



**United Bags, Inc.**  
1355 N. Warson Rd.  
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[www.unitedbags.com](http://www.unitedbags.com)

To our valued customers:

The ongoing outbreak of COVID-19 has disrupted many facets of our personal and professional lives. We would like first to offer our hopes that you, your families, and communities remain safe and healthy. That said, as we move through this global crisis, we would like to give you an update regarding our business operations, and how they might affect your orders. Here are some key takeaways:

**Shipments from United Bags Continue to Arrive on Time.**

While this is subject to change as the situation unfolds, we do not currently see any widespread delays for shipments from United Bags. Should you have a specific concern about a particular shipment, be sure to contact your account manager.

**United Bags Will Continue to provide Flexible Packaging Supply.**

At this moment, we do not see a threat in supply from our Packaging Suppliers. We are, however, experiencing delays in transport as a result of port closures, and a disruption in the flow of containers.

**COVID-19 is Having an Effect on our Lead Times for Flexible Packaging.**

We have seen lead times for flexible packaging extend out an additional two weeks because of the virus. Because we have redundancies built into our manufacturing group, we have other qualified plants that can take over if one of our plants must temporarily cease operations due to the virus. Additionally, our Distribution Centers are in place for precisely a situation like this. The vast majority of our customers have prepositioned stock in one of our SQF certified warehouses. Our objective is that none of our customers see any disruptions.

**We Have Some Concerns with Regards to Logistics/Transportation:**

We are seeing some transportation shortages around the globe, as transportation providers try to keep up with demand in certain industries – food and pharma in particular. Containers, in particular, have been stressed because of the shifting tide of product surging from one location to another. We have contracts in place to protect us and your product for times such as these.



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### **The United Bags Labor Force Remains Safe and Healthy.**

All of our manufacturing plants are fully functioning and have frequent communications with us if their workforce and their communities have been affected. Our office personnel and distribution network are secured and currently in good health. We continue to operate as normal, with a focus on resolving any issues that have arisen and meeting customer demands.

### **Future Updates**

We will continue to update this page over the coming days as needed. It is important to us that we remove as much uncertainty from your supply chain as possible. If you have any immediate questions or concerns, please feel free to contact your account manager or [reach out to us directly](#) at 1-800-550-2247.