

April 23, 2020 - 10:00am ET

Georgia Manufacturers Alliance News Network Roundtable: Reopening

Host: Jason Moss, Founder and Executive Director GMA

Guests: You!

DISCLAIMER: These notes were taken by one of the participants and have not been approved or endorsed by any person or any entity mentioned herein, the Georgia Manufacturing Alliance, or Jason Moss. These notes serve as a helpful tool. It is the responsibility of the reader to confirm the facts. Statements in this report should not be quoted without confirmation by the author. Resources can be found at www.georgiamanufacturingalliance.com via links and documents provided by guests and posted on the GMA website.

Welcome by Jason- Today's topic is Reopening, what are your plans?

Today's call will be focused on reopening your business again.

- How are we going to relaunch the manufacturing process and what can GMA do to support you?
- What will your start date be
- What safety measures will be new
- What are visitor, customer, vendors and employee entry guidelines

We share best practices, sharing ideas for everyone to be more effective. There will be challenges when the doors open back up, it's our choice to be positive.

TIP: Jason will be a panelist on the Supply Chain Now Zoom call on April 29th at 4pm, the link to attend is www.supplychainnowradio.com - go to upcoming events, April 29, 2020
Zoom Id: 931 135 056, Password 025784

GMA is a for-profit organization and does not engage in politics, we focus on supporting manufacturers. We do not get into the legislative arena. We are not here to change anyone's mind, we support. Based on Governor Kemp's rollout plans, GMA has decided to be fully staffed again on Monday, 4/27 - that is our restart date. Our first plan of action is to:

1. Pick a date for re-launch to provide full service again
2. Today we will have an Advisory Board call at 2pm with our chapter directors and our sponsors, which is a sponsor benefit. Advisory Board calls are to provide guidance for direction of GMA. We value Advisory Board recommendations.

Our live events are on hold but I'm curious which companies will be open to tours again and what the precaution will be to do so. Visitor badge, scan temperature, here is your mask?!

What is your gameplan, regarding:

1. Safety of employees
2. Customers, how to bring them back
3. New procedures

John Barrett, President RR Donnelley Atlanta

We are designated an essential business so we continue to operate but clients are Sheltering In Place or cancelling programs so our revenue and activity is down. Regardless of Governor Kemp's suggestions, we will not change our current procedures:

- Mandatory temperature testing for employees, contractors and visitors
- Mandatory mask wearing in the office and on the manufacturing floor
- 6 ft distance, where possible, not easy on manufacturing floor
- Any visitor who is non-essential such as sales people, vendors, cannot enter
- Customers: alternate methods instead of inside customer approval, we are doing that via courier instead
- Yesterday we had a customer visiting but we quarantined that section.

Jason: what are the temperature testing logistics?

We use touchless thermometers. We have 3 for 2 different entry points. We have a 228,000 sq ft facility, the supervisor takes your temperature. If it reads high, the employee goes off to the side, we retake temperature and if they still test high we send them home. I'm closest to the office front door so I take office staff temperature.

Jason: customers ok with that?

We don't do a lot of customer testing, I think we had three customers in the last three weeks. On the business side, a lot of customers are having conversations about their rapid startup processes. We service the hotel, food, and manufacturing industries. The service sector plans on jump-starting quickly, once their company decides it's a go.

Jason: what is your supply chain like?

No disruptions, ours is simple, we need paper. However it is a challenge finding masks and cleaning supplies. Our sister factory is making masks for all the RR Donnelley facilities. A supervisor as well as my wife are making masks to bridge the gap. Everyone has one mask, they need to be washed every day so would like more. One of the issues we have seen is that masks restrict breathing but are PPE mandated. Would like shields as well for those with respiratory issues - asthma - who simply cannot wear masks that long.

Jason: mask and sanitizing members:

Try LD from Fastsigns Snellville, a GMA member, for face shields, and perhaps Amanda Grey at GA Expo, they are manufacturing 80,000 masks per week. Another source may be Jim Kozel from World Emblem, GMA member. Some of our members are manufacturing certified disinfectants for hard surfaces: JT Taylor from Adhesive and Equipment, GMA member.

Bottom line:

- If an employee feels sick, we ask them not to come to work but so far no Coronavirus cases.
- Reopening for visitors date: not really.
- We follow the science, we don't just listen to advice.
- We have facilities worldwide. Our headquarters provide the framework for us, daily email with changes policies/rules and we follow corporate guidelines.
- We are actually getting new business: thermal strips for thermal temperature testers for all Home Depot locations; signage requests for stores that need new signage. We used

to print American Airlines and Delta menus, not doing those anymore, so it is nice to get extra business from alternative sources.

- Although revenue is down, we had 22 jobs open, we needed to run overtime and get temp labor. On the flip side, now we hardly have any layoffs, no deep cuts, employees are taking vacation, no overtime costs, hiring temps. We moved employees around.

Comments from call participants:

Roger Grabmann: one client wanted him to come in for a proposal, they have strict guidelines:

- Visitors have to have a purpose
- Visitors now need Vice President approval, they have to fill out a questionnaire prior.
- They have thousands of employees plus standard contractors, think trash pickup but are only enforcing social distancing, some 6 ft some 10ft, but no masks required.

Brittany, GMA staff: some manufacturing plants have put nursing stations in place prior to employees entering. Everyone gets a temperature check, have a mask ready to wear and have to use hand sanitizer.

John Barrett: temp agencies are now providing those services now too.

Jason Moss: Peachtree Tents and Events provides tents for pre-entry but also as extra auxiliary break rooms due to social distancing space requirement.

Pierre Tanguay: Our customers who have maintenance free equipment are all staying home, they do not want people into their facility. Our facility is located in LaGrange, we are operating with one shift of 50% employees every other day. Major equipment orders were cancelled. Guests need pre approval to enter and no more visitors, now called guests!

James Tyrone, Martin Concrete: my first time on the call.

- We are a concrete construction company for large commercial projects. Projects are continuing but with more precautions: same as most, 6ft, masks etc.
- We can work from home if possible. I'm in business development so face-to-face customer contact is more productive and I miss the opportunity to be out.
- Going forward: some projects were pushed back quite a bit, but overall, the general contractors and developers feel that recovery will happen quickly.
- We are fortunate, not completely shut down, no one with Coronavirus yet but someone on a job site did, so that was shut down.
- Office startdate: May 1st, but not full steam ahead. Our HQ is in Kennesaw, but those individuals concerned with going back to the office will be allowed to work from home until they are comfortable coming to the office.

Ryan Carver: We are not doing on-sites, self installing remotely works, on-premise installations are on hold even though that is our bread/butter.

Comment Jason: everyone has their own level of risk comfort, employers need to be empathetic. Open communication is key, that's why we are hosting all these calls, show insights.

Anita Redd, Anita's Balm: orders never dropped, anywhere from Amazon and my website to calls for doorstep delivery or come over. We are Sheltering In Place in Toccoa. We were surprised that our UPS store changed hours without posting it on their website.

Jason - re: trade shows:

Being a member of the Trade Show Executives community, I am staying informed with other industry leaders. Our September 15 GMA Summit will be held at the Cobb Galleria, unless there is a second spike of cases. We have to decide on May 14 on what it will look like. The Summit may be different than previous years. Are we issuing masks at the door?

Live POLL of GMA call attendees (10 members participated)

1. **Between now and December 31st, in your marketing efforts or attending, will you attend or show the same number of trade shows: more - less - the same.**

Less - 1
Same - 3
More - 3
No answer: 3

2. **What month do you feel personally comfortable attending or exhibiting a trade show?**

May - 1
June - 2
June/July - 2
Sept - 5

Name suggestions:

Pierre Tanguay: GMA Road to Recovery - sharing Best Practices

Jonnell: Kickoff

Michele Murphy: GMA 2020Reboot

Jason - future call schedule:

Monday 10am - Town hall call

Tuesday 10am - Task Force call

Wednesday 10am - Virtual Networking - yesterday was a huge success! Business is being conducted because of this call!

Thursday 10am - Reopen call

Friday 4pm (!) - Fun Friday, you have to see it to believe it!

What was your favorite part of today's call - please also post your comment on my LinkedIn:

Michele Murphy: the collaboration on these calls, great job Jason keeping people connected!

Hadden: Retired Colonel works for DOD - yesterday we heard a new set of guidelines - training still going on around the world, with modifications, still shipping soldiers, airmen, navy but limited. Will continue limited movement until 5/31. Extended current procedures/processes until 5/31 subject to extension, depending on the curve. If enough immune through exposure = herd exposure protection, then ok.

John Barrett: love hearing what other people are doing, creative solutions/alternate solutions.

Ryan carver: hearing from everyone about relaunch, and John's best practices.

Jonnell: you! Relaunch, I want to get off Zoom. Got hair cut

Pierre Tanguay: we don't have all the answers so this is a great forum for any Best Practices. Loves nurse at the entry concept, is good, not necessarily a nurse but someone!

Jason Moss: personally is predicting the strongest Q3 and Q4 ahead!

Roger Grabman: Best Practices. We are seeing a price collapse of commodities: gas, poultry - orders 40lb chicken at low prices, bread at grocery stores 25c/loaf.

Jason Moss: Y2K bullwhip effect is delayed effect. This crisis had a short run of stocking up

James Tyrone: thanks for allowing me to join, these are new ways of communicating, it's technology that we will continue to use, helpful and efficient. Jason: F2F is still there but different.

Cokkie Eaker: (editor: I forgot what I said!!!)

Brittany, GMA staff: echo a lot, enjoyed listening to everyone , learning new things. Share information,nice to meet James Tyrone.

Heather, GMA staff: hearing about the restart, I'm the scared one and apprehensive but at some point we have to move on, nice to talk about the future.

Closing comments Jason Moss:

Unofficial announcement - Our networking event for mid-May is dubious, we will very likely launch in field events starting June 1st, but we wonder who is going to be open to welcome us and we may need to provide protection. Lots can happen between now and then, we'll adjust as it goes. Either way, we will always supply Best Practices.

Thanks for participating. GMA is ready to go!