



Dear Valued Customers, Partners, and Friends,

With the announcement of the Ohio Director of Department of Health stay at home order, we have updated our Coronavirus (COVID-19) plan accordingly. **Effective today, March 23rd, we will continue our operations as an Essential Supplier throughout the duration of this order.** Nook is fully committed to provide the highest levels of service without disruption of our operations.

Operation Plan during Business Continuation:

First and foremost, we have implemented social distancing and hygiene best practices to protect our employees from exposure. We will continue to monitor the ongoing development of the pandemic and follow federal, state, and local guidelines while implementing best practices to control the spread.

- **Supply Chain:** Our U.S. based factory, supply chain, and operations are fully functional. We are fortunate that our vertically integrated business model and strategic focus on a largely domestic supply chain has minimized disruption thus far. We are continuously and proactively monitoring our network. This is subject to change as additional stay at home orders are enacted from other states.
- **Daily Production, Office Support, and Shipping Functions** are on regular schedules with special precautions for our onsite employees. Teams will operate in shifts, and all machines and contact surfaces are continuously sterilized as required. Employees will continue to wear protective gloves and equipment while minimizing the sharing of tools, machines, and other processes.
- **Customer Service, Engineering, and Technical Support:** If you have critical needs, questions, or concerns, please email us at sales@nookind.com, or visit www.nookind.com/CustomerCare. Administrative staff will work remotely, ensuring coverage for quote requests, order processing, application and sizing, and accounting. The fastest method to obtain technical information is through our online support tools.

As of this communication, there are no known supply chain issues. We will notify you as quickly as possible should the current situation change.

On behalf of our entire team, we wish you good health and safety. **We are here and ready to support you and your business.**

Your Support Team at Nook in Cleveland, Ohio.

Nook Industries

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