

March 24, 2020

To: Our Valued Customer Partners
From: Shiro Hatasaki, President, Nachi America Inc.
Subject: Nachi Operating Status During COVID-19 Pandemic

As the unprecedented situation we are all facing with the COVID-19 pandemic is continually changing, I would like to take this opportunity to provide you with an update on our operating status at Nachi America. Although “lock downs” and “stay at home” orders have been put into effect in many states, including Indiana and California, the states where our distribution centers are located, we continue to operate “business as usual” to the greatest extent possible. The component parts Nachi supplies to industry – bearings, cutting tools, materials and hydraulics – are essential components that keep essential industries running. Food production and processing, power generation and steel production are among many industries that require our products so that their plants can continue to function.

Our warehouses continue to be fully staffed so that product can be received and shipped in a timely manner. Although the majority of our customer service staff is now working from home, we still have the ability to receive and process orders. The outside sales teams for all divisions are also working from home and are available to provide service and support as needed. Our additional departments, including engineering, accounting and human resources, are mainly working from home but are still able to provide the support needed to keep our operation running smoothly.

As the health and safety of our associates and their families is our top priority, we will continue to follow all CDC guidelines, including limiting groups within our office, use of video conferencing and Skype, and social distancing. We have also instituted the CDC guidelines regarding staying home when feeling ill. But we will also continue to operate and service our customers to the best of our ability as we all work together to get through this difficult period.

Please contact me with any questions or issues. Nachi appreciates your continued support and your business. Stay healthy and safe.

Sincerely,



Shiro Hatasaki
President
Nachi America Inc.