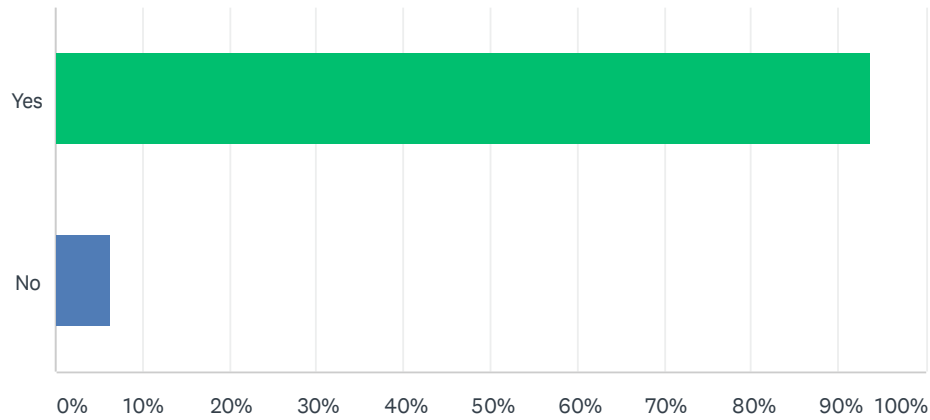


Q1 Has your business been affected by COVID-19?

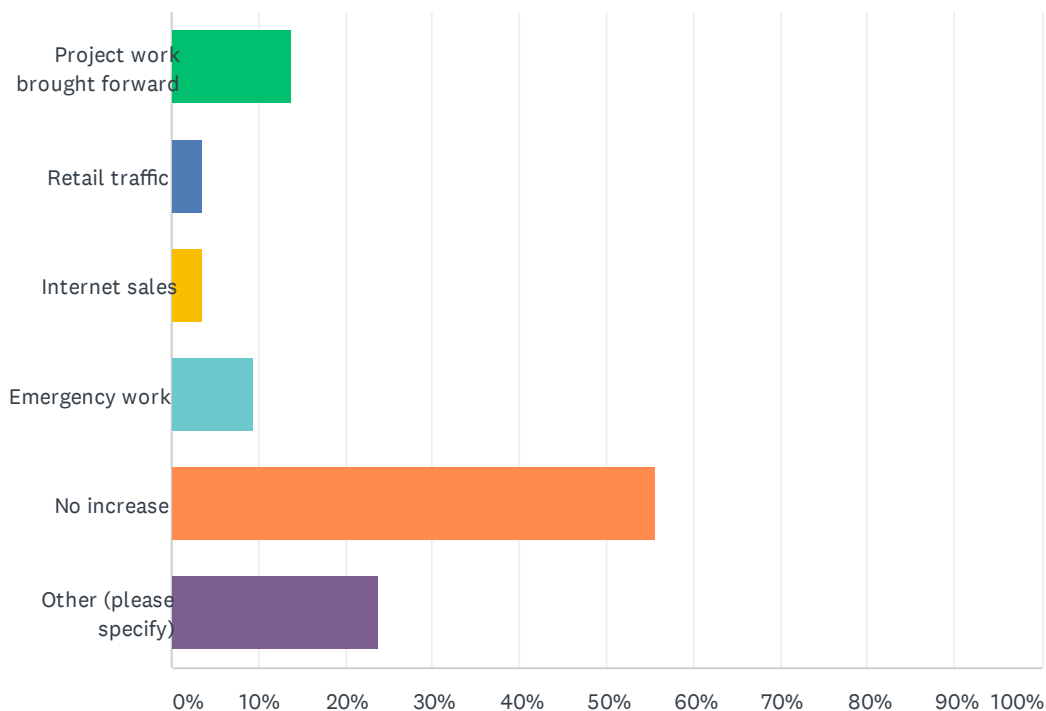
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	93.72% 209
No	6.28% 14
TOTAL	223

Q2 Have any areas of business increased due to COVID-19? (Select all applicable answers)

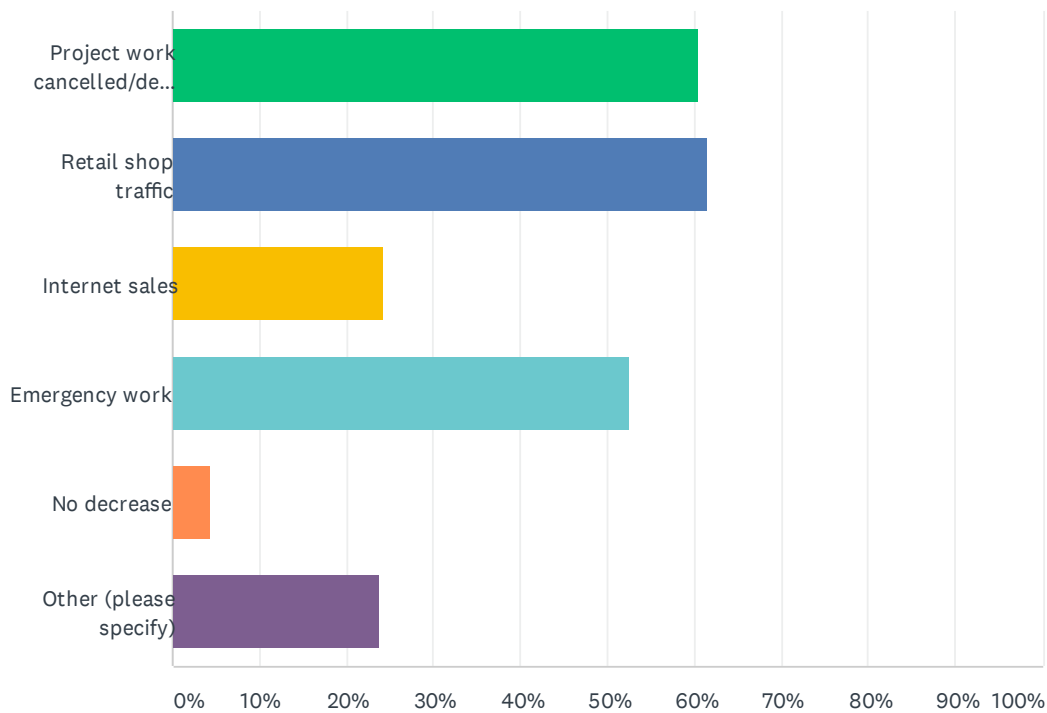
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES
Project work brought forward	13.90% 31
Retail traffic	3.59% 8
Internet sales	3.59% 8
Emergency work	9.42% 21
No increase	55.61% 124
Other (please specify)	23.77% 53
Total Respondents: 223	

Q3 Have any areas of your business decreased due to COVID-19? (Select all applicable answers)

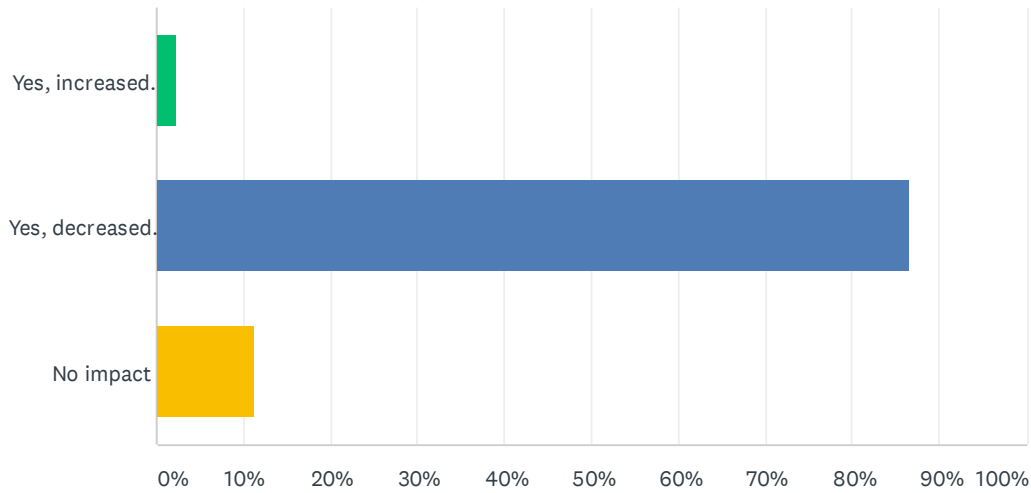
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES
Project work cancelled/delayed	60.54% 135
Retail shop traffic	61.43% 137
Internet sales	24.22% 54
Emergency work	52.47% 117
No decrease	4.48% 10
Other (please specify)	23.77% 53
Total Respondents: 223	

Q4 Has your total business turnover changed as a result of COVID-19?

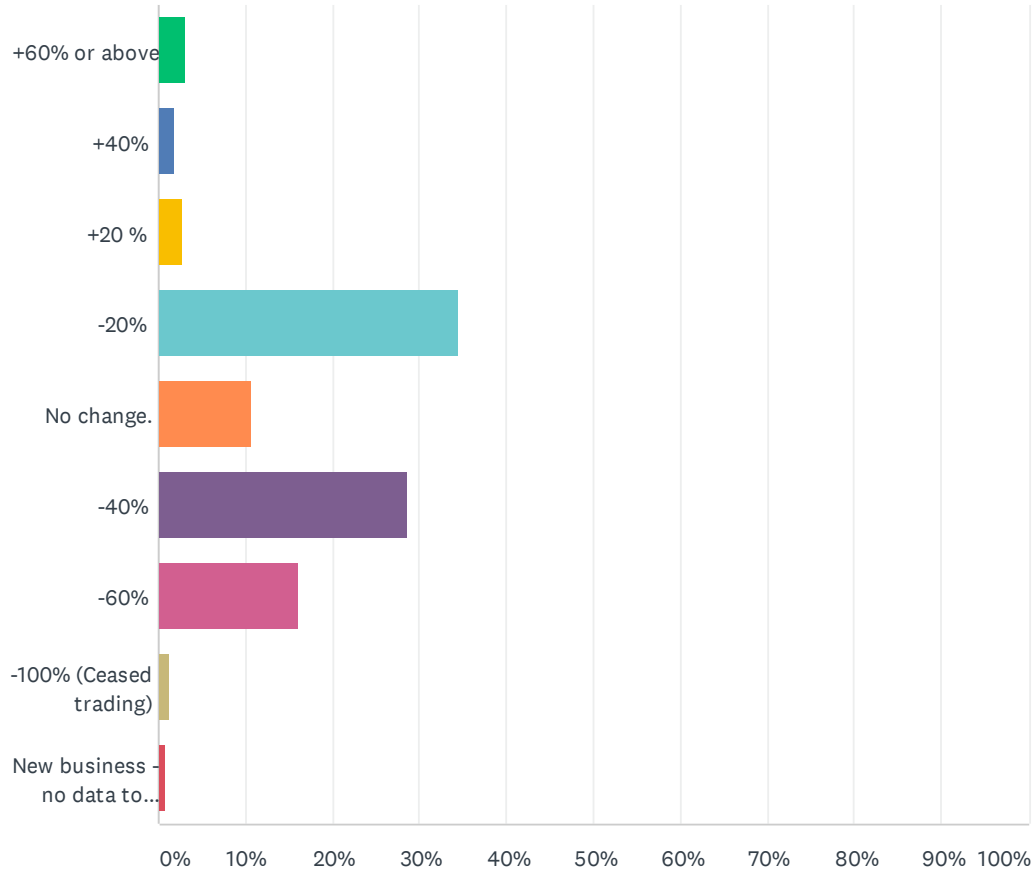
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes, increased.	2.24% 5
Yes, decreased.	86.55% 193
No impact	11.21% 25
TOTAL	223

Q5 What is the estimated change to your business turnover since March 1, 2020, compared to the same period in 2019?

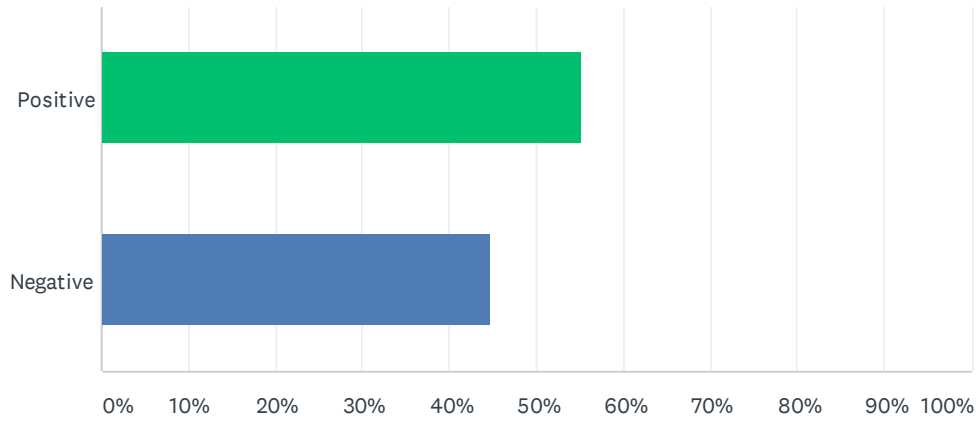
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
+60% or above	3.14%	7
+40%	1.79%	4
+20 %	2.69%	6
-20%	34.53%	77
No change.	10.76%	24
-40%	28.70%	64
-60%	16.14%	36
-100% (Ceased trading)	1.35%	3
New business - no data to compare.	0.90%	2
TOTAL		223

Q6 What is the outlook for your business for the next 6 months?

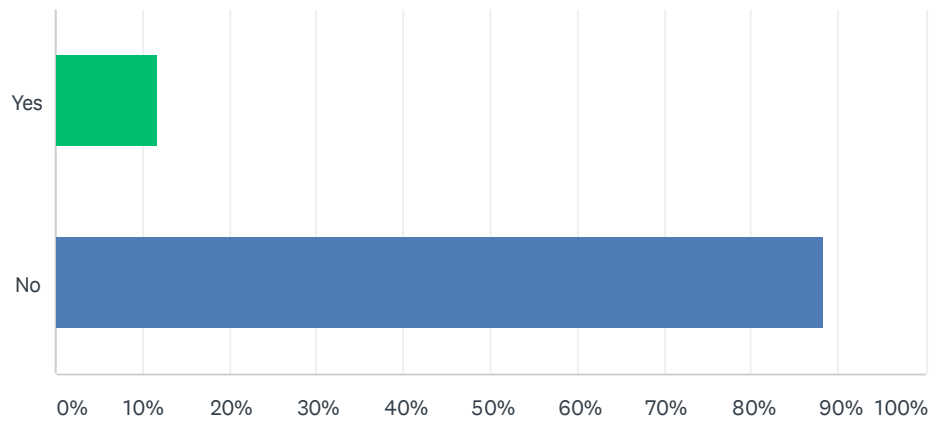
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES
Positive	55.16% 123
Negative	44.84% 100
TOTAL	223

Q7 Is your business at risk of closure within the next 6 months because of COVID-19?

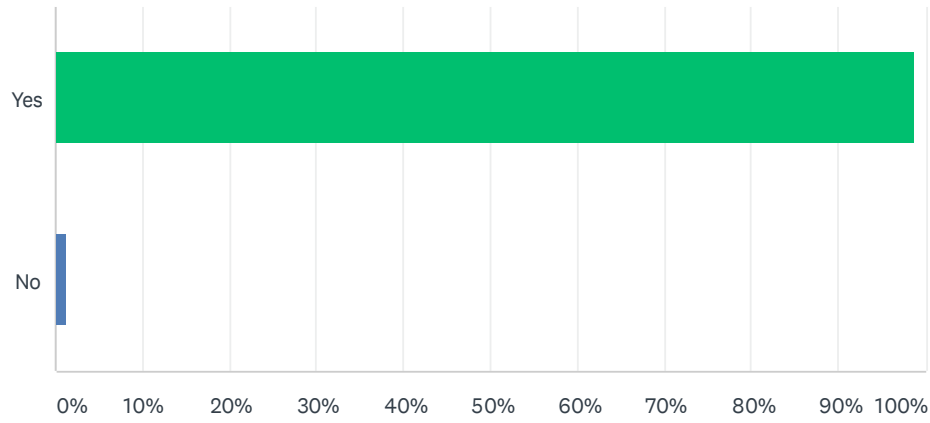
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	11.66% 26
No	88.34% 197
TOTAL	223

Q8 Are you taking social distancing measures (Contactless trading, sanitizing, using gloves/masks) while servicing your clients?

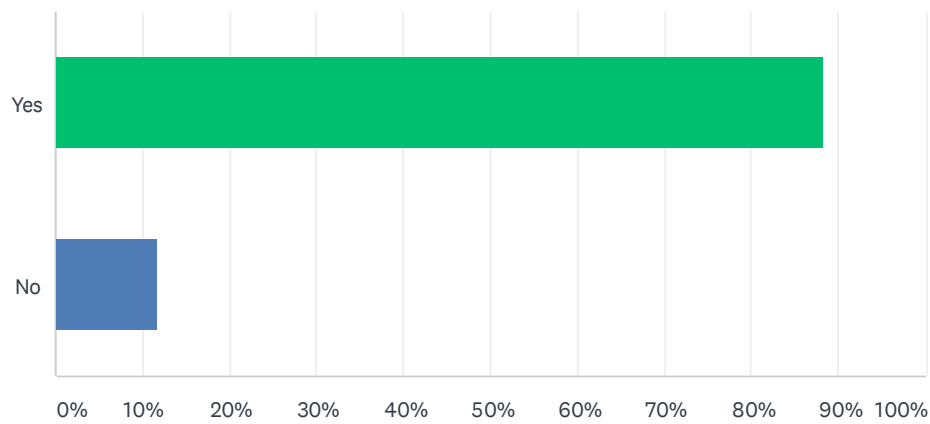
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	98.65% 220
No	1.35% 3
TOTAL	223

Q9 Are your clients taking social distancing measures (Contactless trading, sanitizing, using gloves/masks) while engaging your business?

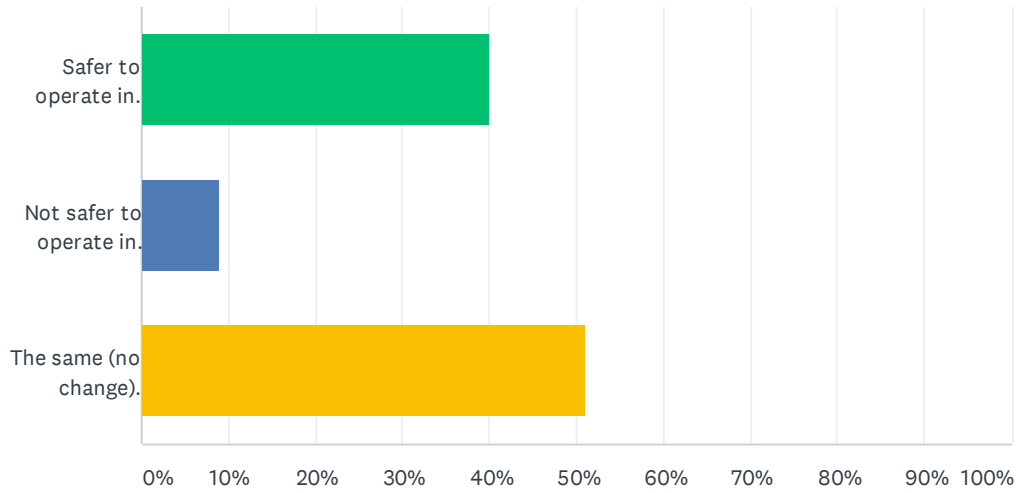
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	88.34% 197
No	11.66% 26
TOTAL	223

Q10 Do you feel that the business environment in the future will be...?

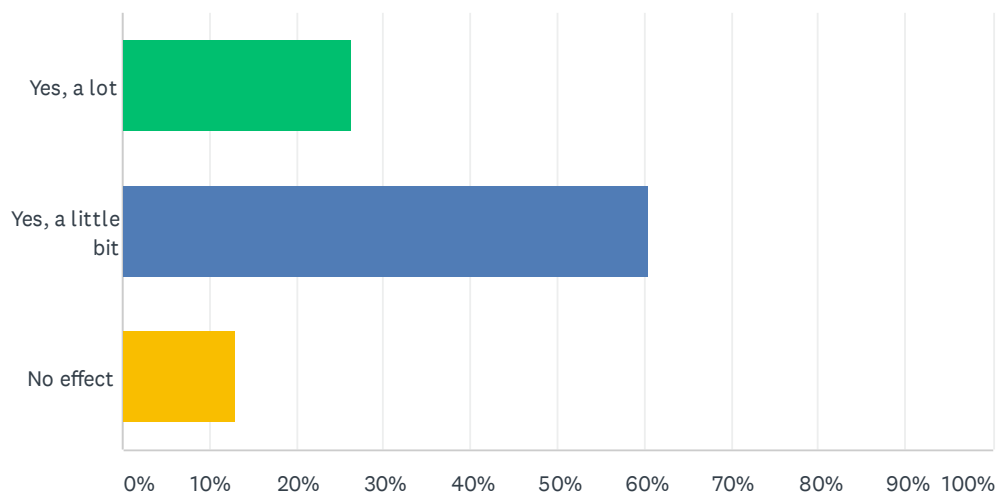
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Safer to operate in.	39.91%	89
Not safer to operate in.	8.97%	20
The same (no change).	51.12%	114
TOTAL		223

Q11 Do you believe that COVID-19 Crisis will affect the locksmith industry in size, type of products/services used and/or customer requirements within the next 18 months?

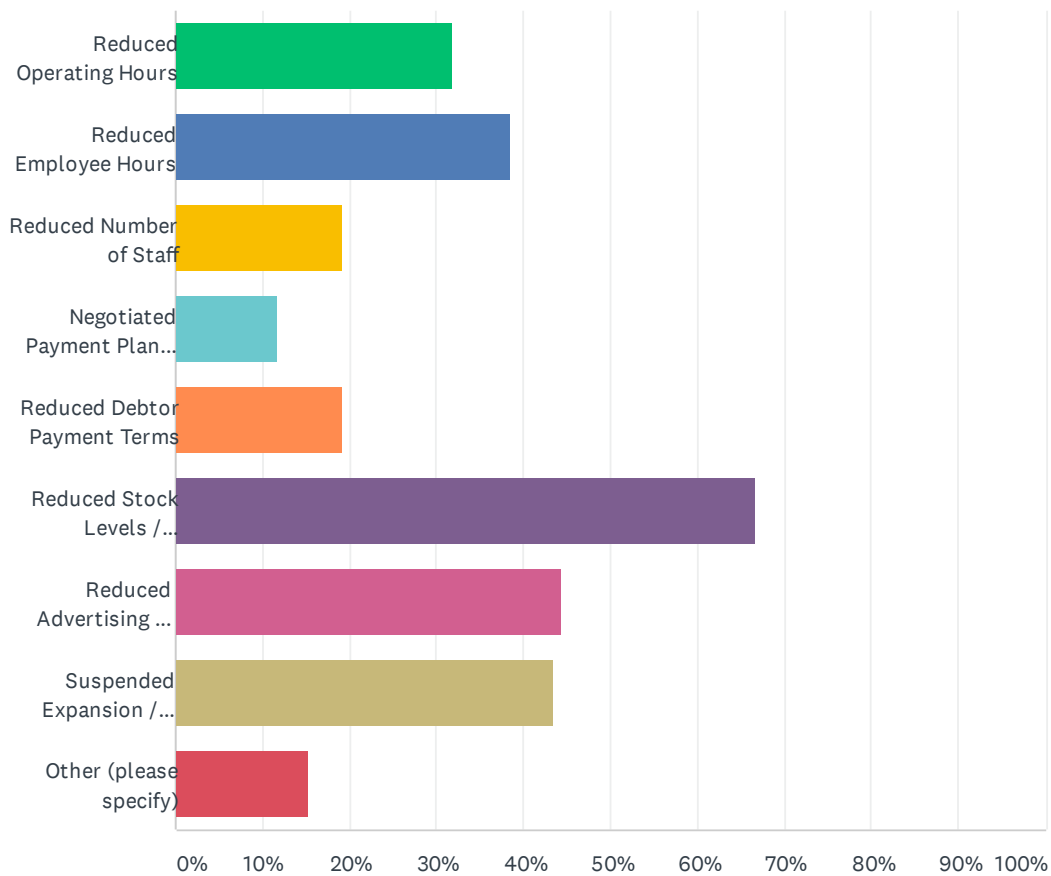
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, a lot	26.46%	59
Yes, a little bit	60.54%	135
No effect	13.00%	29
TOTAL		223

Q12 What immediate measures have you taken for your business as a result of COVID-19?

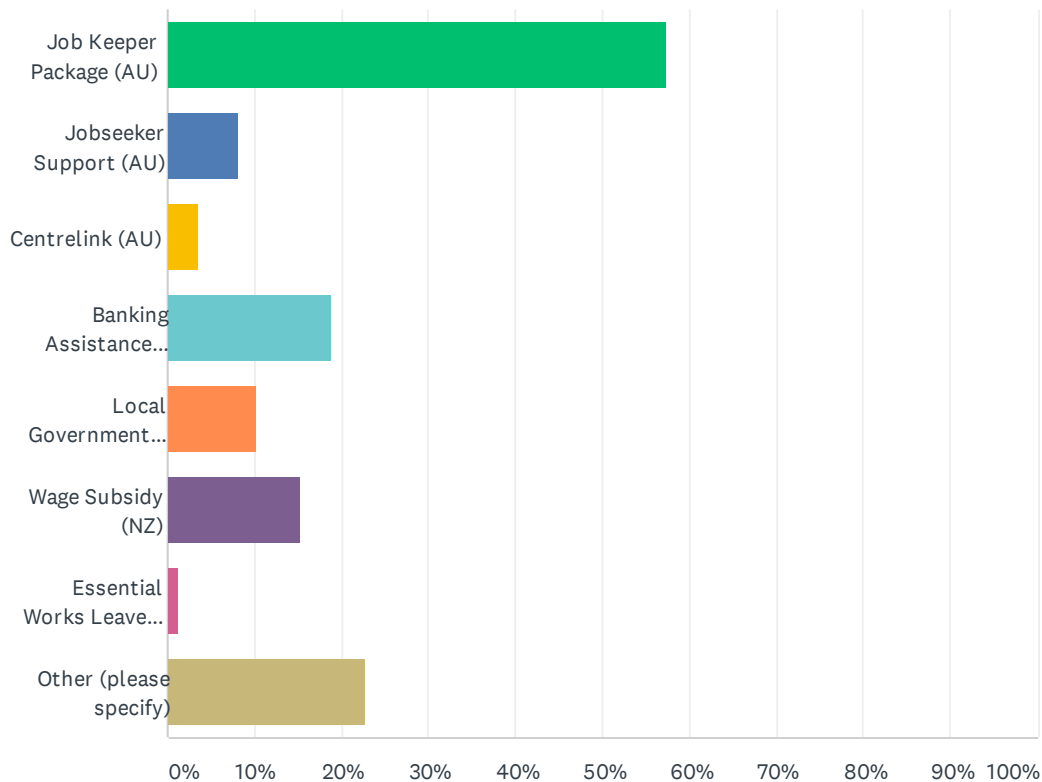
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Reduced Operating Hours	31.84%	71
Reduced Employee Hours	38.57%	86
Reduced Number of Staff	19.28%	43
Negotiated Payment Plan with Vendors	11.66%	26
Reduced Debtor Payment Terms	19.28%	43
Reduced Stock Levels / Material Purchases	66.82%	149
Reduced Advertising & Marketing Spend	44.39%	99
Suspended Expansion / Investment Plans	43.50%	97
Other (please specify)	15.25%	34
Total Respondents: 223		

Q13 Which of the government stimulus/ assistance measures have you used or planning to use over the next 6 months?

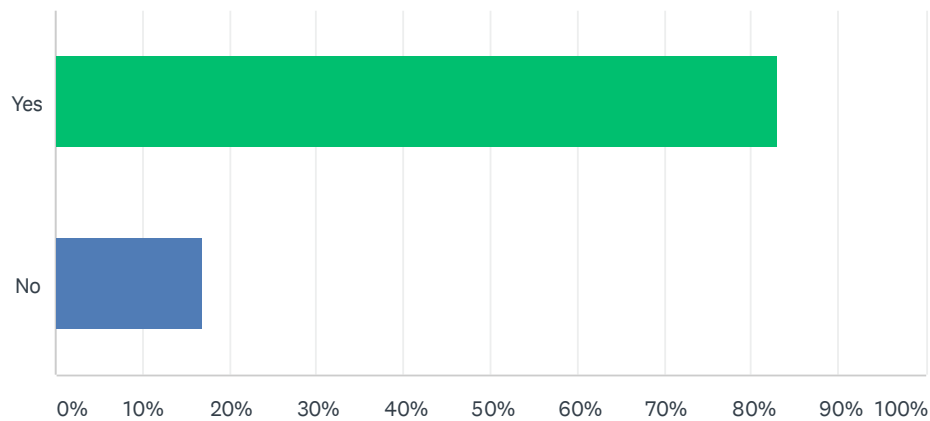
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Job Keeper Package (AU)	57.40%	128
Jobseeker Support (AU)	8.07%	18
Centrelink (AU)	3.59%	8
Banking Assistance Package (AU)	18.83%	42
Local Government Emergency Relief Grants (AU)	10.31%	23
Wage Subsidy (NZ)	15.25%	34
Essential Works Leave Support (NZ)	1.35%	3
Other (please specify)	22.87%	51
Total Respondents: 223		

Q14 Are you satisfied with the Federal Government response to the Crisis?

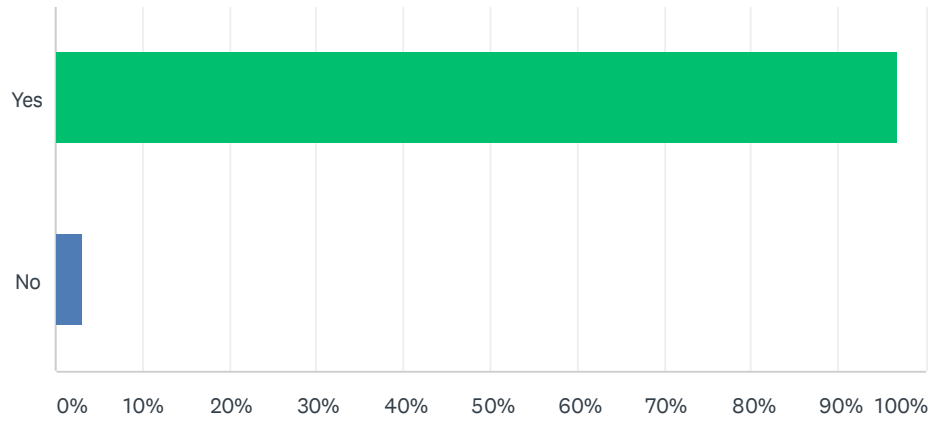
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.96%	185
No	17.04%	38
TOTAL		223

Q15 Are you satisfied with the MLAA's response to the Crisis?

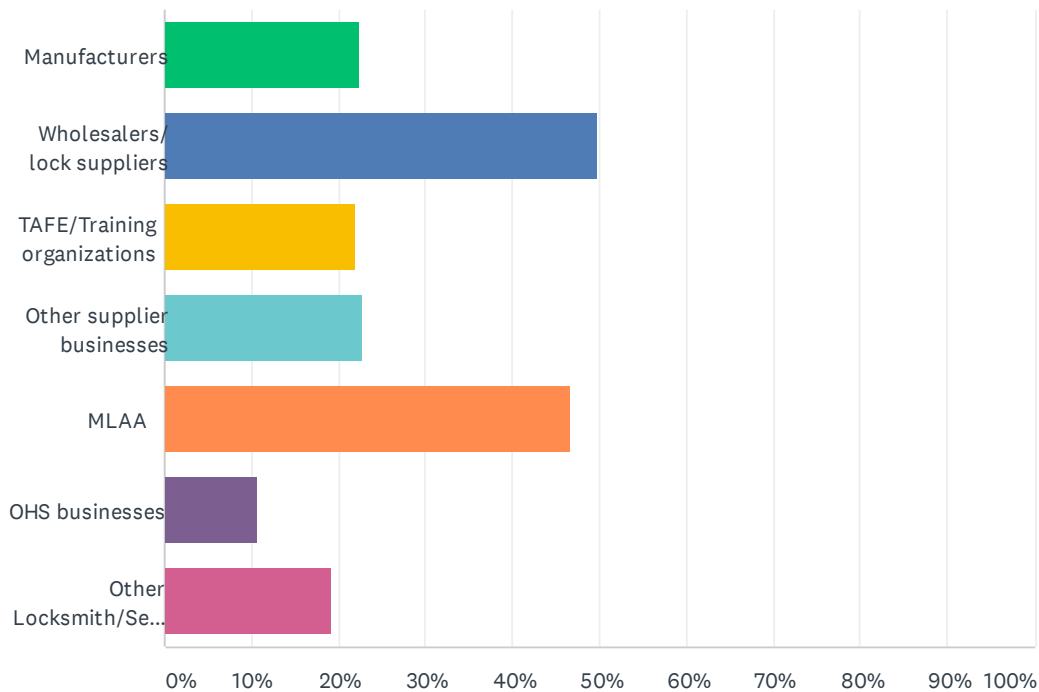
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	96.86%	216
No	3.14%	7
TOTAL		223

Q16 What parts of the industry are you seeking assistance/support throughout the COVID-19 crisis? (select all applicable)

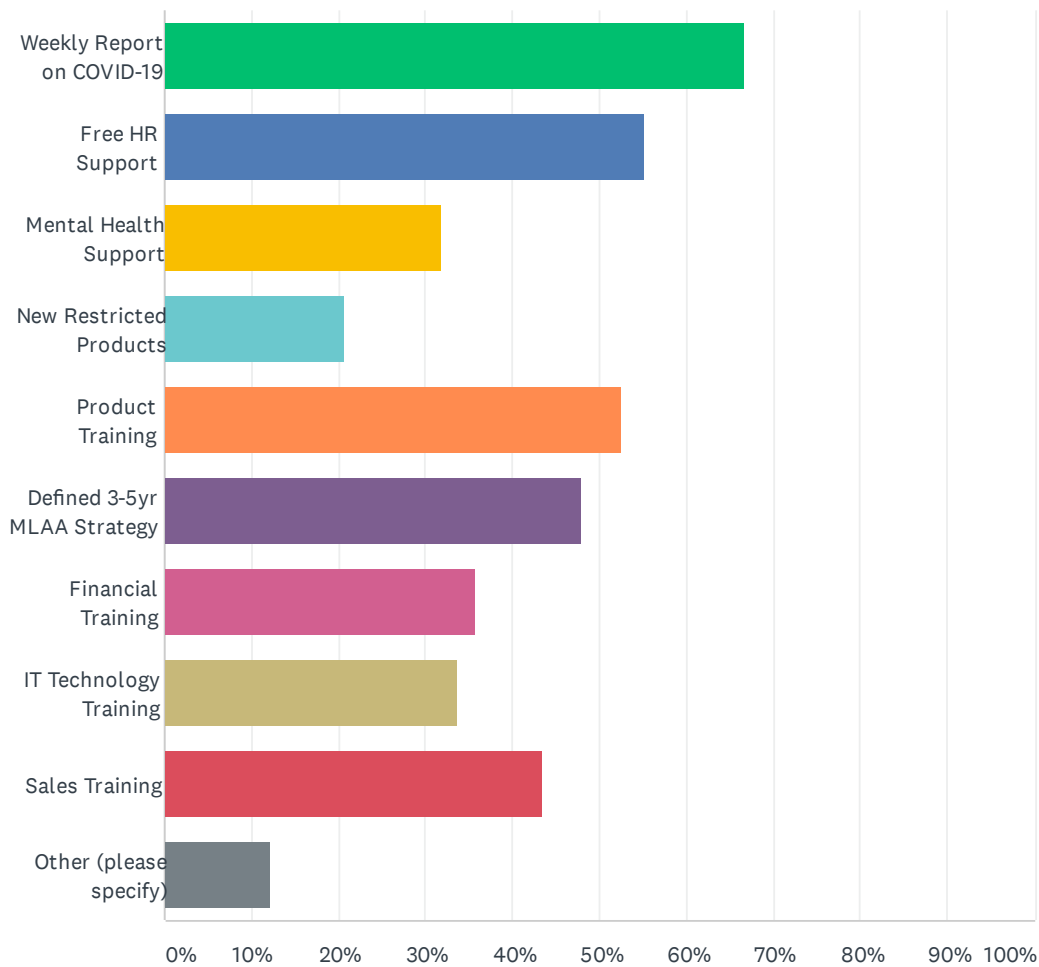
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Manufacturers	22.42%	50
Wholesalers/ lock suppliers	49.78%	111
TAFE/Training organizations	21.97%	49
Other supplier businesses	22.87%	51
MLAA	46.64%	104
OHS businesses	10.76%	24
Other Locksmith/Security associations	19.28%	43
Total Respondents: 223		

Q17 What further support would you like the MLAA to offer to support its members affected by the COVID-19 Crisis? (Choose the top 4)

Answered: 223 Skipped: 0



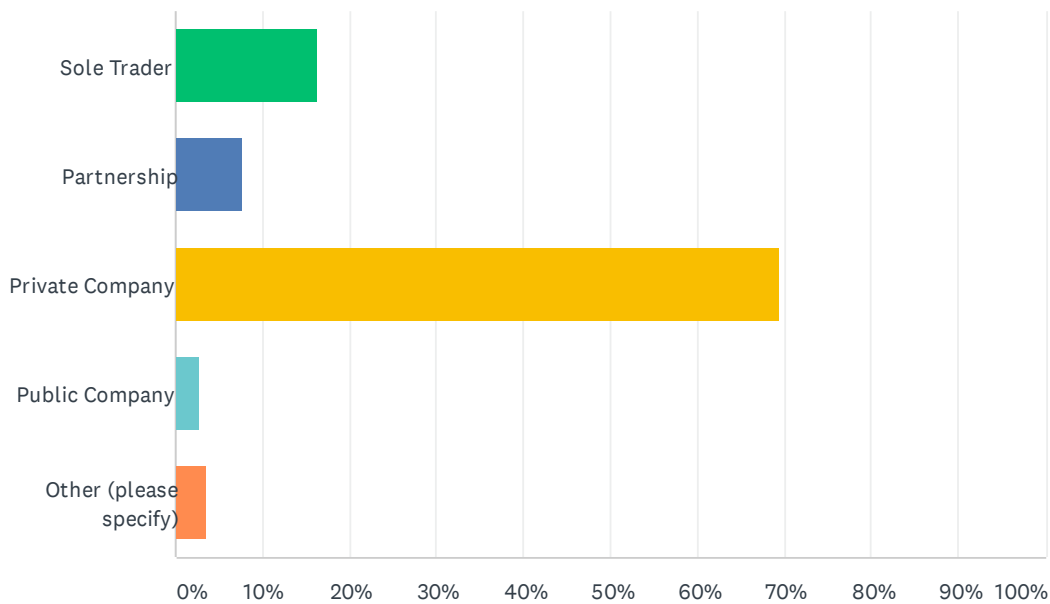
ANSWER CHOICES	RESPONSES	
Weekly Report on COVID-19	66.82%	149
Free HR Support	55.16%	123
Mental Health Support	31.84%	71
New Restricted Products	20.63%	46
Product Training	52.47%	117
Defined 3-5yr MLAA Strategy	47.98%	107
Financial Training	35.87%	80
IT Technology Training	33.63%	75
Sales Training	43.50%	97
Other (please specify)	12.11%	27
Total Respondents: 223		

Q18 Do you have any suggestions for how the MLAA should assist your business in response to COVID-19?

Answered: 223 Skipped: 0

Q19 What is your business type?

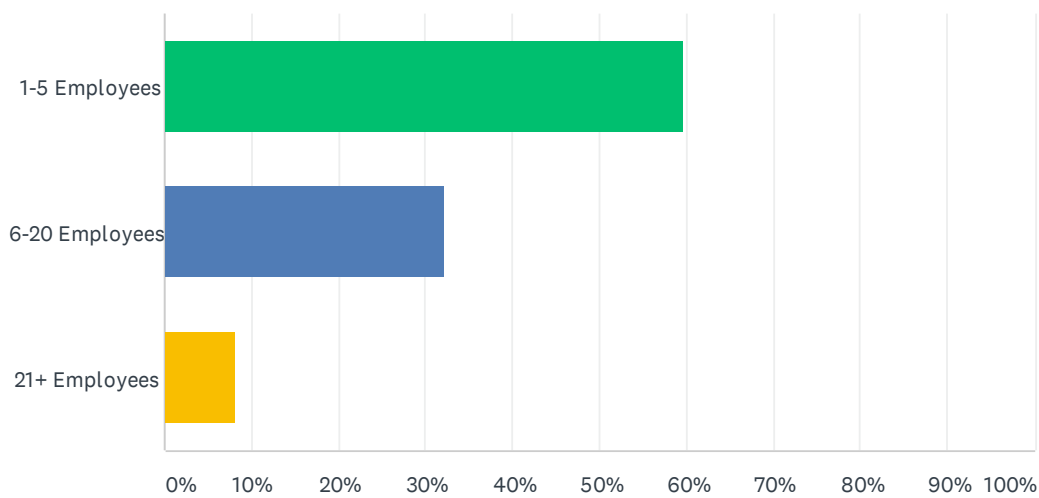
Answered: 220 Skipped: 3



ANSWER CHOICES	RESPONSES	
Sole Trader	16.36%	36
Partnership	7.73%	17
Private Company	69.55%	153
Public Company	2.73%	6
Other (please specify)	3.64%	8
TOTAL		220

Q20 What is the size of your business?

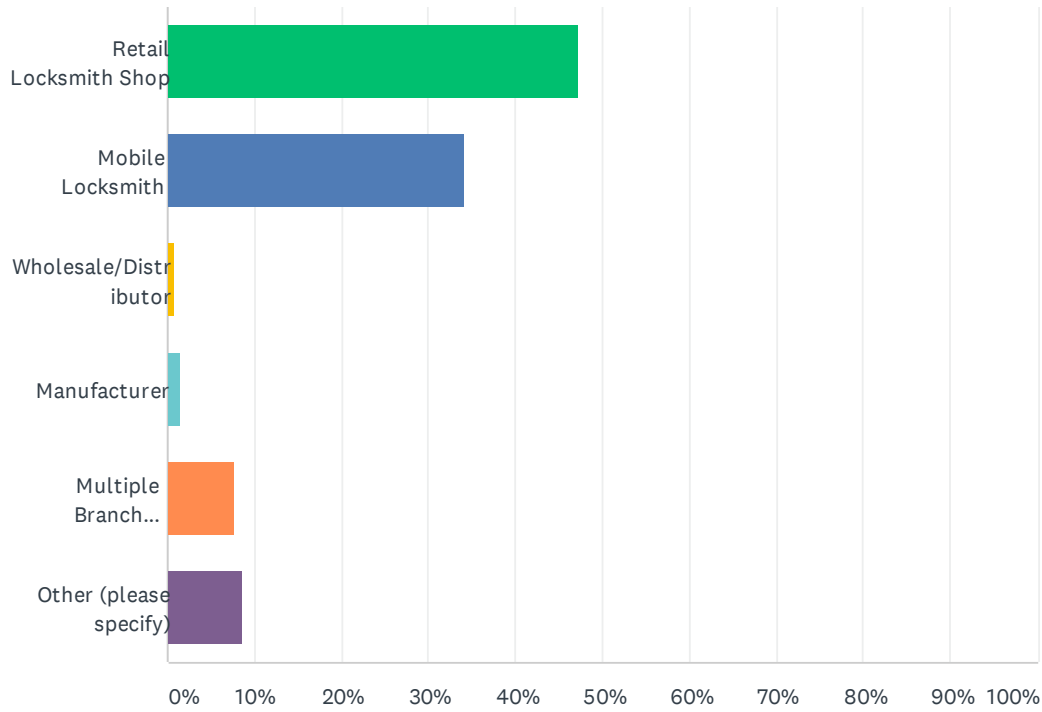
Answered: 220 Skipped: 3



ANSWER CHOICES	RESPONSES	
1-5 Employees	59.55%	131
6-20 Employees	32.27%	71
21+ Employees	8.18%	18
TOTAL		220

Q21 What is the nature of your business?

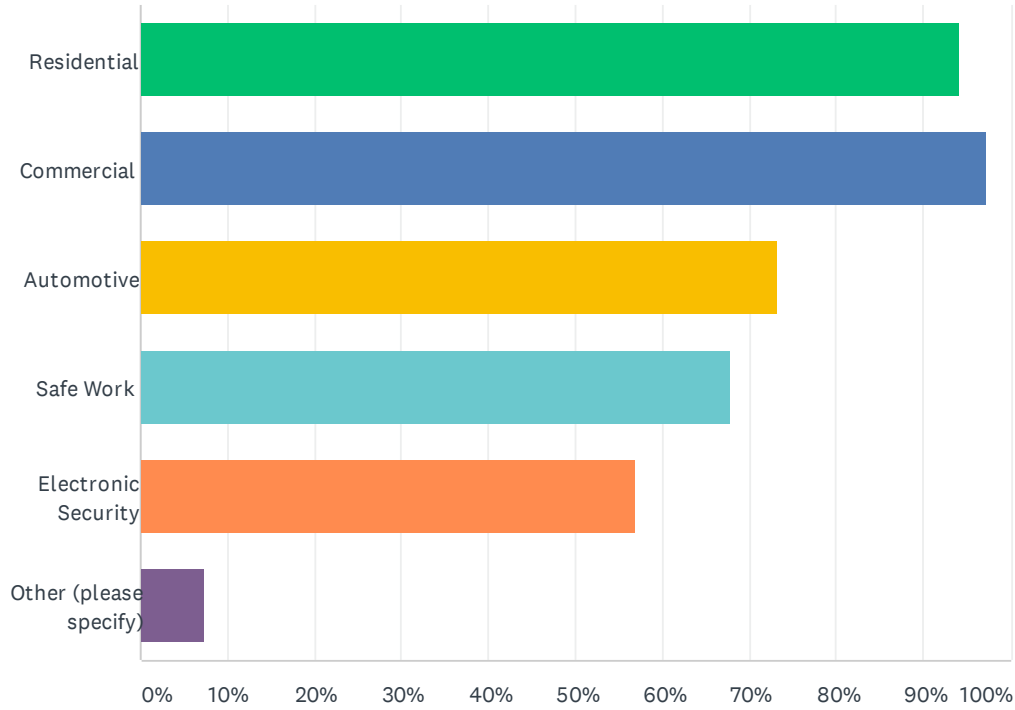
Answered: 220 Skipped: 3



ANSWER CHOICES	RESPONSES
Retail Locksmith Shop	47.27% 104
Mobile Locksmith	34.09% 75
Wholesale/Distributor	0.91% 2
Manufacturer	1.36% 3
Multiple Branch Locksmith	7.73% 17
Other (please specify)	8.64% 19
TOTAL	220

Q22 What field/s does your business operate in? (Select all appropriate)

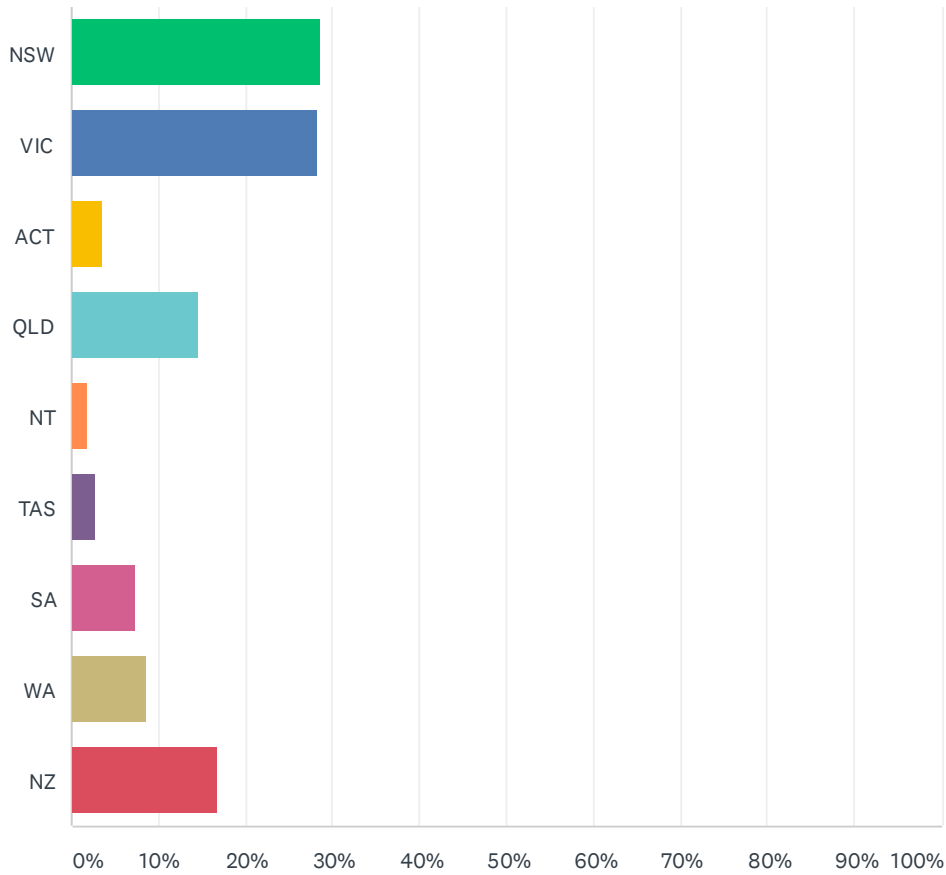
Answered: 220 Skipped: 3



ANSWER CHOICES	RESPONSES
Residential	94.09% 207
Commercial	97.27% 214
Automotive	73.18% 161
Safe Work	67.73% 149
Electronic Security	56.82% 125
Other (please specify)	7.27% 16
Total Respondents: 220	

Q23 Where is your business located? (Select all applicable)

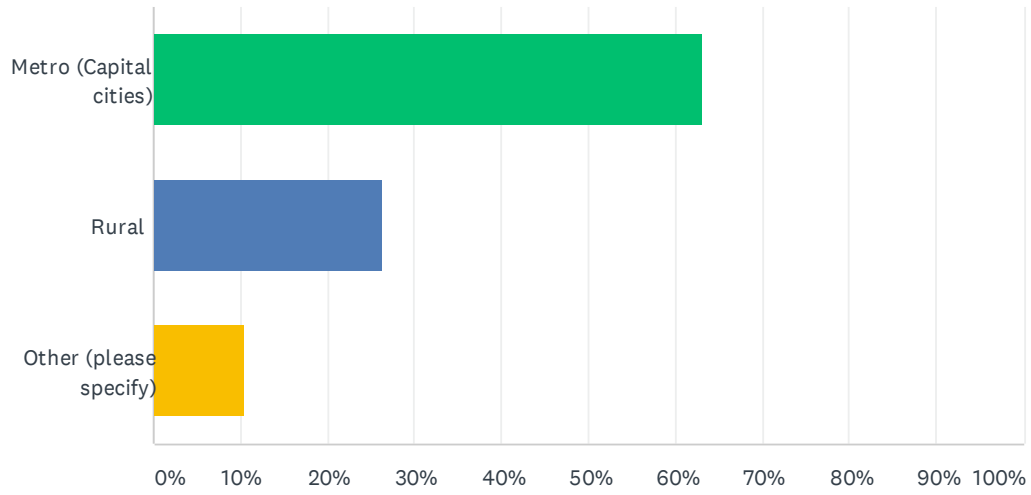
Answered: 220 Skipped: 3



ANSWER CHOICES	RESPONSES	
NSW	28.64%	63
VIC	28.18%	62
ACT	3.64%	8
QLD	14.55%	32
NT	1.82%	4
TAS	2.73%	6
SA	7.27%	16
WA	8.64%	19
NZ	16.82%	37
Total Respondents: 220		

Q24 Is you business located primarily in Metro or Rural locations?

Answered: 220 Skipped: 3



ANSWER CHOICES	RESPONSES	
Metro (Capital cities)	63.18%	139
Rural	26.36%	58
Other (please specify)	10.45%	23
TOTAL		220