



March 20, 2020 - NGC COVID-19

Statement **NGC to continue providing gift card technology and fulfillment services**

Today Illinois Governor J. B. Pritzker issued a “Stay-at-Home” Order requiring the closure of all non-essential businesses from March 21 at 5:00pm through Tuesday, April 7, 2020. Due to its role as a supplier to the financial services industry, NGC’s distribution facility will remain open as an ‘essential business’ during this time.

As such, NGC will maintain distribution and fulfillment of physical gift cards. NGC will also continue to supply digital and mobile gift cards and maintain all API services. All existing and future orders will continue to be supported by NGC for now.

The NGC management team continues to closely monitor the rapidly evolving COVID-19 situation, placing utmost priority on the safety of our employees and business partners.

NGC leaders are especially grateful for the hard work of our staff as they continue working conscientiously to assist our customers through this difficult time.

Please continue reading for NGC’s ongoing COVID-19 response plan...

March 17, 2020 - NGC COVID-19

Statement The safety and security of our employees, customers, vendors, and retail partners are top priorities for NGC.

NGC is closely monitoring the COVID-19 situation with guidance from multiple sources including government officials, the World Health Organization (WHO), and the Centers for Disease Control and Prevention (CDC) for new advisories and guidelines.

Currently, unless directed by a government official to close its doors, NGC will continue operations under its COVID-19 operational plan that includes the following:

- Restricting all building access by non-NGC staff. Only visitors 100% critical to ongoing operations will be allowed to enter the building and even then, will be restricted to certain area(s).
- Sending all non-operations employees with remote access home to work until further notice.
- Instituting rotating shifts of stay-at-home furloughs for 1/3 of its operational workforce.
- Increasing the cleaning/sanitizing schedule in high volume areas for our offices and warehouse fulfillment operation in Crystal Lake, IL.
- Utilizing social distancing best practices that include but are not limited to standing a min. of six feet away from fellow co-workers, restricting all meetings to those critical to business operations, eliminating meetings larger than 10 people, keeping meetings to audio-conference wherever possible, etc.



- Adding hand sanitizer stations throughout the work areas and all bathrooms while NGC's Wellness Committee is distributing respiratory etiquette and hand hygiene best practices for all employees.

- Requiring employees to stay at home if sick. If employees who are well but who have a sick family member at home with COVID-19, they are required to notify their supervisor and will be required to stay home from work. If an employee is confirmed to have COVID-19, NGC will inform fellow employees of their possible exposure to COVID-19 in the workplace, while maintaining confidentiality, as required by the Americans with Disabilities Act (ADA).

- Working quickly with clients to accelerate the on-boarding of programs onto NGC's gift card API for digital gift card sourcing fulfillment.

- Suspending all non-essential employee travel and advising employees before traveling to check the CDC's Traveler's Health Notices for the latest guidance and recommendations for each country to which individuals will travel.

We want you to know that we are doing everything we can to both protect workers and visitors and minimize the risk of disruption to our business.

NGC has implemented these measures to help mitigate any spread of the virus, and any interruption to your services.

NGC is also reviewing our business continuity strategies with our team members and suggest our customers do the same. Per the following strategies from the Center for Disease Control and Prevention (CDC), more details can be found at the CDC website at this link: <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>

We are monitoring the situation very closely and will provide updates should there be any further developments. If you have any questions, please reach out to your Account Manager or Sales Representative.

This statement will be revised and posted on NGC's website, www.ngc-group.com, as updates occur.

Supply Chain

Gift cards produced and printed for NGC by its retailers are created in the US. Additionally, both NGC and its top 30 brand partners (which account for 90% of card volume) collectively hold 6+ months of inventory supply.

NGC continues to monitor daily card supplies with its retail partners and any anticipated shortages, which will be communicated with NGC's clients as appropriate.