

BUSINESS Sample : 6th - 9th May 2014

Total	Gender		Age					Organisation size			Company annual turnover						
Base	Male	Female	18-24	25-34	35-44	45-54	55+	Small	Medium	Large	First year of trading	Less than £999,999 (NET)	£1 million - £9.9 million (NET)	£10 million or more (NET)	Don't know	Not applicable	Prefer not to answer

B2B_q1. The following questions are about the recent tube strikes in London (i.e. Monday 28th to Wednesday 30th April)...To what extent would you say you support or oppose the recent tube strikes in London?

Base: London business decision makers	199	145	54	-	21	64	50	64	109	28	62	2	50	38	75	11	-	23
Strongly support	7%	8%	4%	-	14%	3%	14%	3%	8%	4%	6%	50%	14%	8%	3%	9%	-	-
Support	17%	18%	15%	-	33%	19%	10%	16%	17%	21%	15%	-	18%	21%	16%	18%	-	13%
Neither support nor oppose	8%	6%	13%	-	-	6%	8%	11%	7%	18%	3%	-	8%	13%	5%	18%	-	-
Oppose	15%	12%	22%	-	5%	16%	18%	14%	14%	4%	21%	-	12%	5%	20%	9%	-	22%
Strongly oppose	50%	54%	41%	-	43%	50%	48%	55%	47%	54%	55%	50%	44%	47%	56%	36%	-	57%
Don't know	4%	3%	6%	-	5%	6%	2%	2%	6%	-	-	-	4%	5%	-	9%	-	9%

B2B_q2. How positive or negative an effect would you say the recent tube strikes in London had on your business?

Base: London business decision makers	199	145	54	-	21	64	50	64	109	28	62	2	50	38	75	11	-	23
A very positive effect	2%	1%	2%	-	10%	-	2%	-	-	4%	3%	-	-	8%	-	-	-	-
A fairly positive effect	3%	3%	-	-	24%	-	-	-	3%	4%	2%	50%	2%	3%	3%	-	-	-
No effect	49%	47%	56%	-	19%	48%	50%	59%	59%	54%	31%	50%	66%	45%	41%	36%	-	52%
A fairly negative effect	35%	37%	30%	-	38%	38%	40%	28%	27%	36%	50%	-	22%	32%	43%	45%	-	43%
A very negative effect	10%	9%	11%	-	5%	14%	4%	11%	9%	4%	13%	-	8%	11%	12%	9%	-	4%
Don't know	2%	2%	2%	-	5%	-	4%	2%	3%	-	2%	-	2%	3%	1%	9%	-	-

B2B_q3. You said that the recent tube strikes in London had a negative effect on your business...In which of the following ways has your business been negatively affected by the recent tube strikes? (Please tick all that apply)

Base: London business decision makers who said the recent tube strikes in London have had a negative effect on their business	89	67	22	-	9	33	22	25	39	11	39	-	15	16	41	6	-	11
Employees have been unable to get to work	52%	55%	41%	-	56%	61%	50%	40%	41%	36%	67%	-	33%	56%	63%	67%	-	18%
We have lost revenue	26%	22%	36%	-	33%	27%	18%	28%	21%	36%	28%	-	20%	13%	24%	50%	-	45%
We have been unable to receive/ make deliveries	9%	7%	14%	-	-	15%	5%	8%	8%	18%	8%	-	13%	13%	5%	17%	-	9%
Employees have been late to work/ had to leave early	67%	67%	68%	-	67%	79%	68%	52%	56%	64%	79%	-	53%	75%	76%	67%	-	45%
It has caused employees to be less productive	51%	51%	50%	-	56%	61%	50%	36%	36%	45%	67%	-	27%	44%	68%	50%	-	27%
We have had to spend time planning how to manage the effects of the tube strikes	42%	42%	41%	-	67%	45%	36%	32%	28%	45%	54%	-	47%	31%	51%	33%	-	18%
Other	7%	7%	5%	-	-	6%	14%	4%	13%	9%	-	-	13%	6%	-	33%	-	9%
Don't know	2%	-	9%	-	-	3%	-	4%	5%	-	-	-	-	6%	-	-	-	9%

B2B_q4. In which, if any, of the following ways did your business prepare for the recent tube strikes? (Please tick all that apply)

Base: London business decision makers	199	145	54	-	21	64	50	64	109	28	62	2	50	38	75	11	-	23
We allowed employees to work more flexibly (i.e. flexible hours)	38%	39%	33%	-	43%	42%	40%	30%	22%	36%	66%	50%	12%	42%	60%	36%	-	13%
We allowed employees to work from home	36%	38%	31%	-	38%	36%	40%	33%	25%	36%	56%	50%	18%	37%	53%	27%	-	22%
We offered employees mobile devices (e.g. laptops, mobile phones, tablet PCs etc.)	6%	6%	4%	-	19%	6%	4%	2%	3%	4%	11%	-	2%	11%	7%	9%	-	-
We employed temporary staff	2%	3%	-	-	5%	3%	2%	-	-	11%	2%	-	2%	3%	3%	-	-	-
Before the strikes began, we stocked up on any resources we would usually need	6%	4%	9%	-	19%	3%	2%	6%	2%	11%	10%	-	-	5%	8%	27%	-	-
We have kept employees informed of the best routes to and from work during the strikes	26%	27%	22%	-	19%	36%	24%	19%	9%	54%	42%	50%	6%	24%	40%	36%	-	17%
Other	7%	8%	4%	-	-	5%	8%	11%	6%	18%	3%	-	4%	5%	7%	27%	-	9%
Don't know	2%	2%	2%	-	5%	3%	-	2%	3%	-	2%	-	2%	3%	1%	-	-	4%
Not applicable - my business did not prepare for the recent tube strikes	34%	30%	46%	-	19%	31%	36%	41%	52%	18%	10%	50%	64%	24%	16%	18%	-	52%

BUSINESS Sample : 6th - 9th May 2014

Region mainly work								Work industry (short list)										
North	Midlands	East	London	South	Wales	Scotland	Elsewhere (i.e. outside of Great Britain)	Manufacturing	Construction	Retail	Financial services	Hospitality and leisure	Accountancy	Legal	IT & telecoms	Media/ marketing/ advertising/ PR & sales	Medical & health services	Education

B2B_q1. The following questions are about the recent tube strikes in London (i.e. Monday 28th to Wednesday 30th April)...To what extent would you say you support or oppose the recent tube strikes in London?

Base: London business decision makers	-	-	-	199	-	-	-	-	8	15	16	32	9	8	20	23	29	5	5
Strongly support	-	-	-	7%	-	-	-	-	-	-	-	6%	-	-	10%	17%	3%	-	20%
Support	-	-	-	17%	-	-	-	-	38%	27%	19%	6%	-	13%	15%	22%	28%	40%	-
Neither support nor oppose	-	-	-	8%	-	-	-	-	13%	13%	6%	-	22%	-	10%	-	10%	-	20%
Oppose	-	-	-	15%	-	-	-	-	-	20%	13%	19%	11%	13%	15%	9%	14%	-	20%
Strongly oppose	-	-	-	50%	-	-	-	-	50%	33%	63%	63%	56%	75%	50%	52%	45%	40%	20%
Don't know	-	-	-	4%	-	-	-	-	-	7%	-	6%	11%	-	-	-	-	20%	20%

B2B_q2. How positive or negative an effect would you say the recent tube strikes in London had on your business?

Base: London business decision makers	-	-	-	199	-	-	-	-	8	15	16	32	9	8	20	23	29	5	5
A very positive effect	-	-	-	2%	-	-	-	-	-	-	-	3%	-	-	-	9%	-	-	-
A fairly positive effect	-	-	-	3%	-	-	-	-	13%	-	6%	3%	-	-	-	4%	-	-	20%
No effect	-	-	-	49%	-	-	-	-	38%	67%	50%	28%	22%	50%	60%	39%	62%	60%	40%
A fairly negative effect	-	-	-	35%	-	-	-	-	38%	13%	38%	44%	25%	40%	39%	31%	40%	20%	20%
A very negative effect	-	-	-	10%	-	-	-	-	13%	13%	6%	16%	33%	25%	-	9%	7%	-	20%
Don't know	-	-	-	2%	-	-	-	-	-	7%	-	6%	-	-	-	-	-	-	-

B2B_q3. You said that the recent tube strikes in London had a negative effect on your business...In which of the following ways has your business been negatively affected by the recent tube strikes? (Please tick all that apply)

Base: London business decision makers who said the recent tube strikes in London have had a negative effect on their business	-	-	-	89	-	-	-	-	4	4	7	19	7	4	8	11	11	2	2
Employees have been unable to get to work	-	-	-	52%	-	-	-	-	50%	50%	29%	68%	29%	100%	38%	45%	64%	50%	50%
We have lost revenue	-	-	-	26%	-	-	-	-	25%	25%	43%	16%	71%	25%	-	18%	27%	50%	-
We have been unable to receive/ make deliveries	-	-	-	9%	-	-	-	-	-	-	29%	-	14%	25%	-	18%	-	50%	-
Employees have been late to work/ had to leave early	-	-	-	67%	-	-	-	-	75%	75%	71%	84%	71%	50%	75%	55%	55%	50%	50%
It has caused employees to be less productive	-	-	-	51%	-	-	-	-	25%	100%	43%	63%	43%	50%	63%	55%	36%	-	-
We have had to spend time planning how to manage the effects of the tube strikes	-	-	-	42%	-	-	-	-	-	25%	57%	53%	43%	50%	50%	55%	9%	50%	50%
Other	-	-	-	7%	-	-	-	-	-	25%	-	5%	14%	-	-	9%	-	-	50%
Don't know	-	-	-	2%	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-

B2B_q4. In which, if any, of the following ways did your business prepare for the recent tube strikes? (Please tick all that apply)

Base: London business decision makers	-	-	-	199	-	-	-	-	8	15	16	32	9	8	20	23	29	5	5
We allowed employees to work more flexibly (i.e. flexible hours)	-	-	-	38%	-	-	-	-	38%	33%	38%	44%	33%	63%	40%	35%	41%	20%	40%
We allowed employees to work from home	-	-	-	36%	-	-	-	-	13%	27%	31%	53%	22%	38%	35%	35%	52%	-	-
We offered employees mobile devices (e.g. laptops, mobile phones, tablet PCs etc.)	-	-	-	6%	-	-	-	-	13%	-	-	13%	-	13%	-	9%	3%	20%	-
We employed temporary staff	-	-	-	2%	-	-	-	-	13%	-	-	-	-	13%	-	4%	-	20%	-
Before the strikes began, we stocked up on any resources we would usually need	-	-	-	6%	-	-	-	-	-	-	-	6%	33%	-	-	17%	3%	-	-
We have kept employees informed of the best routes to and from work during the strikes	-	-	-	26%	-	-	-	-	13%	27%	19%	31%	67%	13%	30%	26%	24%	-	20%
Other	-	-	-	7%	-	-	-	-	-	13%	-	6%	22%	-	15%	9%	3%	-	-
Don't know	-	-	-	2%	-	-	-	-	-	-	-	9%	11%	-	-	-	-	-	-
Not applicable - my business did not prepare for the recent tube strikes	-	-	-	34%	-	-	-	-	50%	60%	44%	19%	11%	25%	30%	22%	28%	60%	60%

BUSINESS Sample : 6th - 9th May 2014

Transportation & distribution	Real estate	Other	Not applicable	Finance and Accounting
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B2B_q1. The following questions are about the recent tube strikes in London (i.e. Monday 28th to Wednesday 30th April)...To what extent would you say you support or oppose the recent tube strikes in London?

Base: London business decision makers	2	1	26	-	40
Strongly support	-	-	15%	-	5%
Support	-	-	12%	-	8%
Neither support nor oppose	-	-	12%	-	-
Oppose	50%	-	19%	-	18%
Strongly oppose	50%	100%	38%	-	65%
Don't know	-	-	4%	-	5%

B2B_q2. How positive or negative an effect would you say the recent tube strikes in London had on your business?

Base: London business decision makers	2	1	26	-	40
A very positive effect	-	-	-	-	3%
A fairly positive effect	-	-	-	-	3%
No effect	-	100%	65%	-	33%
A fairly negative effect	100%	-	31%	-	40%
A very negative effect	-	-	-	-	18%
Don't know	-	-	4%	-	5%

B2B_q3. You said that the recent tube strikes in London had a negative effect on your business...In which of the following ways has your business been negatively affected by the recent tube strikes? (Please tick all that apply)

Base: London business decision makers who said the recent tube strikes in London have had a negative effect on their business	2	-	8	-	23
Employees have been unable to get to work	50%	-	38%	-	74%
We have lost revenue	-	-	38%	-	17%
We have been unable to receive/ make deliveries	-	-	13%	-	4%
Employees have been late to work/ had to leave early	-	-	75%	-	78%
It has caused employees to be less productive	-	-	63%	-	61%
We have had to spend time planning how to manage the effects of the tube strikes	-	-	50%	-	52%
Other	50%	-	-	-	4%
Don't know	-	-	13%	-	4%

B2B_q4. In which, if any, of the following ways did your business prepare for the recent tube strikes? (Please tick all that apply)

Base: London business decision makers	2	1	26	-	40
We allowed employees to work more flexibly (i.e. flexible hours)	-	100%	27%	-	48%
We allowed employees to work from home	50%	100%	31%	-	50%
We offered employees mobile devices (e.g. laptops, mobile phones, tablet PCs etc.)	-	-	4%	-	13%
We employed temporary staff	-	-	-	-	3%
Before the strikes began, we stocked up on any resources we would usually need	-	-	4%	-	5%
We have kept employees informed of the best routes to and from work during the strikes	-	100%	19%	-	28%
Other	50%	-	4%	-	5%
Don't know	-	-	-	-	8%
Not applicable - my business did not prepare for the recent tube strikes	-	-	54%	-	20%