



March 26, 2020

**SUBJECT: COVID-19 Update**

Dear Valued Customer,

As you know, the novel coronavirus (COVID-19) has been declared a global health emergency and pandemic by the World Health Organization. Our thoughts are with you during this difficult and unprecedented time.

As always, the health, safety, and well-being of our employees, customers, vendors, and communities at-large remain our daily focus. We are continuously updating our best practices and adopting new guidance from appropriate governmental and health agencies and officials, including, for example, cancellations of events, instituting remote work policies and travel restrictions, updating business continuity and preparedness plans, and employing heightened cleaning, health, safety, and hygiene practices at our locations and for our personnel.

As we are all aware, COVID-19 has impacted and is expected to continue to impact all levels of the supply chain for the foreseeable future. The resulting product shortages, manufacturing delays, increased lead times and costs, shelter-in-place orders, border closures, and reallocations of supply by national, local, and foreign governments, among others, are all unforeseeable events outside of our control. Moreover, the ultimate duration and scope of these and other still unknown effects remain unclear. Accordingly, we must treat this pandemic as a force majeure event, which means that, for example, prior approaches, terms, conditions, commitments, and/or schedules, among others, may in certain circumstances require adjustment as we work together to navigate and mitigate the effects of this pandemic.

That said, as a supplier of essential goods and services, we want you to know that our goal is to remain open throughout this pandemic in order to safely and securely support the supply of such goods and services across the economy. Although the times are tough, our company remains strong, financially stable, and operationally sound, and as we emerge from this crisis, we will have resources available to support your operations. Please keep us informed of your needs and concerns so that we can work together to navigate the impacts of this pandemic over the weeks and months ahead.

We sincerely appreciate your business, patience, and continued support. For regular COVID-19 updates, please visit our website at [needco.com](https://needco.com).

Stay safe and healthy and know that we, as always, remain steadfastly committed to serving you.

Sincerely,

Frank Marandino  
President

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