

CUSTOMER NOTIFICATION

RE: NPIC Precautions Against COVID-19

March 17, 2020

Dear Valued Customers and Partners,

As the global effect of coronavirus (COVID-19) continues to evolve, NPIC remains firmly committed to the health and safety priorities of our employees, customers and greater community. While we continue to closely monitor this situation and follow guidance and best practices from the Centers for Disease Control and Prevention (CDC), we are diligently working to make sure that our pet families continue to have the products they love and trust.

Out of an abundance of caution, we, have implemented several measures to protect the well-being of our customers and colleagues. In our Plano, Texas-based manufacturing facility and operations, we have increased our daily sanitation routines, including more frequent handwashing, use of sanitizer, and cleaning of equipment.

In addition, NPIC has temporarily suspended non-essential business travel and implemented the practice of social distancing by allowing employees who can perform their jobs remotely to work from home as needed, as well as limit face-to-face meetings or events and replacing them with virtual options.

While this is an unprecedented time for everyone, filled with uncertainty, we are committed to our business continuity plan to ensure continued service to our customers. As new information becomes available, we will modify our operations as necessary to respond swiftly and appropriately, but rest assured we are committed to our mission of providing safe, quality products and exceptional service. In the meantime, if you are aware of

The NPIC customer service and management team is available to answer any questions or provide more information on the precautions we're taking to protect your health and safety.

Our sincere thanks for your ongoing support and loyal dedication during this challenging time. Please be safe and stay healthy!

The NPIC Management Team