



## NRS Commitment to Our Customers During the COVID-19 Pandemic

At National Retail Solutions, we understand how disruptive the COVID-19 pandemic can be to our partners and customers, and we are deeply committed to helping your business during this challenging time. We are all in this together!

Based on that understanding, we are working to ensure that our NRS services provide you with the steady, consistent quality that your business relies upon.

In order to provide you with continuous, reliable service during the pandemic, we have established a comprehensive preparedness program focused on the following key areas:

**(i) Service Continuity** - Our technical teams are conducting additional stress-test scenarios to ensure that systems can handle both unprecedented levels of demand and differentiated national and global traffic patterns.

**(ii) Business Continuity** - Our workforce and systems are prepared to provide seamless service even if our offices and service centers operate on a remote basis with employees working from home.

**(iii) Distribution & Product Availability** - To ensure the integrity of our physical supply chain, we are working with our suppliers, channels and customers to anticipate their needs and allocate resources ahead of time.

**(iv) Disruption Response** - We have continuity plans in place to ensure core business functions and technology are operational in the event of any potential disruption.

We will continue to carefully assess the situation, consider the advice of public health authorities, and the interests of our community. Our preparations are focused on protecting the health of our community, the continuity of our products and services, and the continued success of our partners and distributors.

We hope that you and your loved ones remain healthy.

*The National Retail Solutions Team*