



## PRINT & MAILING SOLUTIONS, LLC.

March 23, 2020

Print and Mailing Solutions, LLC (PAMS) Remains Fully Operational During the COVID-19 Global Pandemic.

As part of the transportation/supply chain, an essential business, PAMS continues remain fully operational during the COVID-19 global pandemic. We are committed to protecting the high level of service our customers expect and deserve, however due to COVID-19 outbreak and measures imposed by governments around the world, there may be unavoidable service impacts on shipments. US domestic truckload capacity is tightening, widespread airline cancellations, and anticipated workforce shortages will cause unpredictable delays in the handling and delivery of your cargo. Due to the dynamic nature of this situation, we are placing a temporary suspension on delivery timetables due to this force majeure event. Therefore at this time we are not in a position to guarantee service/delivery by a specific date, however we can assure you that we are and will do all possible, using creative and out-of-the-box ideas to minimize the impact of this crisis.

This situation has all of us focused on the safety and health of our families, friends, and colleagues. The purpose of this communication is to provide information about steps PAMS has taken to minimize the impact to our customers this situation causes and maximize our efforts to keep employees and customers safe.

The effect of Coronavirus (COVID-19) on supply chains is fluid and ongoing, and we are actively monitoring sources such as the Centers for Disease Control (CDC) and the World Health Organization (WHO) and have emphasized and shared their protocols and guidelines with our staff. As needed, we will alter our procedures in line with CDC guidelines as they develop.

The World Health Organization (WHO) has declared that the world is now in “uncharted territory” pushing supply chains further into uncertain waters.

It is important that we perform these services safely and responsibly in response to the developing situation with COVID-19. PAMS’s continuity plan allows us to remain operational during this crisis by taking the following actions:

- Implemented CDC recommend protocols including but not limited to; Staff hygiene protocols (hand washing, social distancing, etc.), Facility hygiene protocols, If staff is believed to be exposed to the COVID-19 coronavirus they will not report to work for any reason. Anyone who is sick will stay home, even if they have not contracted COVID-19.
- Implemented a contingency plan with operating system redundancies and establishing secure remote access for staff in preparation to work remotely, however there are limits to this in the physical handling of cargo.

Regards,

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