



Dear Valued Customer,

As the scope and impact of Coronavirus (COVID-19) continues to evolve, NSI remains fully operational, and our team focused on providing you with the essential products you need to keep your companies running. To handle the unprecedented demand for product, all of our team members have worked tirelessly to support our customers. We are closely monitoring the situation and reacting quickly to changing circumstances. We will continue to keep you, our valued customer, and our associates at the center of our planning and decision making.

I want to share with you the extra precautions we're taking at NSI:

NSI manufactures and distributes personal protection equipment and other MRO products, and is an "essential business" for our customers. We've been in business for nearly 40 years and have had the unfortunate experience of responding globally to many epidemics and pandemics. We understand the series of events that take place during an outbreak, and in January, established an anti-virus task force dedicated to the safety of our customers and communities we serve. We've been working closely with health authorities and our locations across the country to ensure we're taking all necessary preventative measures. We're also closely monitoring the latest reports and recommendations from the Centers for Disease Control (CDC) and the World Health Organization (WHO).

Our Branches

CDC guidelines for personal hygiene and cleaning protocols have been communicated companywide and are currently in practice by all team members. Our delivery drivers are advised to stay home if they are feeling sick, and curbside service is also available. To help keep you safer, we are asking customers with symptoms or who may have been exposed, to please refrain from entering our branch locations.

Our Team Members

To minimize exposure and slow down the rate of infection, we have established a mandatory work offsite policy for all team members who can. For team members who must be on-site to serve our customers, we are implementing procedures to help ensure their safety, including; practicing cleaning procedures in accordance with CDC and WHO guidelines and instituting social distancing practices in all NSI locations.

Product Availability

We are leveraging our expansive supplier and fulfillment network to get you the products you need, keep our shelves stocked, and our warehouses replenished quickly. However, we are experiencing an unprecedented demand for personal protective equipment such as respirators, gloves, safety glasses, and disposable clothing, as well as a wide range of janitorial products and industrial supplies. Orders for these and other high demand products are prioritized based on first responder and health provider needs, past purchase history, NSI inventory management commitments, contract obligations, and order timing.

I want to thank you for your support and understanding as we respond to this global crisis. Together, we will continue to navigate the challenges that COVID-19 presents and come through this time stronger than ever.

Sincerely,

A handwritten signature in black ink, appearing to read "Sal", is written below the word "Sincerely,".

Sal Longo
NSI Founder, CEO