



## NICHOLS PORTLAND

Nichols Portland LLC  
2400 Congress Street  
Portland, ME 04102  
207-774-6121

March 16, 2020

RE: COVID-19 Virus Response

Dear Valued Customer,

At Nichols Portland, the health and well-being of our customers, employees and communities is our highest priority. As concerns about Coronavirus (COVID-19) mount, we want to assure you that we are closely monitoring the situation and taking additional precautions to keep our employees and customers safe. We understand this situation has caused a lot of uncertainty. We are following the guidance of the Centers for Disease Control and Prevention (CDC) and other health agencies in our community.

**Nichols Portland continues to operate at normal levels.** In addition, we have taken many precautionary measures as suggested by the Centers for Disease Control and Prevention (CDC) and other health agencies to ensure that continues. The measures include but not restricted to travel and visitor suspension, limiting gatherings and meetings, educating our team members on proper precautions while in our facility, and a strict policy prohibiting access to the facility for those with an illness.

We continue to work with our Supply Chain to ensure there is no disruption to our business or ability to fulfill orders. If this situation were to change, we will notify you immediately, although it is unlikely, we would feel any significant effects for at least 60 days. These are challenging times for all of us, but we feel that taking a calm and methodical approach to this pandemic will keep us in a positive position. We are confident that our company continues to be a safe environment to operate and we will remain open for business. We will continue to monitor the situation daily and follow advice from the CDC and other health organizations in order to ensure everyone's safety.

As always, we appreciate your business and support. If you have any further questions, feel free to contact us or your representatives directly.

Best Regards,

Thomas Houck  
President CEO

Stephen Madill  
VP, Sales & Marketing

Glenn Mann  
Cust. Serv. Manager

Jennifer Yahya  
HR Manager