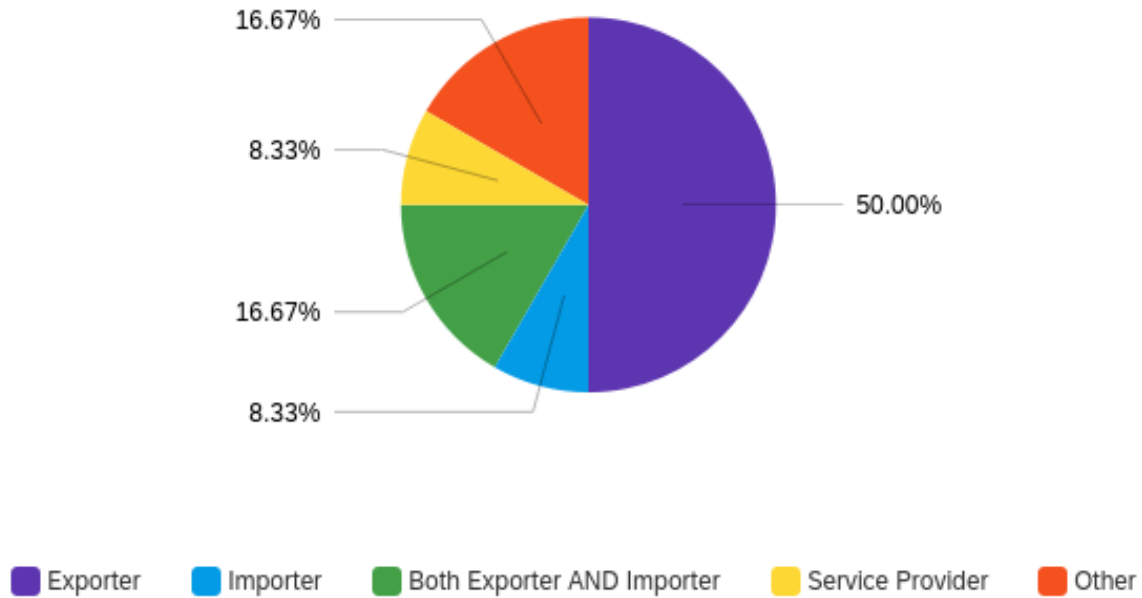


MWTC COVID-19 MT Business Impact Survey

Date Prepared: 8 April 2020

Prepared by: Christian Slavin

Q5 - Are you an Exporter, Importer, or Service Provider?

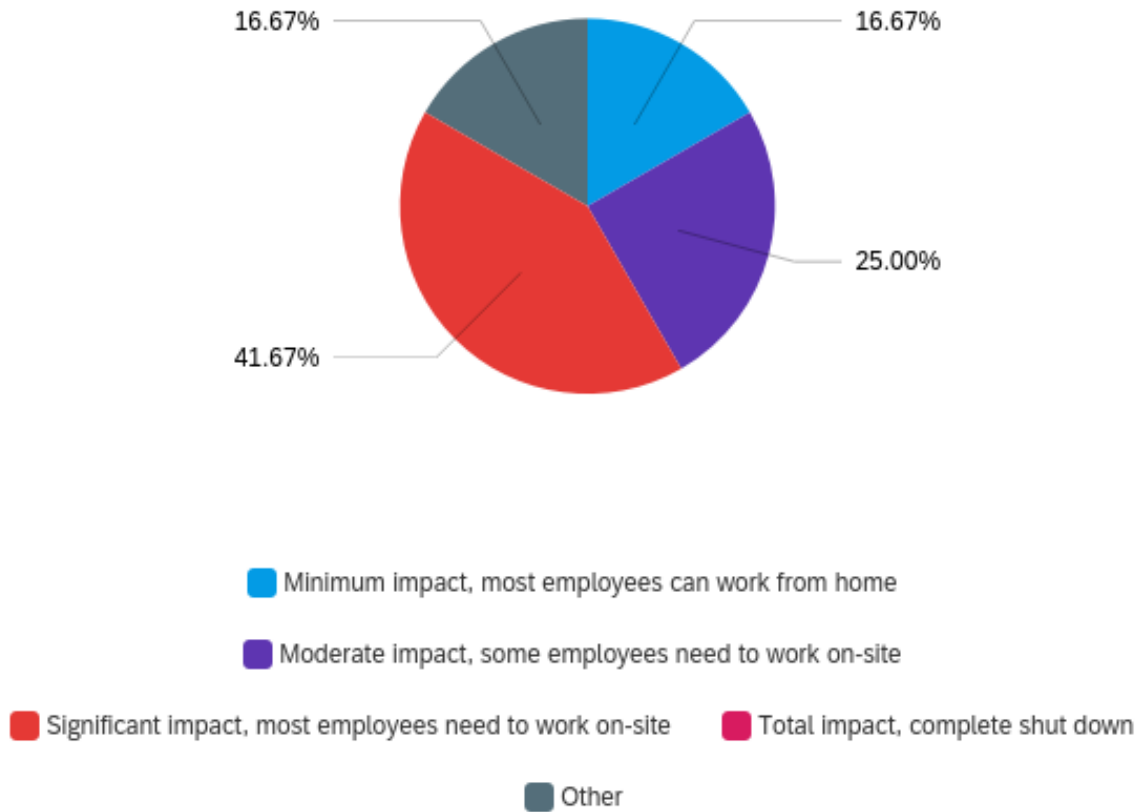


#	Answer	%	Count
1	Exporter	50.00%	6
2	Importer	8.33%	1
3	Both Exporter AND Importer	16.67%	2
4	Service Provider	8.33%	1
5	Other	16.67%	2
	Total	100%	12

Q5 – Other Responses

Both exporter and service provider

Q6 - What is the impact of your current operational response to COVID-19?



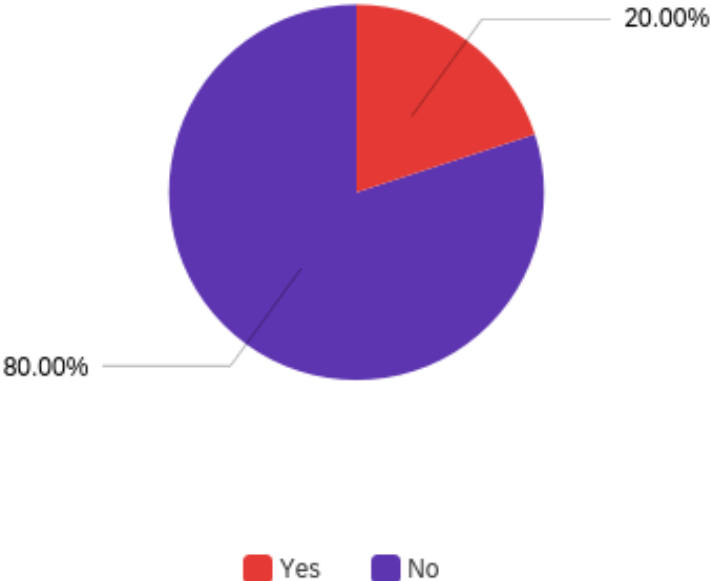
#	Answer	%	Count
1	Minimum impact, most employees can work from home	16.67%	2
2	Moderate impact, some employees need to work on-site	25.00%	3
3	Significant impact, most employees need to work on-site	41.67%	5
4	Total impact, complete shut down	0.00%	0
5	Other	16.67%	2
	Total	100%	12

Q6 – Other Responses

Laid off 2 full-time and 3 half-time employees

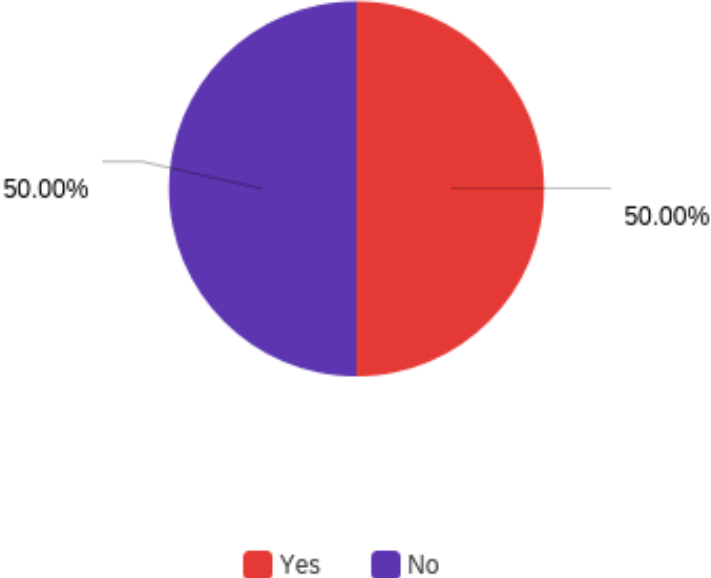
Moderate--must work on-site, but as an essential business, that can be done

Q7 - Have you had to change the terms of sale (or your INCOTERM) on an upcoming international shipment in order to mitigate new risk due to the impact of Covid19?



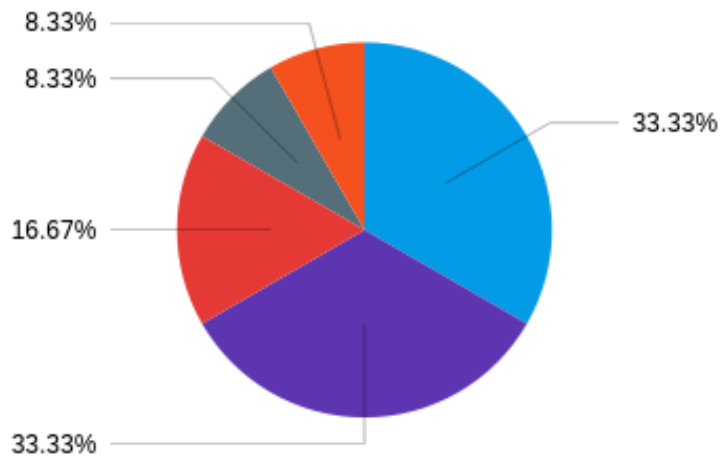
#	Answer	%	Count
1	Yes	20.00%	2
2	No	80.00%	8
	Total	100%	10

Q8 - Are you thinking that you may have to curtail exporting efforts in the coming year?



#	Answer	%	Count
1	Yes	50.00%	5
2	No	50.00%	5
	Total	100%	10

Q9 - How have travel bans affected your business?



■ Minimum impact, we do not need to travel to meet customer demand

■ Moderate impact, some canceled orders/projects because can not deliver product/service without travel

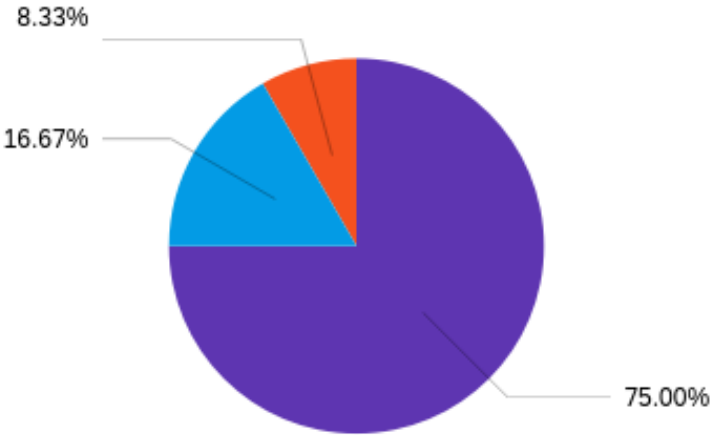
■ Significant impact, losing customers ■ No affect ■ N/A ■ Other

#	Answer	%	Count
1	Minimum impact, we do not need to travel to meet customer demand	33.33%	4
2	Moderate impact, some canceled orders/projects because can not deliver product/service without travel	33.33%	4
3	Significant impact, losing customers	16.67%	2
4	No affect	0.00%	0
5	N/A	8.33%	1
6	Other	8.33%	1
	Total	100%	12

Q9 – Other Responses

Over 90% of business lost

Q10 - How have cancelled trade shows or other international events impacted your business?



Minimum impact, we do not attend trade shows to make sales or market

Moderate impact, our industry shows are canceled, but it's not where we make significant sales

Significant impact, losing customers as can't meet face-to-face; expenses incurred for show cancellations with no refunds

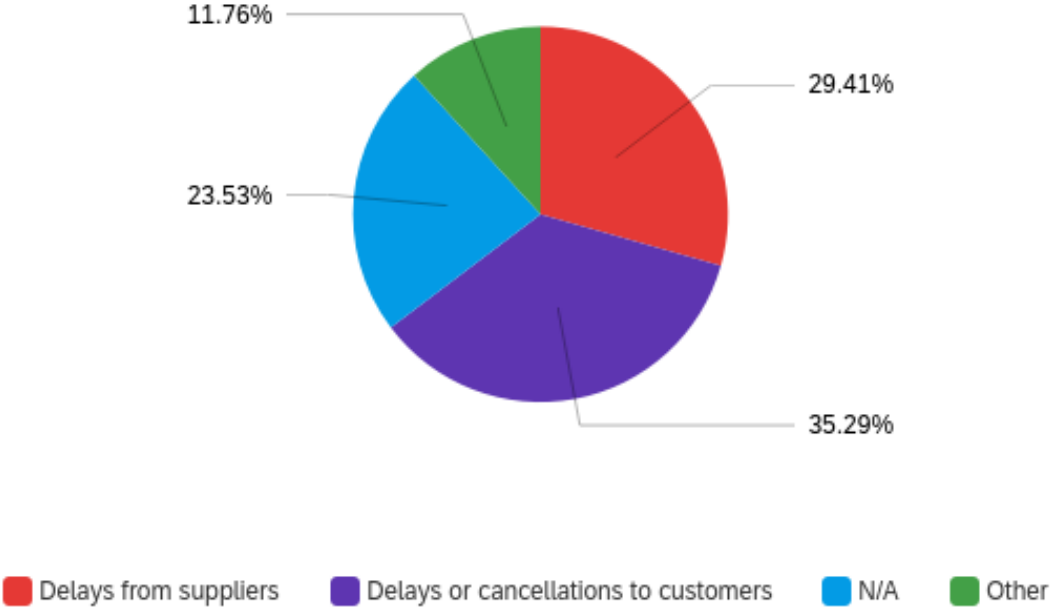
No affect N/A Other

#	Answer	%	Count
1	Minimum impact, we do not attend trade shows to make sales or market	0.00%	0
2	Moderate impact, our industry shows are canceled, but it's not where we make significant sales	75.00%	9
3	Significant impact, losing customers as can't meet face-to-face; expenses incurred for show cancellations with no refunds	16.67%	2
4	No affect	0.00%	0
5	N/A	0.00%	0
6	Other	8.33%	1
	Total	100%	12

Q10 – Other Responses

MT Dept. of Commerce has been awesome

Q11 - In what ways has your manufacturing facility been disrupted as a result of COVID-19?



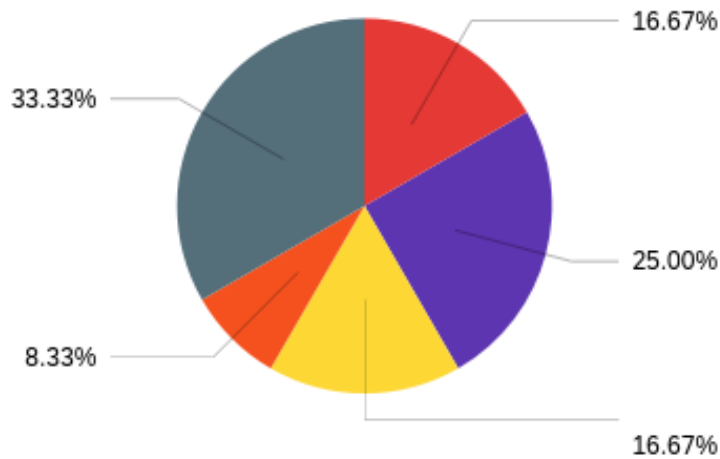
#	Answer	%	Count
1	Delays from suppliers	29.41%	5
2	Delays or cancellations to customers	35.29%	6
3	N/A	23.53%	4
4	Other	11.76%	2
	Total	100%	17

Q11 – Other Responses

All business orders cancelled

Decrease in orders, could affect availability of materials if long term

Q12 - What business strategies have you used in dealing with COVID-19?



■ Taking care of employees' welfare first-implementing a work from home policy and updating employee leave policy.

■ Continuously refreshing and updating these policies as circumstances evolve

■ Developed or updated crisis and continuity plan for organization: plans have been adapted and implemented to cope with the specific challenges of this pandemic

■ Evaluated the supply chain and created a redundant and diverse supply chain

■ Implemented consistent and accurate internal and external communication plan to convey reassurance.

■ N/A ■ Other

#	Answer	%	Count
1	Taking care of employees' welfare first-implementing a work from home policy and updating employee leave policy.	16.67%	2
2	Continuously refreshing and updating these policies as circumstances evolve	25.00%	3
3	Developed or updated crisis and continuity plan for organization: plans have been adapted and implemented to cope with the specific challenges of this pandemic	0.00%	0
4	Evaluated the supply chain and created a redundant and diverse supply chain	0.00%	0
5	Implemented consistent and accurate internal and external communication plan to convey reassurance.	16.67%	2

6		N/A	8.33%	1
7		Other	33.33%	4
		Total	100%	12

Q12 – Other Responses

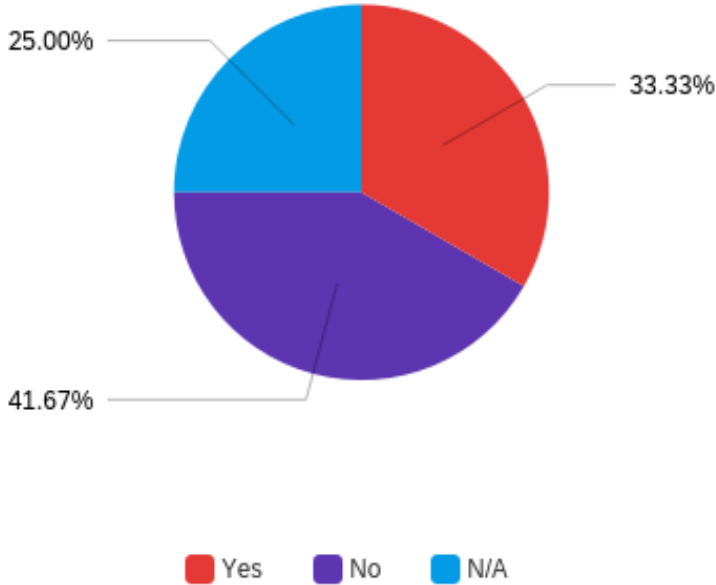
Kim has taken care of the employee's welfare first, but also evaluated the supply chain

A combination of 1, 3, 4, 5

Layoffs

Parts of all of the above

Q13 - Has your company done anything to shift production to items that can help deal with COVID-19?



#	Answer	%	Count
1	Yes	33.33%	4
2	No	41.67%	5
3	N/A	25.00%	3
	Total	100%	12

Q14 - If yes, please explain what you have done:

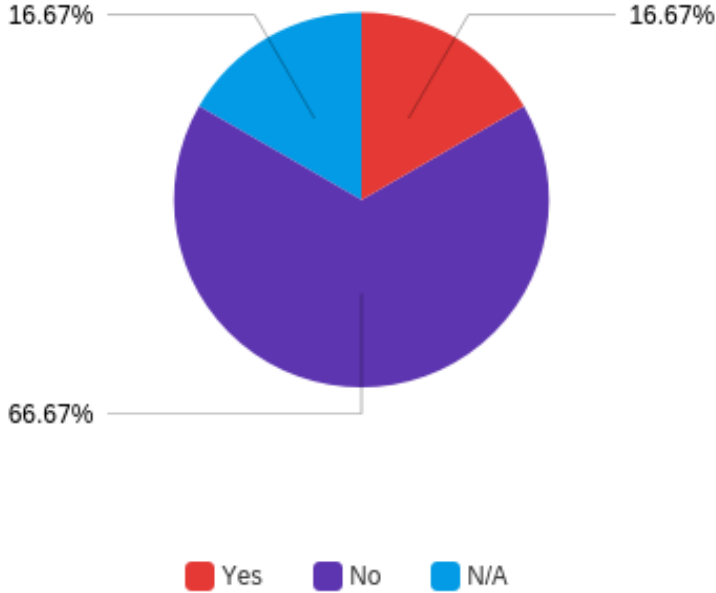
- Moved schedules around, allowed people to work from home.

- Developing Covid-19 host-virus interaction assays for pharmaceutical drug screening

- Make Hand Sanitizer

- Looking at possible ways (haven't done anything yet) to help with materials for masks.

Q15 - Have you had to source alternative suppliers to maintain production?



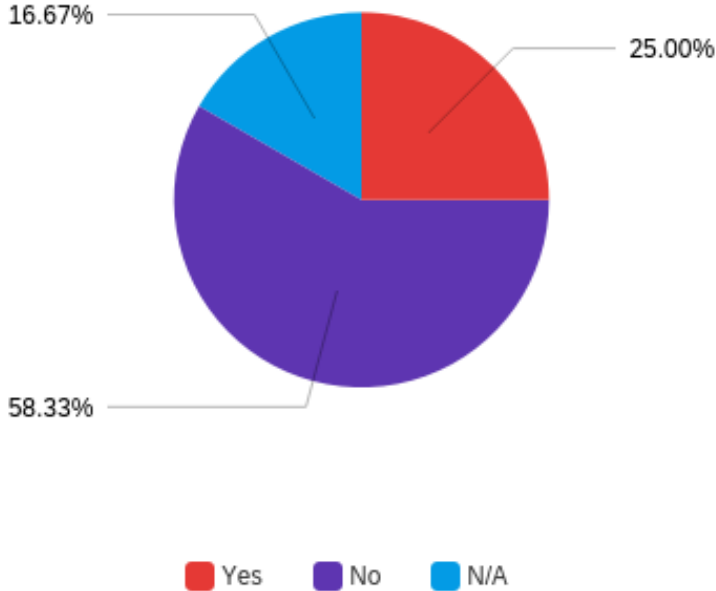
#	Answer	%	Count
1	Yes	16.67%	2
2	No	66.67%	8
3	N/A	16.67%	2
	Total	100%	12

Q16 - If so, how successful was that process?

Good

Difficult at best

Q17 - Are there any countries that have not accepted your product because of COVID-19?



#	Answer	%	Count
1	Yes	25.00%	3
2	No	58.33%	7
3	N/A	16.67%	2
	Total	100%	12

Q18 - If yes, which countries?

Canada and Kenya

Taiwan, South Africa, Australia

Peru

Q19 - How have COVID-19 or executive orders impacted your workforce?

8 of 10 employees are working from home.

I have laid off all 3 of my full-time employees as well as 2 of my 3 half-time staff.

Moderately, but overall still producing.

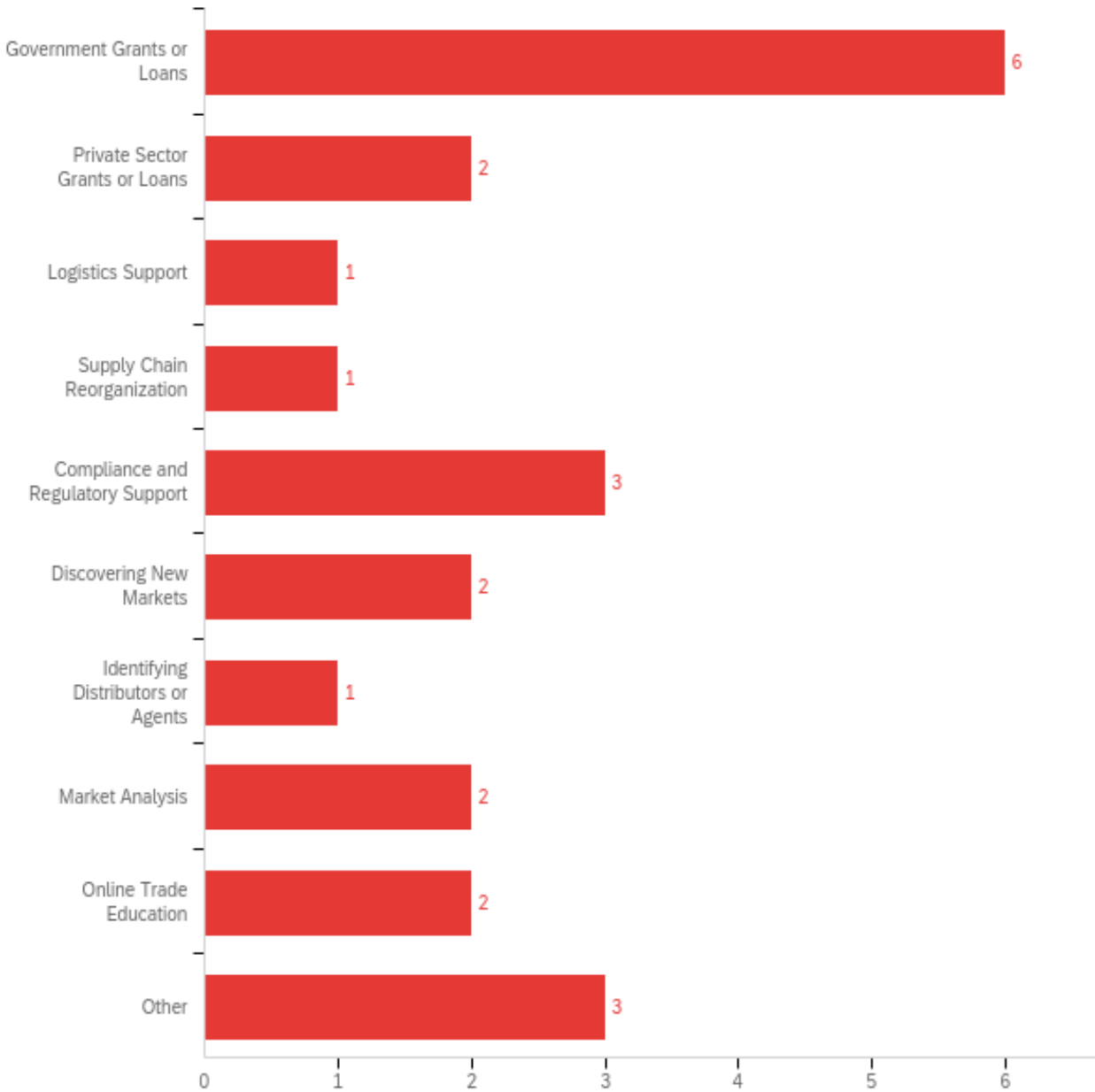
One employee is stuck in Denver, no way employees could work from home and as an essential business, we can remain open (but what is fair to employees? Should they be laid off? Will they make more on unemployment than when working?)

Same as everyone else

Some confusion as to what to do.

Yes - we had to lay off the sales team and tasting room staff

Q20 - Which of the following services would be most helpful to your business at this time? Please check all that apply.



#	Answer	%	Count
1	Government Grants or Loans	26.09%	6
2	Private Sector Grants or Loans	8.70%	2
3	Logistics Support	4.35%	1
4	Supply Chain Reorganization	4.35%	1
5	Compliance and Regulatory Support	13.04%	3
6	Discovering New Markets	8.70%	2

7	Identifying Distributors or Agents	4.35%	1
8	Market Analysis	8.70%	2
9	Online Trade Education	8.70%	2
10	Other	13.04%	3
	Total	100%	23

Q20 – Other Responses

Get back to business as usual.

Ask us again in 3 months. So far, we are doing well.

Q21 - Finally, share with us some of your best tips on how to conduct international business remotely.

Unfortunately, I have very little to offer on this question. Our international business with the cruise line industry is 100% GONE and our Canadian accounts are also 100% SHUT DOWN; No remote strategy would apply at this time.

Stay in touch with your customers - they may be in same fluid situation.

Check in with employees individually every day if possible.

Zoom and Virtual tastings

I think this is where the personal relationship with distributors becomes essential--being able to contact someone and not just have it sound like all the generic emails we're being bombarded with is critical.