

Dear Valued Partners;

Yesterday, we all received good news in that China has reported their first day of no new domestic cases. We wanted to take this time to update everyone on the impact that the Coronavirus has had on KDM.

As we all know, the information that we receive is changing rapidly. Our one simple objective is to keep our employees, their families and you, our business partners, safe and sound. We are beginning to see an increase in business due to the chaos. People are concerned that they will run out of crucial products needed to run their business. Understandable, but challenging to say the least.

During this time, we will do our best to assist you with the influx of orders. All three KDM facilities are currently fully staffed and we have asked our employees to work as much overtime as they are able. KDM is not cutting hours during this time, we are adding hours. Our goal is to assist you like never before and ship every purchase order possible.

Some of our challenges are as follows:

- Paper mills are seeing the same increase in business and some of the paper orders are being delayed.
- Any employee that comes to work with a fever or respiratory issues will be sent home immediately and cannot return until they are back to full health.
- This may have an effect on the amount of products we can produce.

While no one can predict what may unfold in these next days or weeks, we ask that you please reach out to your customers to ensure they have assessed their current and future needs and plan accordingly. Placing orders now for recurring business or for upcoming projects with business-critical deadlines will help us all in our sourcing and production planning.

Delivery requirements are changing daily as many companies are coping with new processes. This may include that deliveries are made on specific days or between specific hours, unloading procedures may be altered as well. We hope to limit the amount of delayed/refused shipments by obtaining as much information as possible. Good communication in tough times can only benefit us all.

Please, let's stick together and all of us can and will survive this pandemic.

Sincerely,

Larry Newman
President/CEO

Sue Bennett
Director of Sales

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