ₄ Shortage of labor force/skills
- ☐ ₅ Shortage of fuel or electric energy
- ☐ ₆ Equipment limitations
- ☐ ₇ Storage limitations
- ☐ ₈ Logistics/transportation constraints
- ☐ ₉ Sufficient inventory of finished goods on hand
- ☐ ₁₀ Strike or work stoppage
- ☐ ₁₁ Seasonal operations
- ☐ ₁₂ Environmental restrictions
- ☐ ₁₃ Other (please specify):
- ☐ ₁₄ Not applicable

Q66

From January 1, 2021 to March 31, 2021, how many days of production were lost as a result of the natural disaster?

Please enter "0" if none.

_____ days

Q67

From January 1, 2021 to March 31, 2021, did this company stop production of any good that it usually produces as a result of the natural disaster?

- ☐ ₁ Yes
- ☐ ₂ No

Q68

Was this stop in production permanent or temporary?

If your company did not stop production, please select Not applicable.

- ☐₁ Permanent for all goods
- ☐₂ Temporary for all goods
- ☐₃ Permanent for some goods, temporary for other goods
- ☐₄ Not applicable

Q69

From January 1, 2021 to March 31, 2021, did the natural disaster cause this company to stop production of any goods that it usually produces due to the following?

	Yes	No	Not applicable
Lack of sufficient fuel or energy			
Damage to facility or equipment			
Shortage of local labor force/skills			
Supplier delays			
Transportation delays in shipping goods to customers			
Decreased customer demand			
Transitioning production efforts to different goods			

Q70

[ONLY SKIP when ALL Q69's items are "Not applicable"]

How long do you think it will take for this company's production of goods to return to what was normal before the natural disaster?

- ☐₁ Less than 1 week
- ☐₂ 1 week to less than 1 month
- ☐₃ 1 month to less than 3 months
- ☐₄ 3 months to less than 6 months
- ☐₅ Longer than 6 months

Q71

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company produce new goods and/or provide new services?

- ☐₁ Yes
- ☐₂ No

Q72

From January 1, 2021 to March 31, 2021, did this company experience disruptions in receiving production inputs as a result of the natural disaster?

- ☐₁ Yes
- ☐₂ No

Q73

From January 1, 2021 to March 31, 2021, how did this company's prices from suppliers change compared to what was normal before the natural disaster?

- ☐₁ Increased
- ☐₂ Did not change
- ☐₃ Decreased

Q74

From January 1, 2021 to March 31, 2021, did this company identify new supply chain options as a result of the natural disaster?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Wave 7 (Manufacturing Production – Group 2)

Q75

From January 1, 2021 to March 31, 2021, how much did the natural disaster impact this company's manufacturing production?

- ☐ ₁ A great deal
- ☐ ₂ A lot
- ☐ ₃ A moderate amount
- ☐ ₄ A little
- ☐ ₅ Not at all

Q76

In the first quarter of 2021 (January – March), did this company cease production for at least one day as a result of the natural disaster?

- ☐ ₁ Yes
- ☐ ₂ No

Q77

From January 1, 2021 to March 31, 2021, how did this company change its production of goods compared to what was normal before the natural disaster? *Select all that apply.*

- ☐ ₁ Increased production of goods usually produced
- ☐ ₂ No change in production of goods usually produced
- ☐ ₃ Decreased production of goods usually produced
- ☐ ₄ Stopped production of goods usually produced
- ☐ ₅ Started production of goods **not** usually produced
- ☐ ₆ Not applicable

Q78

[IF Q77 != "Not applicable"]

Are these changes to production permanent or temporary?

- ☐1 Permanent for all goods
- ☐2 Temporary for all goods
- ☐3 Permanent for some goods, temporary for other goods

Q79

Over the next quarter, how do you expect this company's overall production levels to change compared to what was normal before the natural disaster?

- ☐1 Increase by 10% or more
- ☐2 Increase by up to 10%
- ☐3 Stay about the same
- ☐4 Decrease by up to 10%
- ☐5 Decrease by 10% or more

Q80

As of March 31st, 2021, how were this company's unfilled orders (order backlog) affected by the natural disaster, compared to what was normal before the natural disaster?

- ☐1 Increased
- ☐2 Did not change
- ☐3 Decreased

Q81

From January 1, 2021 to March 31, 2021, how did the lead time required for delivery of materials/inputs to this company change compared to what was normal before the natural disaster?

- ☐1 Increased a lot
- ☐2 Increased a moderate amount
- ☐3 Changed a little or not at all
- ☐4 Decreased a moderate amount
- ☐5 Decreased a lot

Q82

From January 1, 2021 to March 31, 2021, how did this company change its level of inventories used to support production compared to what was normal before the natural disaster?

- ☐1 Increased
- ☐2 Did not change
- ☐3 Decreased
- ☐4 Not applicable

Q83

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company experience disruptions in transporting or shipping final products to customers?

- ☐1 Yes
- ☐2 No

Q84

In the next quarter, will this company need to identify new supply chain options as a result of the natural disaster?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q85

From January 1, 2021 to March 31, 2021, how did the President's decision to invoke the Defense Production Act change this company's production of goods compared to what was normal before the coronavirus pandemic? *Select all that apply.*

- ☐₁ Increased production of goods usually produced
- ☐₂ No change in production of goods usually produced
- ☐₃ Decreased production of goods usually produced
- ☐₄ Stopped production of goods usually produced
- ☐₅ Started production of goods **not** usually produced
- ☐₆ Not applicable

Q86

[IF Q85 != "Not applicable"]

Are these changes to production permanent or temporary?

- ☐₁ Permanent for all goods
- ☐₂ Temporary for all goods
- ☐₃ Permanent for some goods, temporary for other goods

Wave 8 (Miscellaneous Topics)

Q87

From January 1, 2021 to March 31, 2021, did the following cause damage to this company's inventory?

	Yes	No
Fire		
Wind		
Debris		
Flooding		
Storm surge		
Loss of power/utilities		

Q88

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company write off any inventories as damaged, lost, or decreased in value?

	Yes	No
Damaged		
Lost		
Decreased in value		

Q89

From January 1, 2021 to March 31, 2021, did this company experience any inventory losses as a result of the natural disaster?

- ☐₁ Yes
☐₂ No

Q90

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, what was the total dollar amount of the losses for all inventory that this company experienced?

Please include amount before compensation. Estimates are acceptable.

If none, enter 0. If your company did not experience any inventory losses, please enter "NA."

\$_____

Q91

From January 1, 2021 to March 31, 2021, did significant delays in supplier shipments due to the natural disaster impact this company's first quarter revenues?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q92

From January 1, 2021 to March 31, 2021, how much did the natural disaster delay the transportation of goods from this company's **online** sales to customers compared to what was normal before the natural disaster?

- ☐₁ A great deal
- ☐₂ A lot
- ☐₃ A moderate amount
- ☐₄ A little
- ☐₅ Not at all
- ☐₆ Not applicable

Q93

From January 1, 2021 to March 31, 2021, how did this company change the timing of its shipments to customers as a result of the natural disaster?

- ☐₁ Sped up the timing of shipments
- ☐₂ Did not change the timing of shipments
- ☐₃ Slowed the timing of shipments

Q94

From January 1, 2021 to March 31, 2021, did this company reroute any of its shipments to customers as a result of the natural disaster?

- ☐₁ Yes
- ☐₂ No

Q95

From January 1, 2021 to March 31, 2021, did this company donate any products as a result of the natural disaster?

- ☐₁ Yes
- ☐₂ No

Q96

What was the value of donated products? *Estimates are acceptable.*

If your company did not donate any products, Please enter "0".

Wave 9 (Business Operation – Group 1)

Q97

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did your company make any of the following arrangements with suppliers?

	Yes	No	Not applicable
Negotiate longer payment terms			
Renegotiate current and/or future prices			
Implement short-term alliances with suppliers and/or competitors			

Q98

From January 1, 2021 to March 31, 2021, did your company move up the collection of money owed from customers/clients as a result of the natural disaster?

- ☐₁ Yes
☐₂ No
☐₃ Not applicable

Q99

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company change its hours of operation?

- ☐₁ Yes
☐₂ No
☐₃ Not applicable

Q100

From January 1, 2021 to March 31, 2021, did this company close temporarily?

☐ Yes

☐ No

Q101

From January 1, 2021 to March 31, 2021, did the following factors related to the natural disaster influence this company's decision to change its hours of operation **or** close temporarily?

*If your company did not change its hours of operation **NOR** close temporarily, please select "Not applicable."*

	Yes	No	Not applicable
State of emergency declared			
Stay-at-home orders			
Restricted or limited access to the company			
Employee safety			
Lack of customers			
Disruption to supply/inventory delivery			
University and/or school closings			
Nearby business closings			
Local government information/suggestion			
Staff's unwillingness or hesitation to report for work			
Media coverage			
Tight business margins			

Q102

In the next quarter, do you anticipate that this company will temporarily or permanently close any locations?

☐ Yes

☐ No

☐ Not applicable

Q103

From January 1, 2021 to March 31, 2021, how did the total number of hours worked by the following types of workers change compared to what was normal before the natural disaster?

	Increased	Little to no change	Decreased	Not applicable
Full-time paid employees (workers who received a W-2)				
Part-time paid employees (workers who received a W-2)				
Paid day laborers				
Temporary staff, leased employees, contractors, subcontractors, independent contractors, and outside consultants				
Workers who do not fall into any of the categories above				

Q104

From January 1, 2021 to March 31, 2021, as result of the natural disaster, how many days was this company operating at a decreased capacity?

Q105

From January 1, 2021 to March 31, 2021, did any of this company's locations adopt pickup/carry-out/delivery as their only means of providing goods and services to their customers?

- ☐₁ Yes
☐₂ No
☐₃ Not applicable

Q106

From January 1, 2021 to March 31, 2021, was this company designated as essential or non-essential as a result of the natural disaster?

- ☐₁ Essential
- ☐₂ Non-essential

Q107

From January 1, 2021 to March 31, 2021, did this company make changes to its business processes to promote social distancing as a result of the natural disaster?

- ☐₁ Yes
- ☐₂ No

Wave 10 (Business Operation – Group 2)

Q108

From January 1, 2021 to March 31, 2021, how did this company's level of on-site operations change compared to what was normal before the natural disaster?

- ☐₁ On-site operations increased
- ☐₂ On-site operations continued with little to no change
- ☐₃ On-site operations decreased
- ☐₄ On-site operations ceased

Q109

From January 1, 2021 to March 31, 2021, did this company temporarily close any of its locations for at least one day as a result of the natural disaster?

- ☐₁ Yes
- ☐₂ No

Q110

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, how many locations did this company temporarily close for at least one day? *Please enter 0 if none.*

Q111

From January 1, 2021 to March 31, 2021, did this company permanently close any of its locations as a result of the natural disaster?

☐₁ Yes

☐₂ No

Q112

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, how many locations did this company permanently close? *Please enter 0 if none.*

Q113

From January 1, 2021 to March 31, 2021, what percent of all employees at this company worked from home at the following frequencies? *Enter 0 if none. Estimates are acceptable.*

Never	_____ %
Less than one day per week	_____ %
One day per week	_____ %
Two to four days per week	_____ %
Five to seven days per week	_____ %
Total	[PROGRAMMER: TOTAL COLUMN]

Q114

In your opinion, how much time do you anticipate will pass before this company's total number of paid employees returns to what was normal before the natural disaster?

- ☐ 1 1 month or less
- ☐ 2 2-3 months
- ☐ 3 4-6 months
- ☐ 4 More than 6 months
- ☐ 5 I do not believe this company's total number of paid employees will return to what was normal before the natural disaster
- ☐ 6 Not applicable

Q115

On January 1st, 2021, did this company lease any real estate properties to others?

- ☐ 1 Yes
- ☐ 2 No

Q116

On January 1st, 2021, what percentage of this company's leased real estate properties were unoccupied?

- ☐ 1 0% (all leased real estate properties occupied)
- ☐ 2 1-25% unoccupied
- ☐ 3 26-50% unoccupied
- ☐ 4 51-75% unoccupied
- ☐ 5 76-99% unoccupied
- ☐ 6 100% unoccupied
- ☐ 7 Not applicable

Q117

From January 1, 2021 to March 31, 2021, did this company lease any assets from others, such as commercial office leases, facility leases or equipment leases?

- ☐₁ Yes
☐₂ No
☐₃ Not applicable

Q118

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company make the following changes to its approach to leasing assets from others?

If your company did not lease an asset from others, please select "Not applicable."

	Yes	No	Not applicable
Reduce commercial office leases			
Increase commercial office leases			
Reduce facility leases			
Increase facility leases			
Reduce equipment leases			
Increase equipment leases			

Q119

In the next quarter, will this company make the following changes to its approach to leasing assets from others as a result of the natural disaster?

	Yes	No
Reduce commercial office leases		
Increase commercial office leases		
Reduce facility leases		
Increase facility leases		
Reduce equipment leases		
Increase equipment leases		

Wave 11 (Business Operation – Group 3)

Q120

Which of the following best describes this company's operations from January 1, 2021 to March 31, 2021? *Select all that apply.*

- ☐ **1** Some operations were **temporarily** shut down
- ☐ **2** Some operations were **permanently** shut down
- ☐ **3** All operations were **temporarily** shut down
- ☐ **4** All operations were **permanently** shut down
- ☐ **5** No effect - Company was fully operational

Q121

Did the natural disaster result in any permanent changes to this company's business practices?

- ☐ **1** Yes
- ☐ **2** No

Q122

From January 1, 2021 to March 31, 2021, what was the total amount of time this company was closed to the public as a result of the natural disaster? *If this company is still closed to the public, please report the time it has been closed so far.*

- ☐ **1** Less than 1 week
- ☐ **2** 1-3 weeks
- ☐ **3** 4 weeks or longer
- ☐ **4** Not applicable

Q123

From January 1, 2021 to March 31, 2021, how did the average number of weekly hours worked by paid employees change compared to what was normal before the natural disaster?

- ☐ ₁ Increased
☐ ₂ Little to no change
☐ ₃ Decreased

Q124

From January 1, 2021 to March 31, 2021, what percentage of this company's workforce changed in the following ways? *Enter 0 if none. Estimates are acceptable.*

Moved from working on-site to working from home	_____ %
Moved from working from home to working on-site	_____ %
Returned from temporary layoff to working from home (<i>temporarily laid off workers are those who were given a date to return to work or who were expected to return to work within 6 months</i>)	_____ %
Returned from temporary layoff to working on-site (<i>temporarily laid off workers are those who were given a date to return to work or who were expected to return to work within 6 months</i>)	_____ %

Q125 (alternate format)

From January 1, 2021 to March 31, 2021, what percentage of this company's workforce moved from working on-site to working from home? *Enter 0 if none. Estimates are acceptable.*

_____ %

From January 1, 2021 to March 31, 2021, what percentage of this company's workforce moved from working from home to working on-site? *Enter 0 if none. Estimates are acceptable.*

_____ %

Q126 (alternate format)

From January 1, 2021 to March 31, 2021, did any of this company's temporarily laid off employees return to work? *Temporarily laid off workers are those who were given a date to return to work or who were expected to return to work within 6 months.*

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

From January 1, 2021 to March 31, 2021, what percentage of this company's workforce returned from temporary layoff to working on-site? *Enter 0 if none. Estimates are acceptable.*

From January 1, 2021 to March 31, 2021, what percentage of this company's workforce returned from temporary layoff to working from home? *Enter 0 if none. Estimates are acceptable.*

Q127

From January 1, 2021 to March 31, 2021, how did the total number of hours this company's paid employees **worked from home** change compared to what was normal before the natural disaster?

- ☐₁ Increased
- ☐₂ Little to no change
- ☐₃ Decreased
- ☐₄ Not applicable

Q128

From January 1, 2021 to March 31, 2021, did any of the following factors limit the ability of this company's employees to work from home? *Select all that apply.*

- ☐ ₁ Job or parts of job cannot be performed from home
- ☐ ₂ Management of employees working from home too costly or complicated
- ☐ ₃ Security (IT or other) concerns
- ☐ ₄ Not applicable

Q129

From January 1, 2021 to March 31, 2021, did this company donate any products as a result of the natural disaster?

- ☐ ₁ Yes
- ☐ ₂ No

Q130

What was the value of donated products? *Estimates are acceptable.*

If your company did not donate any products, please enter "0".

Wave 12 (Business Operation – Group 4)

Q131

What is the current state of this company?

- ☐ ₁ Open at full capacity
- ☐ ₂ Open at reduced capacity (e.g., reduced hours or services)
- ☐ ₃ Temporarily closed
- ☐ ₄ Permanently closed

Q132

From January 1, 2021 to March 31, 2021, did this company experience interruptions to the following utility services as a result of the natural disaster?

	Yes	No	Not applicable
Gas			
Power			
Water			
Internet			
Telecommunications			

Q133

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, were this company's employees unable to access any tools they needed to perform their jobs (such as computers, files, inventory, etc.)?

- ☐₁ Yes
☐₂ No

Q134

From January 1, 2021 to March 31, 2021, how did utility service interruptions **or** losing access to tools affect this company's operations?

*If your company did not experience utility service interruptions **OR** lose access to tools, please select "Not applicable."*

- ☐₁ **Some** operations were **temporarily** shut down
☐₂ **Some** operations were **permanently** shut down
☐₃ **All** operations were **temporarily** shut down
☐₄ **All** operations were **permanently** shut down
☐₅ No effect - Company was fully operational
☐₆ Not applicable - Company did not *experience utility service interruptions* or lose access to tools

Q135

From January 1, 2021 to March 31, 2021, how did this company's business travel expenditures for air, rail, car rental or lodging change compared to what was normal before the natural disaster?

- ☐ ₁ Increased
☐ ₂ Little to no change
☐ ₃ Decreased
☐ ₄ Not applicable

Q136

In the fourth quarter of 2020 (October – December) and in the first quarter of 2021 (January – March), what percentage of this company's goods or services were sold using the following methods? *Enter 0 if none. Estimates are acceptable.*

	Q4 2020 (October – December)	Q1 2021 (January – March)
In person (such as a retail store, display showroom, or door-to-door sales)		
Online		
Telephone		
Mail		
Other (please specify:)		
Total	[PROGRAMMER TOTAL]	[PROGRAMMER TOTAL]

Q137

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company make any changes to its principal method of selling goods or services?

- ☐₁ Yes
- ☐₂ No

Q138

Does this company have any locations in the area impacted by the natural disaster?

- ☐₁ Yes
- ☐₂ No

Q139

Thinking about this company's employees that usually work at locations impacted by the natural disaster, from January 1, 2021 to March 31, 2021, where did these employees work?

- ☐₁ All employees worked from home
- ☐₂ All employees worked on-site
- ☐₃ Some employees worked from home, other employees worked on-site

Q140

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, how many of the employees who usually work on-site did this company shift to working from home?

- ☐₁ All employees
- ☐₂ Most employees
- ☐₃ Some employees
- ☐₄ No employees
- ☐₅ Not applicable

Q141

How many of the employees who were shifted to working from home as a result of the natural disaster will continue to work from home in the third quarter of 2021 (July – September)?

- ☐ ₁ All employees
- ☐ ₂ Most employees
- ☐ ₃ Some employees
- ☐ ₄ No employees
- ☐ ₅ Not applicable

Q142

From January 1, 2021 to March 31, 2021, as a result of the natural disaster, did this company purchase any equipment or software for employees to use while working from home?

- ☐ ₁ Yes
- ☐ ₂ No
- ☐ ₃ Not applicable

Wave 13 (INSURANCE COVERAGE AND EMERGENCY PREPARENESS –
Group 1)

Q143

From April 1, 2021 to June 30, 2021, which of the following did this company experience as a result of the natural disaster? Select all that apply.

- ☐ ₁ Lost sales or income
- ☐ ₂ Delayed sales or income
- ☐ ₃ Increased expenses (overtime labor, outsourcing, expediting costs, etc.)
- ☐ ₄ Regulatory fines
- ☐ ₅ Contractual penalties or loss of contractual bonuses
- ☐ ₆ Customer dissatisfaction or defection
- ☐ ₇ Delay of new business plans

Q144

On the date of the natural disaster, did any of the structures in which this company operates sustain the following kinds of damage as a result of the natural disaster?

	Yes	No	Not applicable
Minor damage to structure(s)			
Major damage to structure(s)			
Structure(s) destroyed			

Q145

Which parts of the structures sustained damage as a result of the natural disaster? *Select all that apply.*

- ☐ Exterior (roof, siding, windows)
- ☐ Interior (ceilings, walls, floors, attic)
- ☐ Frame (support beams)
- ☐ Foundation or basement
- ☐ Not applicable

Q146

What caused the damage to the structures? Please think about the damage due to the natural disaster. *Select all that apply.*

- ☐₁ Rain
- ☐₂ Flood
- ☐₃ Mold/mildew
- ☐₄ Mud/earth
- ☐₅ Ice
- ☐₆ Fire
- ☐₇ Smoke
- ☐₈ Tree/branches
- ☐₉ Wind
- ☐₁₀ Man-made disaster (riots, bombs)
- ☐₁₁ Other (please specify):

Q147

From April 1, 2021 to June 30, 2021, did this company submit any insurance claims related to the natural disaster?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q148

From April 1, 2021 to June 30, 2021, did this company submit any insurance claims related to the natural disaster for the following?

	Yes	No
Loss of inventory		
Damage to structures		
Damage to equipment		
Flood damage		
Workers' compensation		
Business interruption		

Q149

From April 1, 2021 to June 30, 2021, did the natural disaster cause any losses to this company's **revenue**?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q150

Was any of this lost revenue **not** covered by insurance?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q151

What percentage of **lost revenue** caused by the natural disaster was covered by this company's insurance? *Estimates are acceptable.*

- ☐₁ 0%
- ☐₂ 1%-25%
- ☐₃ 26%-50%
- ☐₄ 51%-75%
- ☐₅ 76%-99%
- ☐₆ 100%
- ☐₇ Not applicable

Q152

Before the natural disaster, did this company have an employee assistance program (EAP) in place that provided staff with free short-term services?

An employee assistance program (EAP) is a voluntary, confidential program that helps employees work through various life challenges that may adversely affect job performance, health, and personal well-being.

EAP services include assessments, counseling, and referrals for additional services to employees with personal and/or work-related concerns, such as stress, financial issues, legal issues, family problems, office conflicts, and alcohol and substance use disorders.

- ☐₁ Yes
- ☐₂ No

Q153

From April 1, 2021 to June 30, 2021, as a result of the natural disaster, did this company promote any employee assistance program (EAP) services to its employees?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q154

From April 1, 2021 to June 30, 2021, how did the number of paid employees using this company's employee assistance program (EAP) change compared to what was normal before the natural disaster?

- ☐₁ Increased
- ☐₂ Did not change
- ☐₃ Decreased
- ☐₄ Not applicable

Wave 14 (BUSINESS INTERRUPTIONS AND EMERGENCY PREPAREDNESS – Group 2)

Q155

Before the natural disaster, did this company conduct a business impact analysis? *A business impact analysis is used to assess the importance of different business activities and the resources/processes needed to return to operations after a business disruption.*

- ☐₁ Yes
☐₂ No

Q156

Before the natural disaster, did this company have a business continuity plan in place? *A business continuity plan contains critical information an organization needs to continue operating during an unplanned event.*

- ☐₁ Yes
☐₂ No

Q157

Before the natural disaster, did this company conduct exercises to evaluate the effectiveness of its business continuity plan?

- ☐₁ Yes
☐₂ No

Q158

From April 1, 2021 to June 30, 2021, did this company use any of the following information from its business continuity plan?

	Yes	No	Not applicable
Defined roles and responsibilities for business continuity team			
Defined lines of authority, succession of management, and delegation of authority			
Plans for interaction with external organizations including contractors and vendors			
Detailed procedures, resource requirements, and logistics for execution of all recovery strategies			
Detailed procedures, resource requirements, and logistics for relocation to alternate worksites			
Detailed procedures, resource requirements, and logistics for the recovery of information technology (networks and required connectivity, servers, desktop/laptops, wireless devices, applications, and data)			

Q159

From April 1, 2021 to June 30, 2021, how successful was this company's business continuity plan at minimizing disruptions as a result of the natural disaster?

- ☐ ₁ Completely successful
- ☐ ₂ Very successful
- ☐ ₃ Somewhat successful
- ☐ ₄ Slightly successful
- ☐ ₅ Not at all successful
- ☐ ₆ Not applicable

Q160

Before the natural disaster, did this company have a plan for storing electronic business records in case of a natural disaster?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q161

From April 1, 2021 to June 30, 2021, were any of this company's electronic business records compromised as a result of the natural disaster?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q162

From April 1, 2021 to June 30, 2021, did this company have a backup of its electronic business records?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q163

How often does this company back up the following?

	Daily	Weekly	Monthly	Quarterly or more	Never	Not applicable
Electronic Records						
Paper Records						
System Data						

Q164

From April 1, 2021 to June 30, 2021, did this company lose any of the following as a result of the natural disaster?

	Yes	No	Not applicable
Electronic Records			
Paper Records			
System Data			

Wave 15 (EMERGENCY PREPAREDNESS AND OTHER INSURANCE TOPICS
– Group 3)

Q165

Before the natural disaster, did this company have an emergency response plan in place?

- ☐₁ Yes
☐₂ No

Q166

Before the natural disaster, did this company's employees receive any emergency preparedness training?

- ☐₁ Yes
☐₂ No

Q167

Before the natural disaster, did this company have the following in place?

	Yes	No	Not applicable
Special arrangements for communicating with key executives, such as the CEO, CFO, etc., in the event of an emergency			
Automated calling systems to reach employees by phone outside of work			
Email or text messaging capabilities to reach employees outside of work			
Systems that enable most employees to work from home or remote locations			

Q168

From April 1, 2021 to June 30, 2021, did this company use the following?

	Yes	No	Not applicable
Special arrangements for communicating with key executives, such as the CEO, CFO, etc., in the event of an emergency			
Automated calling systems to reach employees by phone outside of work			
Email or text messaging capabilities to reach employees outside of work			
Systems that enabled most employees to work from home or remote locations			

Q169

On the date of the natural disaster, was this company covered by the following types of insurance?

	Yes	No
Business interruption insurance		
Workers' compensation insurance		
Property insurance		
Flood insurance		
Windstorm and hailstorm insurance		
Wildfire insurance		
Earthquake insurance		

Q170

For the natural disaster, what was the length of the maximum indemnity period in this company's business interruption policy? A maximum indemnity period is the length of time after an insured event that an insurance company will provide coverage.

- ☐1 12 months or less
- ☐2 13-18 months
- ☐3 19-24 months
- ☐4 More than 24 months
- ☐5 Other (please specify):

- ☐6 Not applicable

Q171

Do you think the maximum indemnity period in this company's business interruption policy will be adequate for the natural disaster?

- ☐1 Yes
- ☐2 No

- ☐3 Not applicable

Q172

Did this company have an extended period of indemnity (EPI) option for the natural disaster?
An extended period of indemnity is optional coverage that extends the length of time a business is covered by insurance.

- ☐1 Yes
- ☐2 No

- ☐3 Not applicable

Q173

For the natural disaster, what was the length of this company's extended period of indemnity (EPI) option?

- ☐ 1 30 days or less
- ☐ 2 31 to 60 days
- ☐ 3 61 to 90 days
- ☐ 3 More than 90 days

Q174

From April 1, 2021 to June 30, 2021, did the natural disaster cause any damage to this company's **structures** that was not covered by insurance?

- ☐ 1 Yes
- ☐ 2 No
- ☐ 3 Not applicable

Q175

From April 1, 2021 to June 30, 2021, did the natural disaster cause any damage to this company's **equipment** that was not covered by insurance?

- ☐ 1 Yes
- ☐ 2 No
- ☐ 3 Not applicable

Wave 16 (DAMAGES TO STRUCTURES AND EQUIPMENT – Group 4)

Q176

From April 1, 2021 to June 30, 2021, were any of this company's **structures** damaged or destroyed as a result of the natural disaster?

- ☐ 1 Yes
- ☐ 2 No
- ☐ 3 Not applicable

Q177

From April 1, 2021 to June 30, 2021, was any of this company's **equipment** damaged or destroyed as a result of the natural disaster?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q178

From April 1, 2021 to June 30, 2021, what was the total dollar amount of the losses for all structures and equipment that this company experienced as a result of the natural disaster? *Please include amount before compensation. If none, enter 0. Estimates are acceptable.*

Structures \$ _____

Equipment \$ _____

Q179

What percentage of the **damage to structures** caused by the natural disaster was covered by this company's insurance? *Estimates are acceptable.*

- ☐₁ 0%
- ☐₂ 1%-25%
- ☐₃ 26%-50%
- ☐₄ 51%-75%
- ☐₅ 76%-99%
- ☐₆ 100%
- ☐₇ Not applicable

Q180

What percentage of the **damage to equipment** caused by the natural disaster was covered by this company's insurance? *Estimates are acceptable.*

- ☐ 1 0%
- ☐ 2 1%-25%
- ☐ 3 26%-50%
- ☐ 4 51%-75%
- ☐ 5 76%-99%
- ☐ 6 100%

- ☐ 7 Not applicable

Q181

In the next quarter of 2021 (October – December), does this company plan to rebuild any of its structures that were destroyed as a result of the natural disaster?

- ☐ 1 Yes
- ☐ 2 No
- ☐ 3 Have not decided

- ☐ 4 Not applicable

Q182

Before the natural disaster, did this company have a plan to continue operating if its structure(s) could not be accessed?

- ☐ 1 Yes
- ☐ 2 No

- ☐ 3 Not applicable

Q183

Before the natural disaster, did this company have a plan to continue operating without access to equipment it typically uses?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q184

Before the natural disaster, did this company have a plan in place to continue operating without one or more utilities, such as electricity, gas, water, internet, or telecommunications?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q185

From April 1, 2021 to June 30, 2021, how often did this company communicate its operating status to key persons, such as employees, customers, vendors, or suppliers?

- ☐₁ Daily
- ☐₂ Weekly
- ☐₃ Biweekly
- ☐₄ Monthly
- ☐₅ Less often than monthly
- ☐₆ Not at all
- ☐₇ Not applicable

Q186

From April 1, 2021 to June 30, 2021, how did this company communicate its operating status to key persons, such as employees, customers, vendors or suppliers? Select all that apply.

- ☐_1 Automated calls
- ☐_2 Telephone chain/tree
- ☐_3 Personal phone calls
- ☐_4 Text messages
- ☐_5 Email
- ☐_6 App notifications
- ☐_7 Other (please specify)

Wave 17 (Building Permits)

Q187

In May 2020, was this office unable to issue permits as a result of the Coronavirus pandemic (for example, due to office closures, lack of staffing, etc.)?

- ☐_1 Yes
- ☐_2 No

Q188

In May 2020, did the Coronavirus pandemic cause a permit backlog (for example, due to office closures, lack of staffing, etc.)?

- ☐_1 Yes
- ☐_2 No

Q189

As a result of the Coronavirus pandemic, were any permit application requests delayed into June 2020?

- ☐_1 Yes
- ☐_2 No

Q190

In May 2020, as a result of the Coronavirus pandemic, did this office change how permits were issued in any of the following ways?

	Yes	No
Changed to issuing permits online instead of in-person or mail		
Changed the forms required for issuing permits in any way		
Changed the requirements for issuing permits in any way		

Q191

In May 2020, as a result of the Coronavirus pandemic, did this company delay applying for permits needed to complete work?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable

Q192

In May of 2020, as a result of the Coronavirus pandemic, did this company experience any delays from the permit office in receiving permits needed to complete work?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Not applicable