



Hello,

As a valued Nielsen-Massey Vanillas customer, we wanted you to know the safety and integrity of our business partners, people and products are paramount during this challenging period.

Our Company has always followed the highest standards of food safety in our manufacturing and shipping operations. In response to the global pandemic of COVID-19, we have further tightened our policies and procedures to include the following:

- Continuing to adhere to SQF level III requirements for safety and cleanliness in our manufacturing facilities, the highest possible certification.
- Activation of our dedicated Crisis Response Team of executive leadership and operations personnel who meet daily to address this situation.
- Conducting a regular review of our supply chain to ensure there is no threat of contamination; to date, there has been none.
- Requiring all employees to notify management if they have been in contact with someone who may have contracted COVID-19; to date, there have been no instances.
- Instituting a temporary work-from-home policy for all non-essential employees; in addition, we have strongly recommended that all employees adhere to federal guidelines for social distancing.
- Requiring all employees and visitors to disinfect their hands using sanitation station(s) located outside the facility before entering; all employees and visitors must also follow federal guidelines to regularly sanitize and wash their hands throughout the day.
- Increased frequency of cleaning services to wash and disinfect all facilities twice daily.

We recognize these are uncertain times. We have ample inventory of vanilla and flavor products to serve your needs as we work together to overcome these challenges. By continuing to support strong partnerships like yours, we will emerge from this crisis and continue to be known for our leadership as the world's finest brand of vanilla extracts and flavor products.

Thank you for your continued business with Nielsen-Massey Vanillas.

Bill Bond

Vice President Global Sales



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