

Krug Sales Representatives,

First and foremost, I hope that you and your families are safe and healthy as we enter into a very challenging set of circumstances. A lot of unknowns at this point, but it's great to see so many individuals and organizations working cooperatively on managing this crisis. We will get through it.

We're continuing to operate, and plan to do so (unless and until something happens that prevents that). We're seeing a surge in orders from hospitals that are reacting to the pandemic, and are working on a special quick ship program for key healthcare products to be provide faster order turnaround where necessary.

Krug is in a strong position financially to whether this storm, for as long as it takes. I'm worried though about dealers - some may not have the financial resources to see it through, so we'll need to be very vigilant on the companies we're doing business with.

Trucks continue to ship without problem or delay. The border restrictions do not impact shipment of goods, and we haven't had a single delay at the border. Some dealers have mentioned concern about truck drivers potentially being quarantined - in our case, the two freight carriers we work with screen all of their drivers to ensure they have not traveled, and have no symptoms, so are only using drivers who will not be quarantined.

A question being asked by some customers: can coronavirus be transmitted on goods like furniture?  
A recent research study on transmission of the coronavirus on surfaces found that the virus can survive for up to 3 days on plastic and steel and about 24 hours on cardboard. It has been suggested that more absorbent materials such as cardboard make it more difficult for the virus to survive. Fabric would be closer to cardboard in this respect. In all cases, the viability of the virus declines over those periods.

In the case of Krug manufactured goods, there are typically several days to a week between packaging a product in a factory and having it reach the distribution center, staging by destination and then loading on a truck. Delivery to a dealer warehouse can take up to an additional week after that.

We have some of the Krug staff our reps and customers work with working from home, set up to operate as normal, -including voice and email communication, so should be seamless. This includes Customer Service, Bids/Specifications Team, and the Engineering teams.

Things are changing rapidly, and we want to be very responsive: let's communicate closely and constantly, as you are our primary eyes and ears on what's happening with customers. The more on top of it we are, the faster we can move to respond to the big changes happening (and that will happen) in our marketplace.

Looking forward to getting your input and knowledge as this situation evolves, and putting that to good use. Let's work together and get through this together.

Len

Krug... Advancing Design Through Innovation

