

Here's what you said

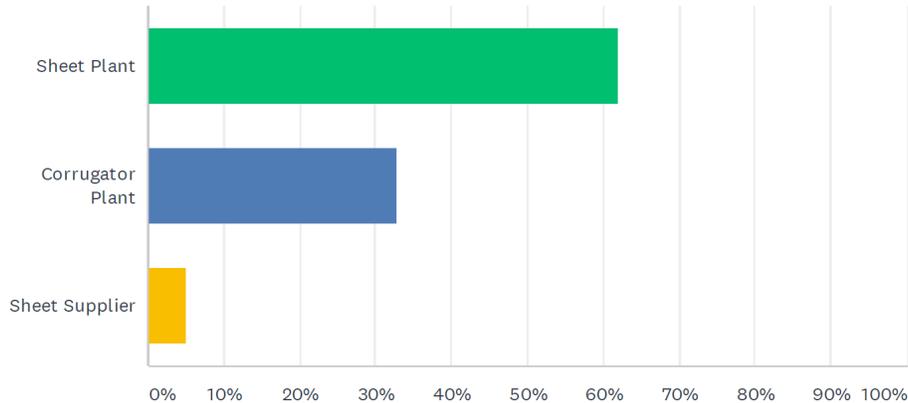
## Box Making Members Report on the Impact of COVID-19 on Operations

AICC's general members are facing new challenges and changing their operations to accommodate the COVID-19 crisis. In a survey conducted in the week of March 16, 89 of the 209 AICC general member companies – or 43% -- responded to questions about the kinds of impacts they are seeing in their businesses as the coronavirus pandemic spreads throughout North America. The survey was sent concurrent with a similar poll to AICC's supplier members.

Of the respondents, 62% are sheet plants; 33% are corrugator plants and 5% are sheet suppliers.

### Q1 My Company is a:

Answered: 79 Skipped: 3



ANSWER CHOICES	RESPONSES
Sheet Plant	62.03% 49
Corrugator Plant	32.91% 26
Sheet Supplier	5.06% 4
TOTAL	79

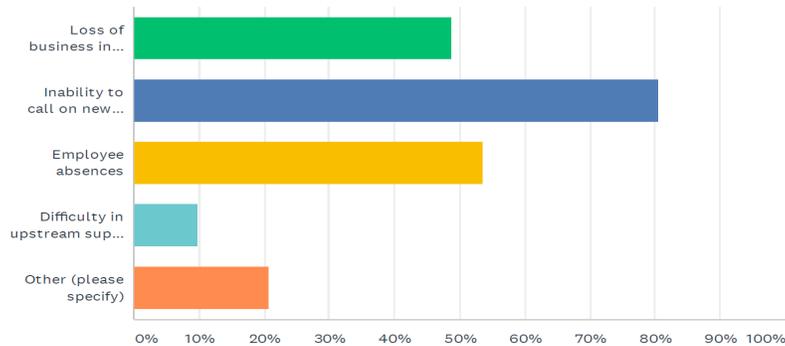
### Initial Impacts

The initial effects of the coronavirus pandemic and its related societal and business restrictions relates to contacting customers directly. Fully 80% of those responding said they faced an inability to call on their customers directly due to vendor and visitor restrictions. This was followed an increase in employee absences. Then difficulties in the upstream supply chain. Not all the news was negative, even if the underpinning reasons are. "We're seeing larger than normal orders from customers replenishing food, medicine and medical devices," wrote one member.

Yet, a predominant theme in the comments received was uncertainty. “Not sure what impact this will have on our business. Yesterday we had our best booking day in over 6 weeks,” wrote one respondent. Another wrote “Increase in volume from retail food, beverage and paper products. 10% - 35% advised and seen. Problem is this is advance purchases so volumes in May and June could be lower than normal.” Asked to predict the negative impact on their business, 49% of general members replied, “don’t know; too hard to tell.”

**Q2 What kind of impact, if any, do you see from the current COVID-19 pandemic? (Check all that apply.)**

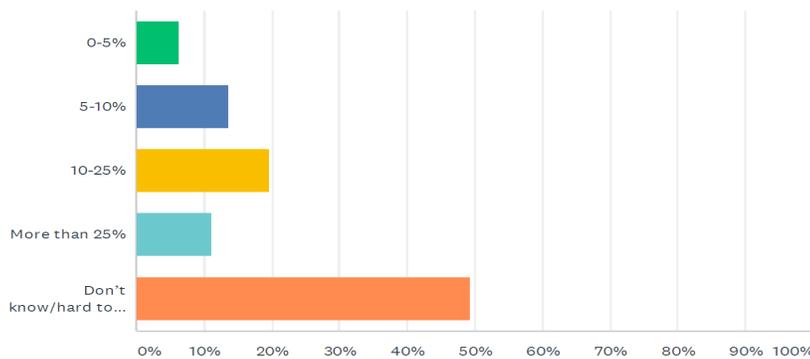
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES
Loss of business in current customers	48.78% 40
Inability to call on new customers due to vendor restrictions	80.49% 66
Employee absences	53.66% 44
Difficulty in upstream supply chain, e.g., raw material and consumable supply	9.76% 8
Other (please specify)	20.73% 17
Total Respondents: 82	

**Q3 What is your prediction of the negative impact on your business?**

Answered: 81 Skipped: 1

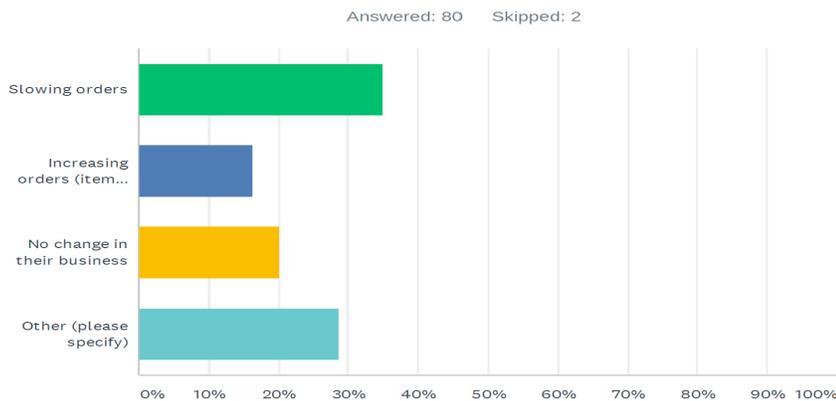


ANSWER CHOICES	RESPONSES
0-5%	6.17% 5
5-10%	13.58% 11
10-25%	19.75% 16
More than 25%	11.11% 9
Don't know/hard to estimate	49.38% 40
TOTAL	81

## What box makers' customers are telling them

We asked AICC general members what their customers are telling them about their business conditions. Customers slowing orders garnered a 35% response while 16% were seeing increasing orders. No change was the response of 20%. Again, uncertainty seemed to be the ruling opinion. "Some are ramping up the food sector while others are cutting back." "Both increasing and decreasing." We are seeing both depending on what industry the customer is in. So far it has balanced out." "Too early to tell." "Pure uncertainty."

### Q4 What have your customers told you about the state of their business operations?



ANSWER CHOICES	RESPONSES
Slowing orders	35.00% 28
Increasing orders (items in high demand due to nature of pandemic)	16.25% 13
No change in their business	20.00% 16
Other (please specify)	28.75% 23
TOTAL	80

## Their Companies' Responses

As for their own companies' responses to the coronavirus crisis, 100% of box makers have educated and reminded employees about the importance of hygiene and are provided hygienic supplies to them. 84% have restricted travel of company employees. Another step taken by 51% of those responding was to require employees to self-quarantine if they have traveled overseas or to places of high concentrations of reported infections.

Asked to list additional steps, telework for office staff was mentioned frequently as well as creatively working on shift changes for plant employees. Another said, "Daily wipe downs of high touch points throughout the facility and on machines. Evaluating the skills of every employee and aggressively cross-training in gaps identified." Many have installed no visitor policies or if visitors are allowed, they must undergo a health evaluation. "Taking all employee and visitor temperature each day before accessing the building. Stagger breaks and lunches to improve social distancing." "Changed start and stop time of shifts so there is an hour gap to clean and disinfect all equipment surfaces."

AICC will continue provide daily updates on the COVID-19 pandemic and the corrugated packaging industry's response to it. Visit [www.aiccbox.org/covid](http://www.aiccbox.org/covid) . Join us for our weekly Zoom video conference call this coming Friday, March 27, at 2:00 p.m. Eastern (1:00 p.m. Central; 12 Noon Mountain; and 11:00 a.m. Pacific) to learn what other AICC members are doing in their individual companies and to share best practices in these unprecedented times.