

June 27, 2020

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

As more than three months have passed since the beginning of the COVID-19 pandemic, I would like to take this opportunity to provide an update on our operating status at Nachi America. Although Indiana, home of our corporate headquarters and main distribution center, has eased restrictions, we are moving forward cautiously at Nachi, continuing to make the health of our associates our top priority. We are now allowing 30% of our office staff to come back the office, with precautions put in place, such as the wearing of masks and social distancing. Beginning in July, we will allow 50% of the staff to return. Even with high percentages of our customer service, engineering, accounting and human resource teams working remotely, we have had no issues in servicing our customers, providing support and service as needed.

Our Indiana warehouse continues to be fully staffed and we continue to ship and receive product in a timely manner. Our warehouse associates are working in two shifts, with the facility undergoing a thorough cleaning between shifts our California warehouse also continues to operate in a “business as usual” manner despite the extended “stay at home” order in that state. We currently have a significant amount of inventory at both of our locations, so if Nachi products are needed, we have the stock to fill your orders and the ability to process and ship your order as required.

Our outside sales teams are beginning to once again visit customer locations, in those areas that are open for business and where our services are required. Please contact your Nachi salesperson if needed, as our team has company approval to once again visit our valued customers.

Please contact me with any questions or issues. Nachi appreciates your continued support and your business. Take care, stay safe and healthy.

Sincerely,



Shiro Hatasaki  
President  
Nachi America Inc.