



COVID-19 Responses Strategies

At Kimball Midwest, we know we're an essential and critical partner in supporting your supply chain. To make sure we can keep supporting you and your business during these times, we want to clarify our current protocol and practices for conducting business and helping prevent the spread of COVID-19.

First and foremost, all our associates are adhering to guidelines developed by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) surrounding COVID-19. This means we are:

- Urging those with flu-like symptoms to stay home.
- Practicing social distancing.
- Avoiding shaking hands or other close personal contact.
- Eliminating air travel and the use of public transportation.
- Implementing selective work from home opportunities in our offices and distribution centers.

As we have in the past, we will work with customers to maintain our normal schedules that allow all our customers to operate at peak efficiency.

During this period, however, we are adjusting our standard practices, including eliminating any non-essential contact and working as quickly and effectively as possible to accomplish the job. We also have increased our focus on our ability to conduct our essential work via phone, email or text, or online at kimballmidwest.com.

Finally, all of us at Kimball Midwest are confident we can continue executing our mission and supporting your business with same-day shipping, strong focus on American-made quality products and superior customer service. As an essential and critical partner in your supply chain, our objective is to help keep you running effectively. We thank you for your business and wish you all the best during these unprecedented times.

Below are ways we continue to provide essential functions within your supply chain:

On-Site – We will continue to serve you at the high level we have been. Please let me know what works with your schedule, including coming in before or after working hours to keep your supply chain operating.

Over the Phone – We can support you as needed or at normally scheduled times over the phone and have the product shipped to you promptly with our 99% fill rate.

Online – We also have 24/7 service available through our online storefront at kimballmidwest.com, where you can order whatever you need to make sure you are up and running when you need to be.

Ongoing Training – Rest assured, we stay up to date with and follow the latest guidance from the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC).