



## NICHOLS PORTLAND

Nichols Portland LLC  
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Portland, ME 04102  
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May 13, 2020

RE: COVID-19 Virus Update

Dear Valued Customer,

On behalf of everyone at Nichols Portland, we share our thoughts and wishes that this update finds you and your team members healthy. As we continue to focus on the health and well-being of our employees, customers, and community, we feel it is important to keep the lines of communication open. As we have been operating to support the essential markets, we are starting to see those that were not operating to make plans to re-start production. As you can imagine, the safety protocols in place and start-up procedures are under review for these customers. Through this communication, we expect to offer a full review of our activities to respond those inquiries in their entirety.

As far as safety protocols to protect our team members we continue to follow the protocols below:

- All business travel is suspended until further notice.
- All non-essential meetings to be postponed or held via teleconferencing if possible.
- Essential meetings to be held via Skype or in a room allowing for 6 ft of distance between participants.
- All non-essential visits to any Nichols Portland facility and all visitors who have travelled in the last 14 days are banned until further notice.
- Any visitor or employee with any symptoms related to an illness are strictly banned from coming to the facility and we encourage them to immediately seek medical attention. Any team members that return must have written release.
- All employees are given the PPE as suggested by the CDC, which includes masks, gloves, glasses, and shields as necessary.
- Performing environmental cleaning:
  - Routinely cleaning all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs.
  - Added additional resources with cleaning crew to increase frequency of cleaning on daily basis.
- Focus on Social distancing both within the facility and when in the community. Additional signage added in the facility to demonstrate proper distancing.

- Encourage high level of hygiene by highlighting items like careful handwashing; cough or sneeze into elbows; and avoid shaking hands.
- Added additional hand sanitizer stations through-out the facility. Encourage our people on making liberal use of the hand sanitizer located throughout the Nichols Portland facilities.
- We encourage our team members to avoid the use of hands to open doors when possible, touch buttons with knuckles, and avoid touching the face.
- Dining areas have been reorganized to follow the social distancing protocols. We ask our people to avoid sharing food.
- Continue to communicate with the CDC on the latest activity. The information is shared to our team members through our electronic communication monitors throughout the facility.

As we have continued our operations through this period, we are confident the concerns with our start-up procedures from an extended shut down do not apply. As Nichols Portland has a reputation for supplying a high level of product, we continue to follow the procedures for any product as defined with our customers to ensure the quality of our product. We are confident in our ability to continue this high level of service.

As for our supplier's activity, it's important that we reiterate that we are closely monitoring our suppliers and inventories. We are confident that our supply chain is well maintained and will support our needs for at least 60 days. The main suppliers to our product have been deemed essential manufacturers, so they have continued to support the business as required. They are also following many of the same protocols as suggested by their appropriate governmental agency. In the event this changes, we will notify our customers immediately.

We will continue our focus on providing a safe environment for our team members, while supporting our customers' requirements globally. As always, we appreciate your business and support. We would appreciate that any changes with your plans are communicated as quickly as possible so that we are up to date on the market conditions. If you have any further questions, feel free to contact me or your representatives directly.

Stay Safe,

A handwritten signature in black ink, appearing to read 'Stephen Madill', written in a cursive style.

Stephen Madill  
VP, Sales & Marketing