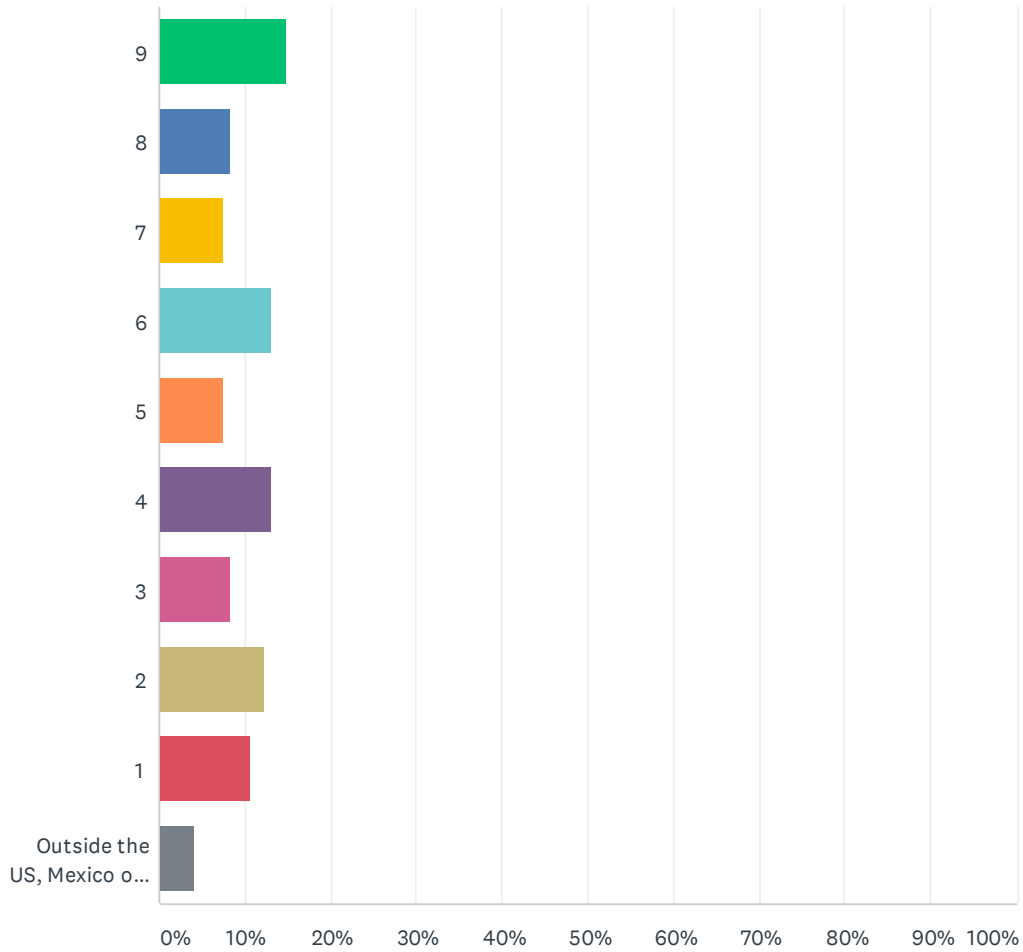


Q1 Using the map above, in which region are you headquartered?

Answered: 121 Skipped: 0



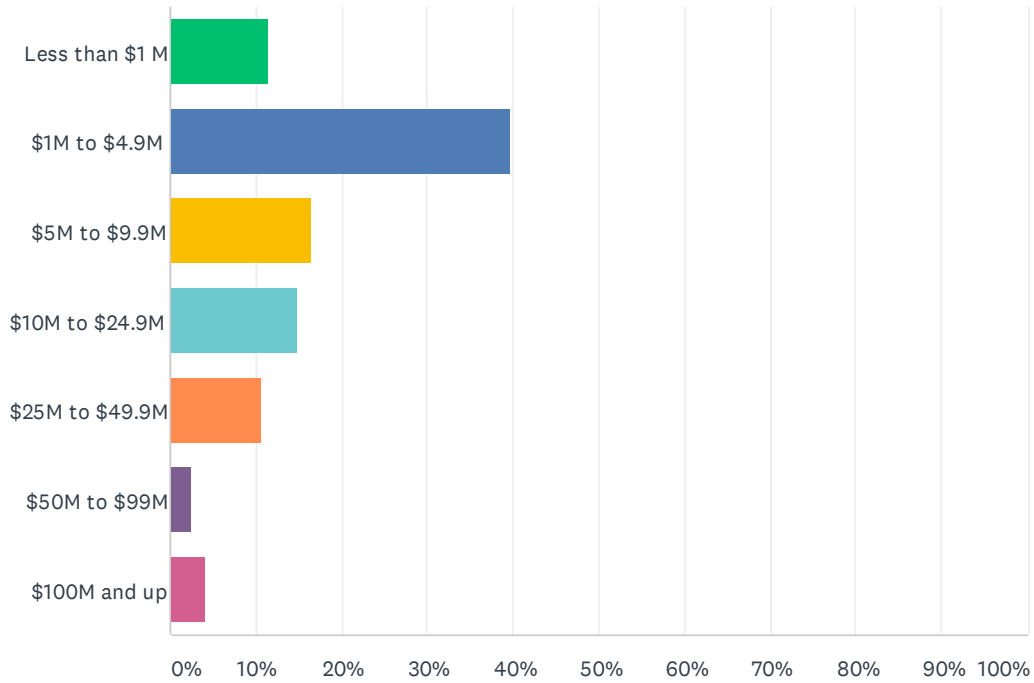
ANSWER CHOICES	RESPONSES	
9	14.88%	18
8	8.26%	10
7	7.44%	9
6	13.22%	16
5	7.44%	9
4	13.22%	16
3	8.26%	10
2	12.40%	15
1	10.74%	13
Outside the US, Mexico or Canada, please enter country name.	4.13%	5
TOTAL		121

May 27, 2020 Distributor/Service Contractor Business Conditions Survey

#	OUTSIDE THE US, MEXICO OR CANADA, PLEASE ENTER COUNTRY NAME.	DATE
1	Hong Kong, China	5/28/2020 9:36 PM
2	Hong Kong	5/28/2020 7:44 PM
3	Argentina	5/28/2020 2:50 PM
4	Guatemala	5/28/2020 10:23 AM
5	South Africa	5/28/2020 10:22 AM

Q2 What is your annual revenue?

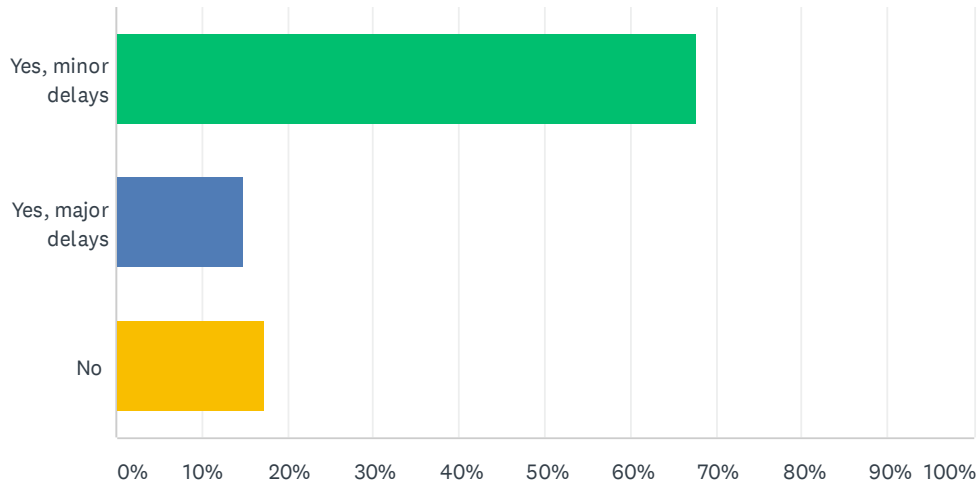
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than \$1 M	11.57%	14
\$1M to \$4.9M	39.67%	48
\$5M to \$9.9M	16.53%	20
\$10M to \$24.9M	14.88%	18
\$25M to \$49.9M	10.74%	13
\$50M to \$99M	2.48%	3
\$100M and up	4.13%	5
TOTAL		121

Q3 Has the COVID-19 pandemic delayed the delivery of parts and supplies you order from others?

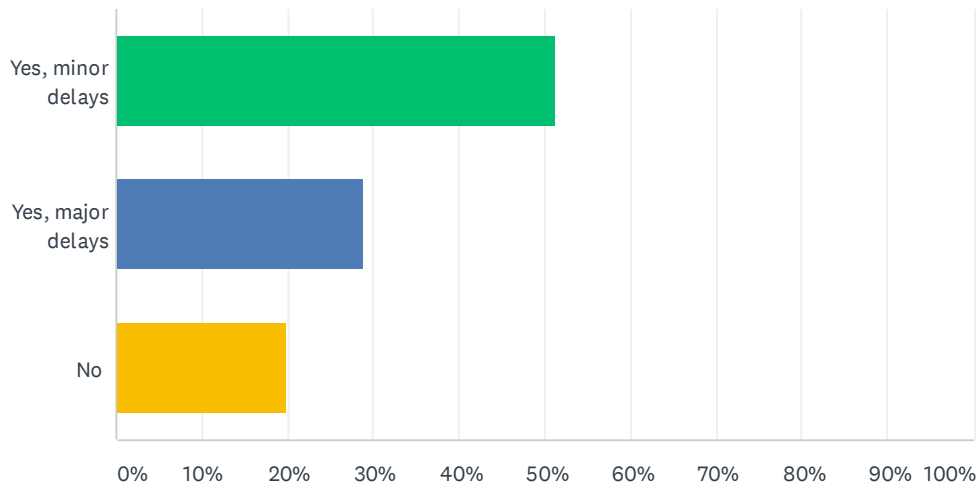
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, minor delays	67.77%	82
Yes, major delays	14.88%	18
No	17.36%	21
TOTAL		121

Q4 Has the COVID-10 pandemic caused any delays in your ability to schedule and complete jobs?

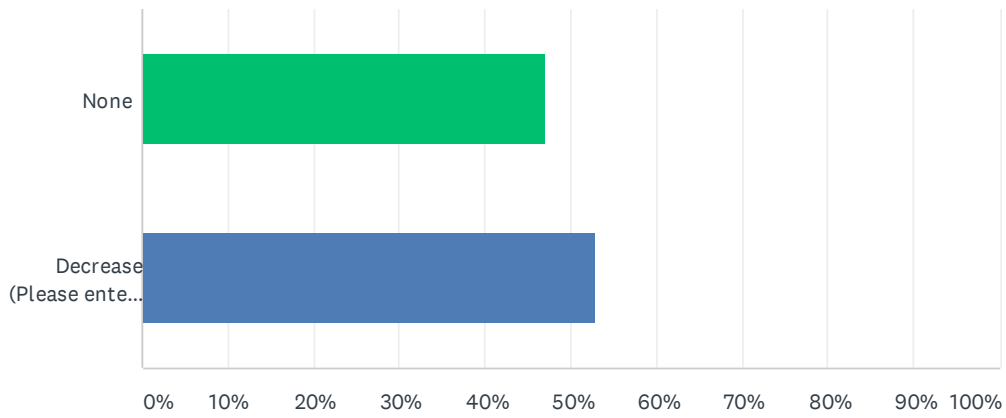
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, minor delays	51.24%	62
Yes, major delays	28.93%	35
No	19.83%	24
TOTAL		121

Q5 What effect has the COVID-19 pandemic had so far on your construction revenue?

Answered: 119 Skipped: 2



ANSWER CHOICES	RESPONSES	
None	47.06%	56
Decrease (Please enter a number between 1 and 100. No percentage sign required.)	52.94%	63
TOTAL		119

May 27, 2020 Distributor/Service Contractor Business Conditions Survey

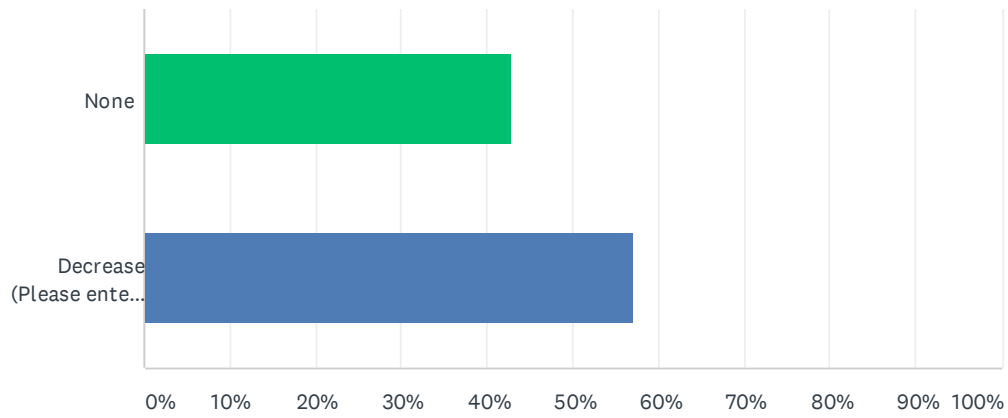
#	DECREASE (PLEASE ENTER A NUMBER BETWEEN 1 AND 100. NO PERCENTAGE SIGN REQUIRED.)	DATE
1	10	5/29/2020 7:51 PM
2	70	5/29/2020 3:35 PM
3	45	5/29/2020 12:05 PM
4	15	5/29/2020 10:40 AM
5	50	5/29/2020 9:25 AM
6	50	5/29/2020 9:16 AM
7	50	5/29/2020 9:08 AM
8	50	5/29/2020 9:05 AM
9	16	5/29/2020 9:00 AM
10	20	5/29/2020 8:41 AM
11	30	5/29/2020 8:26 AM
12	20	5/28/2020 9:36 PM
13	40	5/28/2020 7:58 PM
14	15	5/28/2020 6:08 PM
15	30	5/28/2020 4:34 PM
16	0	5/28/2020 3:51 PM
17	20	5/28/2020 3:46 PM
18	50	5/28/2020 3:05 PM
19	60	5/28/2020 2:50 PM
20	35	5/28/2020 2:21 PM
21	10	5/28/2020 1:50 PM
22	10	5/28/2020 1:27 PM
23	50	5/28/2020 1:21 PM
24	15	5/28/2020 1:07 PM
25	75	5/28/2020 12:32 PM
26	25	5/28/2020 12:25 PM
27	25	5/28/2020 11:34 AM
28	5	5/28/2020 11:14 AM
29	1	5/28/2020 11:11 AM
30	35	5/28/2020 10:34 AM
31	15	5/28/2020 10:28 AM
32	5	5/28/2020 10:27 AM
33	40	5/28/2020 10:23 AM
34	20	5/28/2020 10:20 AM
35	30	5/28/2020 10:15 AM
36	20	5/28/2020 10:15 AM
37	40	5/28/2020 10:14 AM

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38	20	5/28/2020 10:12 AM
39	50	5/28/2020 10:03 AM
40	10	5/28/2020 9:51 AM
41	35	5/28/2020 9:45 AM
42	50	5/28/2020 9:45 AM
43	20	5/28/2020 9:37 AM
44	40	5/28/2020 9:34 AM
45	25	5/28/2020 9:25 AM
46	20	5/28/2020 9:12 AM
47	40	5/28/2020 9:11 AM
48	75	5/28/2020 9:10 AM
49	25	5/28/2020 9:03 AM
50	20	5/28/2020 9:02 AM
51	17	5/28/2020 8:56 AM
52	75	5/28/2020 8:52 AM
53	15	5/28/2020 8:45 AM
54	90	5/28/2020 8:43 AM
55	30	5/28/2020 8:39 AM
56	30	5/28/2020 8:38 AM
57	20	5/28/2020 8:35 AM
58	15	5/28/2020 8:35 AM
59	15	5/28/2020 8:34 AM
60	90	5/28/2020 8:33 AM
61	20	5/28/2020 8:32 AM
62	50	5/28/2020 8:31 AM
63	20	5/28/2020 8:30 AM

Q6 What effect has the COVID-19 pandemic had so far on your equipment sales?

Answered: 119 Skipped: 2



ANSWER CHOICES	RESPONSES	
None	42.86%	51
Decrease (Please enter a number between 1 and 100. No percentage sign required.)	57.14%	68
TOTAL		119

May 27, 2020 Distributor/Service Contractor Business Conditions Survey

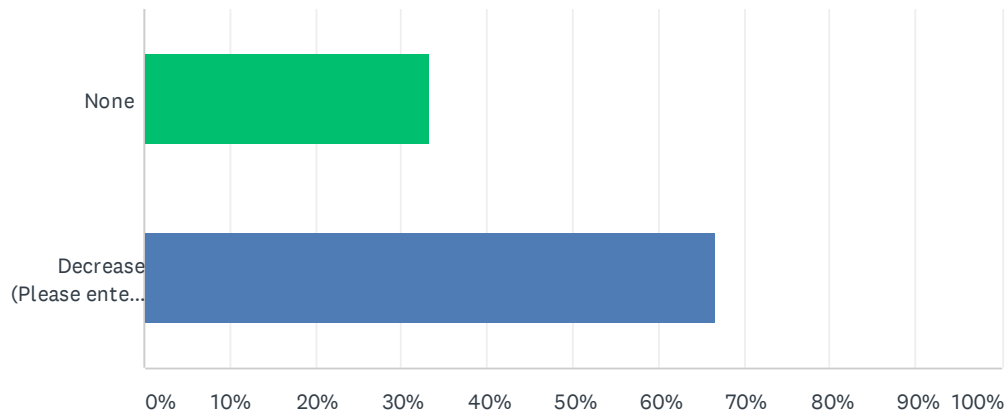
#	DECREASE (PLEASE ENTER A NUMBER BETWEEN 1 AND 100. NO PERCENTAGE SIGN REQUIRED.)	DATE
1	10	5/29/2020 7:51 PM
2	80	5/29/2020 3:35 PM
3	40	5/29/2020 3:29 PM
4	30	5/29/2020 12:05 PM
5	10	5/29/2020 9:15 AM
6	50	5/29/2020 9:08 AM
7	35	5/29/2020 8:41 AM
8	70	5/29/2020 8:27 AM
9	30	5/29/2020 8:26 AM
10	5	5/29/2020 8:26 AM
11	40	5/28/2020 9:36 PM
12	10	5/28/2020 7:44 PM
13	20	5/28/2020 6:08 PM
14	40	5/28/2020 4:34 PM
15	20	5/28/2020 3:51 PM
16	50	5/28/2020 3:46 PM
17	50	5/28/2020 3:05 PM
18	60	5/28/2020 2:50 PM
19	35	5/28/2020 2:21 PM
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21	50	5/28/2020 1:27 PM
22	50	5/28/2020 1:21 PM
23	15	5/28/2020 1:07 PM
24	25	5/28/2020 12:55 PM
25	50	5/28/2020 12:32 PM
26	10	5/28/2020 12:25 PM
27	25	5/28/2020 12:14 PM
28	10	5/28/2020 12:11 PM
29	25	5/28/2020 11:44 AM
30	25	5/28/2020 11:34 AM
31	5	5/28/2020 11:14 AM
32	10	5/28/2020 10:51 AM
33	25	5/28/2020 10:34 AM
34	25	5/28/2020 10:32 AM
35	60	5/28/2020 10:32 AM
36	5	5/28/2020 10:27 AM
37	25	5/28/2020 10:23 AM

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38	35	5/28/2020 10:22 AM
39	30	5/28/2020 10:22 AM
40	20	5/28/2020 10:20 AM
41	60	5/28/2020 10:14 AM
42	30	5/28/2020 10:03 AM
43	10	5/28/2020 9:51 AM
44	35	5/28/2020 9:45 AM
45	50	5/28/2020 9:45 AM
46	20	5/28/2020 9:43 AM
47	20	5/28/2020 9:34 AM
48	5	5/28/2020 9:25 AM
49	40	5/28/2020 9:12 AM
50	50	5/28/2020 9:11 AM
51	75	5/28/2020 9:10 AM
52	20	5/28/2020 9:03 AM
53	17	5/28/2020 8:56 AM
54	75	5/28/2020 8:52 AM
55	15	5/28/2020 8:50 AM
56	15	5/28/2020 8:47 AM
57	32	5/28/2020 8:47 AM
58	15	5/28/2020 8:45 AM
59	50	5/28/2020 8:41 AM
60	60	5/28/2020 8:39 AM
61	10	5/28/2020 8:35 AM
62	35	5/28/2020 8:35 AM
63	15	5/28/2020 8:34 AM
64	85	5/28/2020 8:33 AM
65	5	5/28/2020 8:33 AM
66	25	5/28/2020 8:32 AM
67	10	5/28/2020 8:30 AM
68	75	5/28/2020 8:30 AM

Q7 What effect has the COVID-19 pandemic had so far on your service revenue?

Answered: 120 Skipped: 1



ANSWER CHOICES	RESPONSES	
None	33.33%	40
Decrease (Please enter a number between 1 and 100. No percentage sign required.)	66.67%	80
TOTAL		120

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#	DECREASE (PLEASE ENTER A NUMBER BETWEEN 1 AND 100. NO PERCENTAGE SIGN REQUIRED.)	DATE
1	10	5/29/2020 7:51 PM
2	80	5/29/2020 3:35 PM
3	70	5/29/2020 12:05 PM
4	15	5/29/2020 9:47 AM
5	60	5/29/2020 9:25 AM
6	50	5/29/2020 9:16 AM
7	15	5/29/2020 9:15 AM
8	60	5/29/2020 9:08 AM
9	25	5/29/2020 8:41 AM
10	10	5/29/2020 8:26 AM
11	30	5/29/2020 8:23 AM
12	40	5/28/2020 9:36 PM
13	45	5/28/2020 7:58 PM
14	6	5/28/2020 7:44 PM
15	50	5/28/2020 5:07 PM
16	20	5/28/2020 4:34 PM
17	40	5/28/2020 3:51 PM
18	50	5/28/2020 3:05 PM
19	60	5/28/2020 2:50 PM
20	20	5/28/2020 2:48 PM
21	20	5/28/2020 2:36 PM
22	60	5/28/2020 2:34 PM
23	35	5/28/2020 2:21 PM
24	40	5/28/2020 2:08 PM
25	20	5/28/2020 2:04 PM
26	20	5/28/2020 1:50 PM
27	20	5/28/2020 1:27 PM
28	50	5/28/2020 1:21 PM
29	10	5/28/2020 1:07 PM
30	25	5/28/2020 12:55 PM
31	4	5/28/2020 12:52 PM
32	30	5/28/2020 12:32 PM
33	35	5/28/2020 12:25 PM
34	25	5/28/2020 12:14 PM
35	20	5/28/2020 11:44 AM
36	50	5/28/2020 11:34 AM
37	35	5/28/2020 11:14 AM

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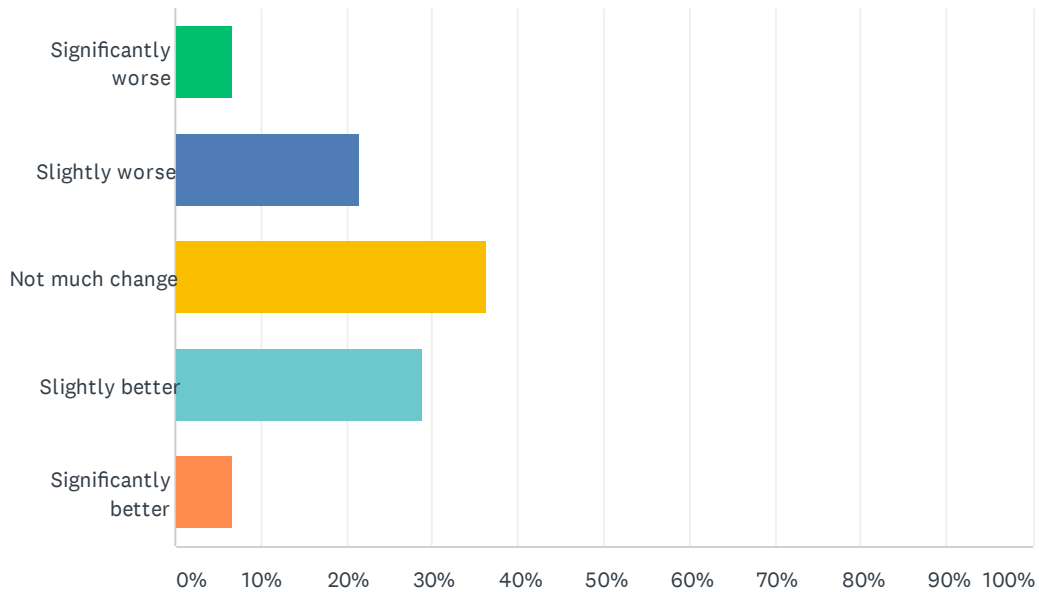
38	35	5/28/2020 11:11 AM
39	40	5/28/2020 11:01 AM
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41	50	5/28/2020 10:34 AM
42	25	5/28/2020 10:32 AM
43	5	5/28/2020 10:27 AM
44	10	5/28/2020 10:22 AM
45	20	5/28/2020 10:20 AM
46	60	5/28/2020 10:15 AM
47	75	5/28/2020 10:14 AM
48	25	5/28/2020 10:12 AM
49	50	5/28/2020 10:03 AM
50	10	5/28/2020 9:51 AM
51	35	5/28/2020 9:45 AM
52	40	5/28/2020 9:45 AM
53	20	5/28/2020 9:25 AM
54	15	5/28/2020 9:13 AM
55	50	5/28/2020 9:12 AM
56	50	5/28/2020 9:11 AM
57	40	5/28/2020 9:03 AM
58	30	5/28/2020 9:02 AM
59	10	5/28/2020 8:59 AM
60	15	5/28/2020 8:56 AM
61	50	5/28/2020 8:52 AM
62	20	5/28/2020 8:51 AM
63	25	5/28/2020 8:50 AM
64	15	5/28/2020 8:48 AM
65	40	5/28/2020 8:48 AM
66	30	5/28/2020 8:47 AM
67	25	5/28/2020 8:45 AM
68	60	5/28/2020 8:41 AM
69	30	5/28/2020 8:40 AM
70	25	5/28/2020 8:39 AM
71	20	5/28/2020 8:38 AM
72	20	5/28/2020 8:35 AM
73	20	5/28/2020 8:35 AM
74	30	5/28/2020 8:34 AM
75	95	5/28/2020 8:33 AM
76	50	5/28/2020 8:32 AM

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77	10	5/28/2020 8:32 AM
78	60	5/28/2020 8:31 AM
79	35	5/28/2020 8:30 AM
80	75	5/28/2020 8:30 AM

Q8 As compared to April, has your business improved, gotten worse or stayed about the same in May? Please select the option below that best describes your experience this month.

Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES
Significantly worse	6.61% 8
Slightly worse	21.49% 26
Not much change	36.36% 44
Slightly better	28.93% 35
Significantly better	6.61% 8
TOTAL	121

Q9 Please share any comments that would help us understand your answer to the preceding question about your May results:

Answered: 53 Skipped: 68

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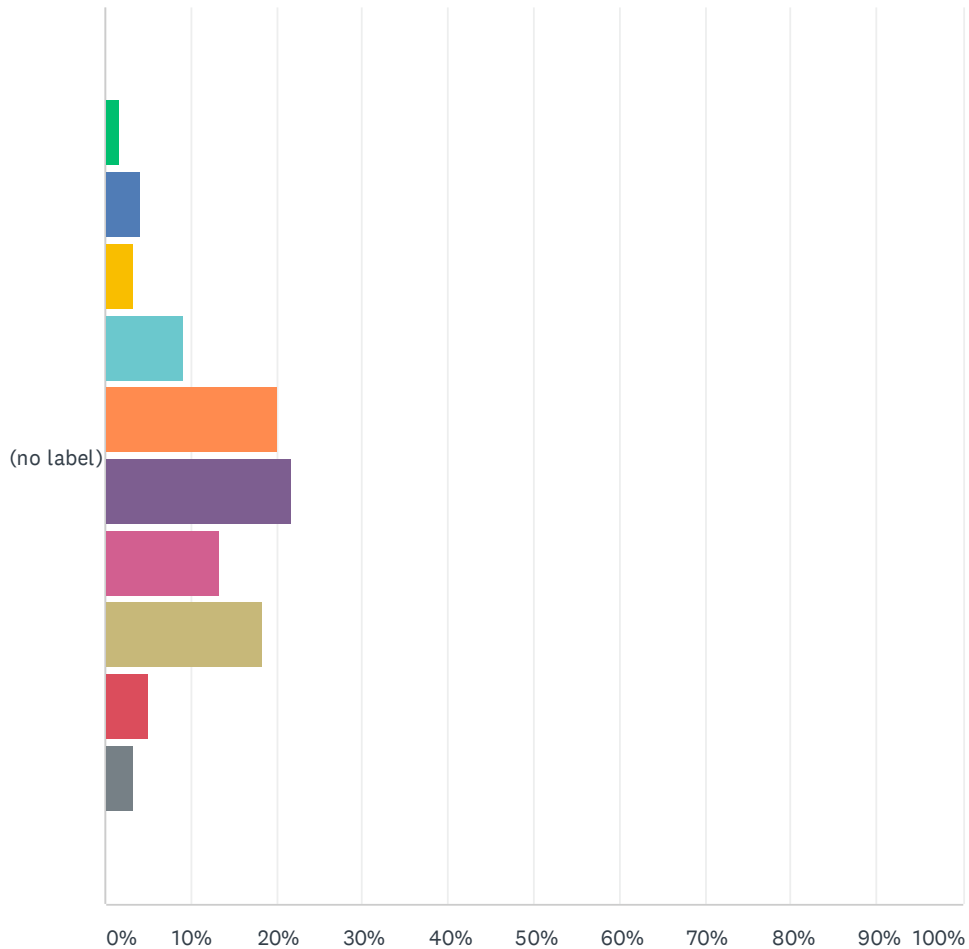
#	RESPONSES	DATE
1	Phones have been very slow/quiet. Customers are not spending money right now unless they absolutely have to.	5/29/2020 12:05 PM
2	Material is still about the same on delivery 1 to 2 weeks, behind schedule. Causing other work to be moved forward.	5/29/2020 10:40 AM
3	Service has been picking up. New equipment sales and construction continue to be strong.	5/29/2020 9:47 AM
4	Seasonality means we are typically quieter in April, but this year project starts have definitely had an impact on May	5/29/2020 9:05 AM
5	We don't have May results yet in terms of an income statement but the activity is somewhat better in May than it was in April. Income statement results are about 10 days away.	5/29/2020 9:00 AM
6	the volume of service calls has decreased as well as the equipment sales funnel has decreased, still active but not as active pre pandemic	5/29/2020 8:41 AM
7	most of our issues are with employees - seem to need constant direction - exposing weaknesses we did not know we had	5/29/2020 8:26 AM
8	EMV filled in the gap.	5/29/2020 7:58 AM
9	We were up 10-20% each month over last year.	5/29/2020 7:34 AM
10	oil companies reluctant to spend money	5/28/2020 7:44 PM
11	Business is slow	5/28/2020 6:08 PM
12	We sell and service only commercial and munis so our results may be different than others. Both have stopped spending. Afraid their income will be reduced	5/28/2020 4:34 PM
13	More work	5/28/2020 2:50 PM
14	We feel that June will be the month we see impacted the most. May was a good carryover from April	5/28/2020 2:48 PM
15	As our states reopen we are noticing a sharp rebound in service levels. Overall our business is good.	5/28/2020 2:36 PM
16	We had a few larger jobs invoiced in May. That helped bring up the May number. Actual business is down.	5/28/2020 2:34 PM
17	Our numbers in May will be lower, but we are starting to see deals start to come to fruition for the future.	5/28/2020 2:21 PM
18	People are simply ignoring the idiotic politicians and going back to work	5/28/2020 2:08 PM
19	The Leaders in U S A need to learn to work together	5/28/2020 12:52 PM
20	Governor of PA allowed construction activities to re-open in May	5/28/2020 12:25 PM
21	slower parts sales & permitting	5/28/2020 12:11 PM
22	Difficult getting parts and not getting response from factory or reps it's like everyone in ignoring phone calls and emails	5/28/2020 11:44 AM
23	Things are slowly opening back up and their is more optimism. With the delay of EMV and underground upgrades, the demand will be put off.	5/28/2020 11:14 AM
24	Texas is still making investigations on UST owners so it's business as usual!	5/28/2020 11:14 AM
25	Service business is slowly improving each week. However much of recent work is attributed to routine semi-annual preventative maint. work.	5/28/2020 11:11 AM
26	Between the Covid19 and the price of oil drop our customers are having a hard time keeping the doors open.	5/28/2020 10:32 AM
27	the business of answering station calls continues we can circulate between departments, but customers for not being able to sell are not buying equipment even if it is not working	5/28/2020 10:23 AM
28	Booked orders are down. Most customers are holding on to their money and putting projects on hold until this covid runs its course. Oil industry in Western Canada is in crisis.	5/28/2020 10:22 AM

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29	Countrywide closure in April, only partial re-openings in May	5/28/2020 10:22 AM
30	State is opening up more	5/28/2020 10:15 AM
31	Customers are still holding back on spending for all but the necessities to sustain minimal operations.	5/28/2020 10:14 AM
32	Still a little slow	5/28/2020 10:12 AM
33	We are heavy commercial construction. Our effects of Covid will be felt more in the next 3 months than these previous 3 months.	5/28/2020 9:51 AM
34	Petroleum still about the same as of volume, service has had reduced the # of calls	5/28/2020 9:45 AM
35	More companies opening back up from the stay at home order and consequently more service work	5/28/2020 9:34 AM
36	It is too early to tell for certain but it appears most everything is coming back to pre-shut down levels	5/28/2020 9:25 AM
37	2 major projects are able to start at the end of May.	5/28/2020 9:10 AM
38	We are quoting a lot of jobs/equipment and service is steady.	5/28/2020 9:03 AM
39	The lack of regulator presence(Fire Marshal) has greatly affected out compliance testing. Customers holding onto their cash waiting for economic bottom to fall out. Only necessary spending. Mostly independent retail sites.	5/28/2020 9:02 AM
40	Installations canceled accounted for 17% decrease for year. Those canceled jobs were mainly toward end of year.	5/28/2020 8:56 AM
41	Sales are down considerably compared to April.	5/28/2020 8:52 AM
42	less revenue although could be a timing issue with construction projects.	5/28/2020 8:51 AM
43	Still busy with the EMV upgrades and associated work.	5/28/2020 8:48 AM
44	Taking much longer for purchasing decisions to be made, taking much longer for engineering and consulting individuals to respond.	5/28/2020 8:47 AM
45	Still working off backlog that we had, but nearing the end of it. More concerned about July onward.	5/28/2020 8:40 AM
46	Really picking up	5/28/2020 8:38 AM
47	Our service revenue was down 20%+ at the bottom, but things are rebounding nicely	5/28/2020 8:35 AM
48	Covid controls easing	5/28/2020 8:35 AM
49	The number of calls for service and sales are down but the size of orders has increased from those that are buying. This has caused our business to remain steady.	5/28/2020 8:33 AM
50	Rain has been more an issue with delays	5/28/2020 8:32 AM
51	Business has picked up a lot	5/28/2020 8:31 AM
52	Retail/independents re-entering the picture	5/28/2020 8:30 AM
53	slow time of year anyways so did not see much difference	5/28/2020 8:30 AM

Q10 How do you feel about your business's prospects over the next 12 months? Please answer on a scale of 1 to 10, with "1" meaning "probably will be the worst year ever" and "10" meaning "probably will be the best year ever."

Answered: 120 Skipped: 1

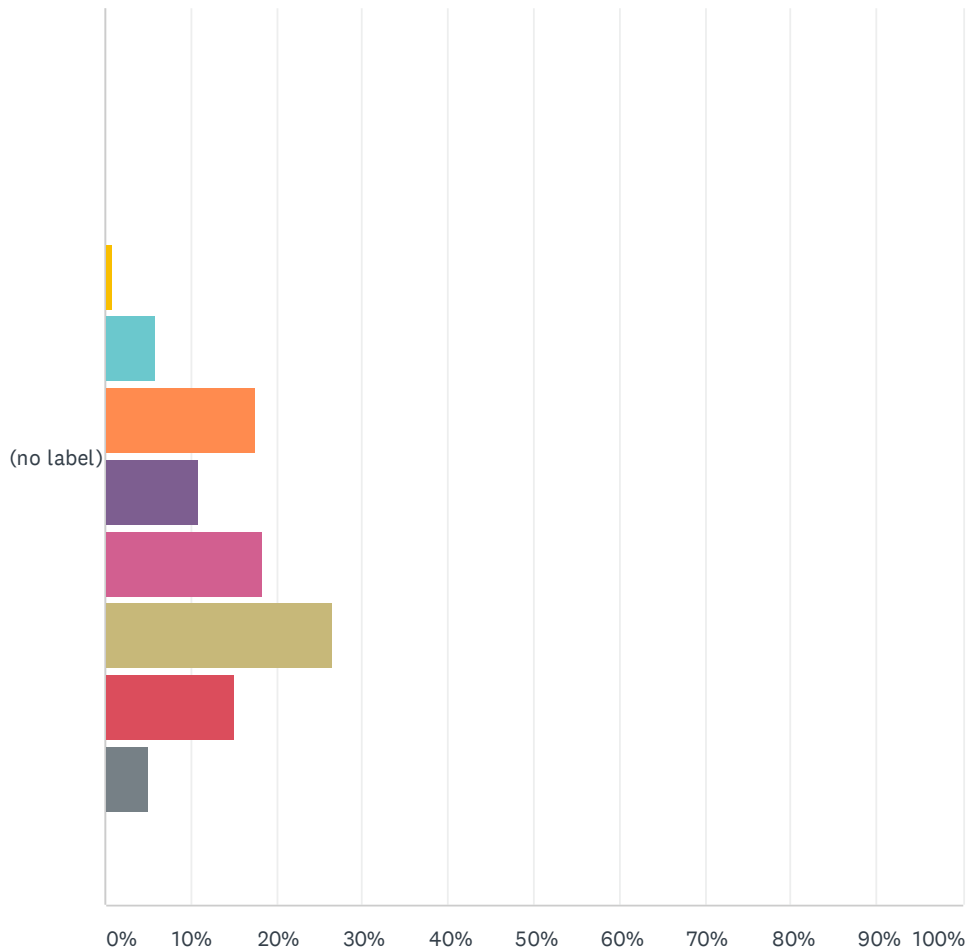


1 2 3 4 5 6 7 8 9 10

	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
(no label)	1.67% 2	4.17% 5	3.33% 4	9.17% 11	20.00% 24	21.67% 26	13.33% 16	18.33% 22	5.00% 6	3.33% 4	120	6.05

Q11 How is your staff's morale? Please answer on a scale of 1 to 10, with "1" meaning "extremely frightened and demoralized" and "10" meaning "extremely optimistic and engaged."

Answered: 120 Skipped: 1

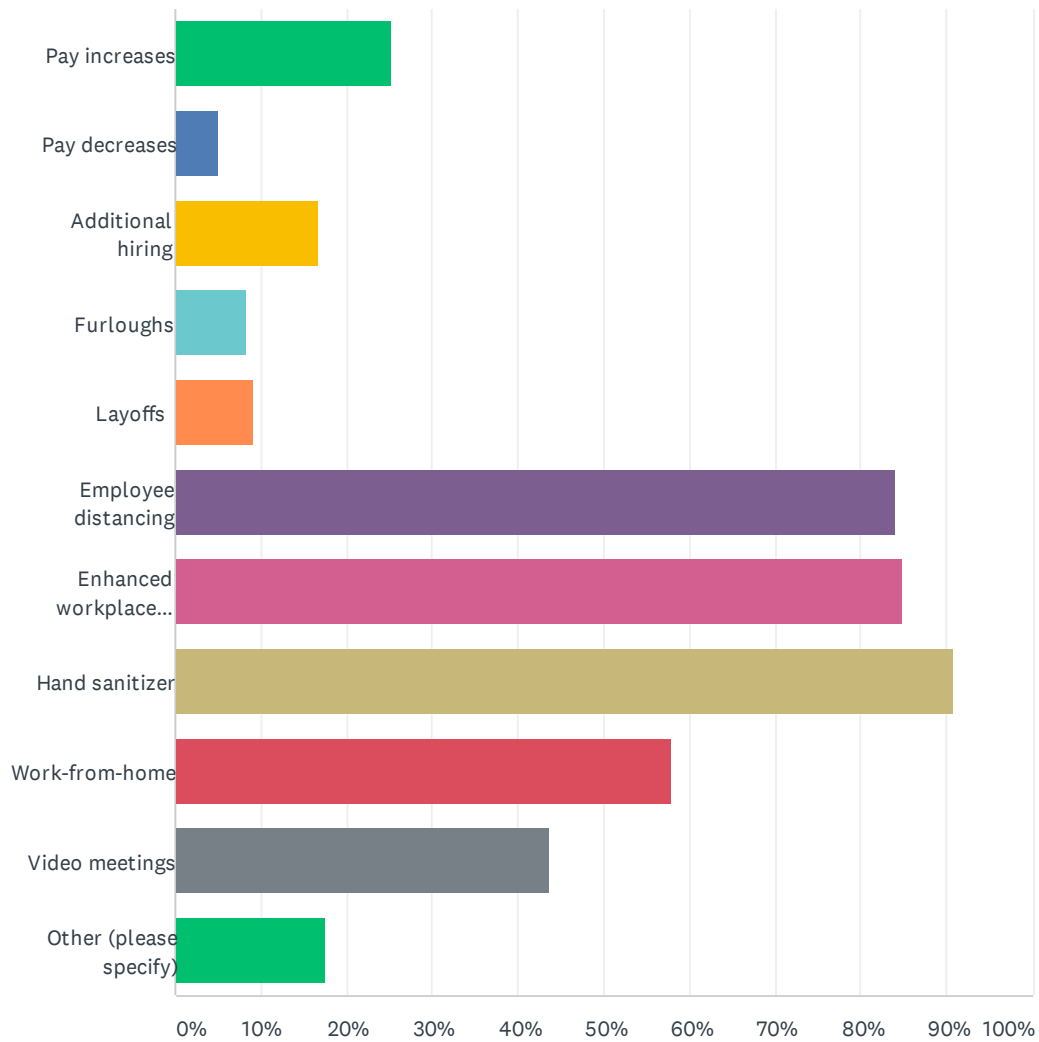


■ 1
 ■ 2
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 ■ 8
 ■ 9
 ■ 10

	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.83% 1	5.83% 7	17.50% 21	10.83% 13	18.33% 22	26.67% 32	15.00% 18	5.00% 6	120	7.05

Q12 What personnel-related actions have you taken in response to the COVID-19 outbreak (check all that apply):

Answered: 119 Skipped: 2



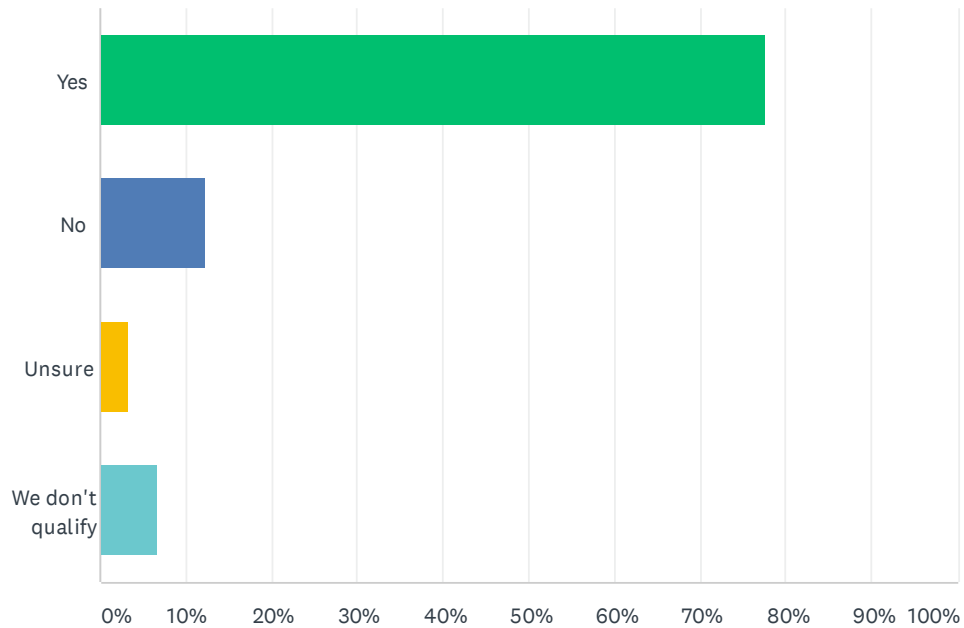
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ANSWER CHOICES	RESPONSES	
Pay increases	25.21%	30
Pay decreases	5.04%	6
Additional hiring	16.81%	20
Furloughs	8.40%	10
Layoffs	9.24%	11
Employee distancing	84.03%	100
Enhanced workplace cleanings	84.87%	101
Hand sanitizer	90.76%	108
Work-from-home	57.98%	69
Video meetings	43.70%	52
Other (please specify)	17.65%	21
Total Respondents: 119		

#	OTHER (PLEASE SPECIFY)	DATE
1	on Call	5/29/2020 10:40 AM
2	All admin is back in the office. Several were working from home.	5/29/2020 9:47 AM
3	trying to do a lot more educating	5/29/2020 8:41 AM
4	Additional training	5/28/2020 6:08 PM
5	SINCE RECEIPT OF ppp ALL HAVE RECEIVED BONUS AND BACK TO FULL TIME. MUCH BETTER	5/28/2020 4:34 PM
6	Time to do training webinars	5/28/2020 2:48 PM
7	Utilized PPP loan to sustain all employees during service drop	5/28/2020 2:36 PM
8	Using PPP Loan to keep employees at full employment.	5/28/2020 2:34 PM
9	Safety meeting topics on good hygiene	5/28/2020 2:08 PM
10	None	5/28/2020 1:41 PM
11	none	5/28/2020 12:23 PM
12	maintaining staff..no layoffs	5/28/2020 12:11 PM
13	Discussion on a regular basis	5/28/2020 11:44 AM
14	Non-renewal of contract employees	5/28/2020 11:11 AM
15	Hour decrease to 40 hours	5/28/2020 10:34 AM
16	Crews members no longer ride in same trucks together.	5/28/2020 10:14 AM
17	Weekly emailed updates	5/28/2020 9:45 AM
18	Delayed filling vacancies	5/28/2020 8:40 AM
19	Bonuses for field technicians	5/28/2020 8:37 AM
20	Separated our locations so we are not face to face with each other.	5/28/2020 8:35 AM
21	Hazard bonuses weekly	5/28/2020 8:30 AM

Q13 Have you pursued (or do you intend to pursue) a Paycheck Protection Program (PPP) loan or any other financial relief offered under the Coronavirus Aid, Relief and Economic Security (CARES) Act?

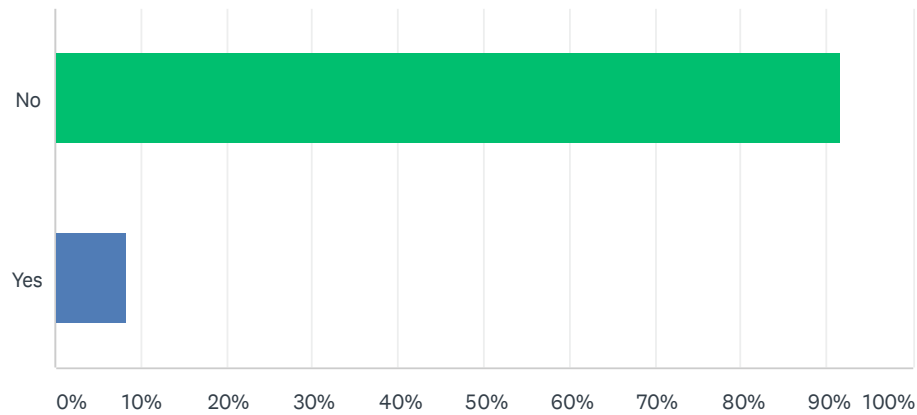
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.69%	94
No	12.40%	15
Unsure	3.31%	4
We don't qualify	6.61%	8
TOTAL		121

Q14 Have any of your employees tested positive for COVID-19?

Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	91.74%	111
Yes	8.26%	10
TOTAL		121

#	IF YES, PLEASE EXPLAIN HOW YOUR COMPANY RESPONDED.	DATE
1	Quarantine and Paid Family Leave	5/29/2020 8:26 AM
2	2	5/29/2020 8:23 AM
3	However two have had to assume they have it and have been very sick but no hospital yet. We are very lucky!	5/28/2020 4:34 PM
4	STAYED HOME FOR TWO WEEKS	5/28/2020 3:46 PM
5	Communicated with other employees exposed, required testing and isolation per CDC guidelines	5/28/2020 2:21 PM
6	Employee had underlying issues and fortunately he worked remotely from his home.	5/28/2020 1:21 PM
7	none reported to company	5/28/2020 12:11 PM
8	All negative results	5/28/2020 11:14 AM
9	1 in Miami. Now recovered and back at work. Missed 3 weeks. We continued to pay him through his illness.	5/28/2020 8:35 AM