



PCNA Distributors,

Over the past month or so, COVID-19 has become a significant crisis with both public health and economic ramifications. For our industry, supply chain disruptions, widespread event cancellations and state-mandated closures have created challenges no one could have foreseen.

We are here to help as we collectively work through this difficult time. We're all in this together.

First, **our business remains fully operational**, and orders are being accepted for all of our product lines - Leed's, Bullet, ETS, Trimark and JournalBooks.

More importantly, we have taken precautions to ensure the safety of our team members:

- In line with state guidance, we have closed our Trimark decorating facility in Pennsylvania and our ETS offices in California. For both product lines, we will be fulfilling orders from alternative locations. ETS will now ship all orders FOB Concord, N.C. Trimark apparel orders in the United States may be subject to extended lead times during this period.
- In our production facilities, we have instituted enhanced sanitation and hourly cleaning protocols. Additionally, we are following CDC-defined social distancing and mitigation measures so that our team can continue to safely fulfill your orders.
- Our office staff has transitioned to remote work arrangements and remains accessible to answer your calls and support your business.

From the start of this crisis, we've taken a proactive approach to the challenges posed by the spread of COVID-19 - providing the products, sales tools and support that are so critical right now. To that end, we have created a special online resource center focused on relevant topics like working from home and appreciation for nurses and doctors. The new online hub, which you can access at [PCNA.com](http://PCNA.com), includes insight about market trends, product groupings, flyers, inspiration boards and more to share with your customers.

In addition, through the end of June, we are waiving drop ship fees on Leed's, Bullet, Trimark and JournalBooks orders of \$4000 (R) or more up to 100 locations, making it easier to deliver products to end users in remote locations.

Last but not least, we are hoping for a safe and swift end to this challenging crisis. While we can't predict when that will be, we remain as committed as ever to being a partner you can count on.

As always, please reach out with any questions, and check [PCNA.com](http://PCNA.com) for any updates on our operations.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Nicholson'.

David Nicholson  
President, PCNA

April 10, 2020