

July 21, 2020

To Our Valued Partners,

We thank you for your patience during these challenging and unprecedented times. Our team members are working daily to solve the problems presented by COVID-19. As these issues have caused a drop in our service levels to you, we want to share our plan for recovery.

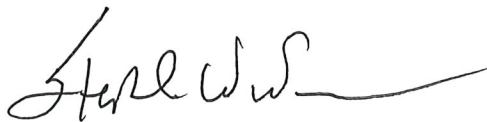
The outbreak of the virus in China and other parts of Asia early on disrupted production, resulting in inventory shortages on imported items. Our supply chain team continues to work closely with our overseas vendors to secure the best outcome possible. We are beginning to see improved fill-rates for these items. We are working to secure alternative sources on certain items, when possible and prudent.

A recent outbreak of the coronavirus in the communities around our production facilities, primarily in Tennessee, has resulted in absenteeism, which has slowed production. Since the early days of the outbreak, we have enforced all state, local, federal, CDC and OSHA recommended procedures for workplace safety. Daily we work to educate ourselves and our team members on how to best manage through an outbreak in our facilities. We communicate often with our employees to make sure they understand and follow all directives.

Hiring for warehouse positions has proven a challenge, but we are having some success with recruiting additional team members to work in our warehouses by reaching out to community organizations, temp agencies and the like.

Thank you, again, for your patience. Please reach out if we can answer questions or if we can be of assistance in any way.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen Ware", written in a cursive style.

Stephen Ware  
President