5.8 COVID-19 Community Call for Distributors: Discussion Summary

Sales Calls/Travel Outlook
- Customers still not allowing us in without a specific reason, but have been able to go in to help in specific circumstances
- Factory rep was not allowed by his company to make a customer call when requested
- Certain industries are more conservative than others when it comes to visitors
- Larger companies with attorneys are advising not to allow people in
- Temperature tested, mask and gloves required when visiting customers. One customer gave a face shield to wear when they visited.
- Even now that shelter-in-place has been lifted in some places, they are not seeing any differences in how they do business
- May not be able to access plant floors and other places like have in the past. Might be gone or much more limited forever.
- Sales team doing more with virtual calls and believe that will continue.
- Virtual calls can be effective and makes us more efficient in time and cost. Also can be easier to get a meeting as it doesn’t take as much of the person’s time.
- Rethinking the role of the outside salesperson and how the role will operate. May make changes about number of miles that they can drive, how we reimburse, etc.
- There will be attrition of outside sales that are unable or unwilling to adapt to technology
- We will be allowing fewer suppliers into our facility. Expect suppliers to adapt and add value if they are going to come in for an in-person meeting.

Employees/Return-to-office
- Some employees are coming back voluntarily because they miss the environment. One company is allowing it carefully
- Added sanitation stations around the office and bringing inside sales back
- Have doors propped open just enough so people aren’t touching door handles
- Take temperature twice a day
- Classified employees based on vulnerable/non-vulnerable and have vulnerables come back last
- CEO keeping all employees up to date at least every other day, not only on COVID, but also loan, customers, etc.
- Don’t expect to have everyone back until at least July, maybe later
- Will make work from home a regular option or possibly a reward
- People remember how they are treated during tough times, so be sure to treat both employees and customers well.
- Turned more internal calls into video calls so people can see each other
- Send out trivia question or a what did you do when you were a kid type questions so employees have a little fun in their day

Customers/Business
- Have had opportunity to gain some new customers through this because we had the product they needed when they needed it. Customers want you to provide value or they want nothing to do with you
Attending Events/Tradeshows/Etc.
- Being forced to not participate right now
- Want to get back to attending the events that are important to us

Future Planning
- Easier to do long-term planning than short-term right now
- Can’t stop everything during this situation, still need to prepare for the future
- Continue to set goals
- Meeting more frequently with strategy team