

## To Our Deserving Patrons,

Like so many of you, we have spent the last several days and weeks learning about the coronavirus (COVID-19) and how it is impacting our world. The Navy Exchange Service Command (NEXCOM), an official Navy command, will continue to follow any and all guidance set forth by the Department of Defense and the Department of the Navy while remaining committed to our most deserving patrons both in the U.S. and overseas.

Our mission is to serve our Sailors and their families at home and abroad with a key quality of life benefit. With over 14,000 personnel worldwide, we're also working hard to understand how COVID-19 is affecting our military communities around the globe, and to make the necessary adjustments to our operations in this ever-changing environment. To accomplish this, NEXCOM stood up its Crisis Action Team on 2 March, with the sole purpose of identifying any operational issues in order to create timely solutions for you, our patrons.

Currently, NEXCOM's Distribution team is not experiencing any shipping delays for goods. However, the team will remain cognizant of any container reductions and will work with ocean carriers as well the Military Surface Development and Distribution Command in an effort to keep products flowing to our locations.

NEXCOM is closely coordinating efforts with our military resale partners, through the Joint Buying Alliance, to meet increased demands for products in our stores. We have been ordering extra quantities of masks, hand sanitizer, cleaning wipes, hand sanitizing wipes and toiletry items. Please know, we are diligently pursuing all available avenues for the products you are in need of at this time. As suppliers have availability, NEXCOM is one of the first to procure them. Last week, NEXCOM acquired an additional 24,000 units of masks and 70,000+ units of hand sanitizer and disinfectant wipes. In addition, NEXCOM's local procurement teams in Europe and Japan continue to pursue regional product availability for supplementary units to support those markets.

Please note, at certain NEX locations, installation leadership has deemed it necessary to implement purchase limitations on particular products to ensure that the NEX can meet the increased demand. Additionally, multiple NEX stores overseas have instituted social distancing for customers in line.

For NEX services operations, our primary focus remains overseas where there is the greatest need. At locations like Bahrain, Naples and Sigonella where DoDEA schools have closed, NEXCOM's school lunch program has halted production, but remains fully prepared to provide nutritional food to the commands and military families at a moment's notice. For NEX barber shops and beauty salons, like in Italy that were closed by host nations, the NEX is diligently working with installation leadership to secure alternatives. Similarly, NEX and installation leadership are working in tandem to keep overseas NEX food courts open for business.

NEXCOM's NEXConnect Wi-Fi Telecommunications Program continue to work with our vendors to monitor network usage and functionality, making every effort to provide ample bandwidth. We understand the use of Wi-Fi is very important to our patrons overseas who may be confined to their homes. With that said, NEXCOM has also shipped an additional 850 CAC readers for purchase at NEX stores overseas.

As a contributor to military readiness, NEXCOM's Navy Lodge Program has an obligation to our guests to ensure safe and sanitary accommodations during a PCS, TDY or leisure stay. In an effort to be proactive, our Navy Lodge Regional Directors developed a list of precautions and reminders displayed at all locations. All Navy Lodges are fully stocked with the necessary cleaning supplies and staff have received additional training on the sanitization of common surfaces and types of chemicals to use based on Ecolab instructions. Additionally, as deemed necessary by the DoD or DoN, the Navy Lodge Program is prepared for any of its 39 facilities worldwide to be used as an official isolation or quarantine site.

Lastly, to provide for our Sailors who are deployed at sea, NEXCOM's Ship Store Program is always prepared to assist with any stock shortages. The team continues to replenish ships' stores as needed through NEX Distribution Centers located in Djibouti, Dubai, Italy and Spain.

Please be assured that NEXCOM's objective right now is to provide for you and your families with necessary goods and to make sure our locations remain safe and clean. Our customer service phone lines remain open at (CONUS) #877-810-9030 or (OCONUS) #001-877-432-1736 and know you can continue to shop online at [myNavyExchange.com](https://myNavyExchange.com). Thank you for your service to our nation and continued patronage!

**Robert J. Bianchi**

Rear Admiral, SC, USN (ret)

Chief Executive Officer

Navy Exchange Service Command

