

March 17, 2020

To our valued customers,

In the midst of these challenging times we hope that our customers, partners and their families are in good health and safe.

Further to our email of February 4, we want to update you on recent and ongoing initiatives that we have taken to support our supply chain, in light of the COVID-19 Coronavirus:

- We have implemented further health, safety, sanitation and social-distancing policies throughout the company and within our facilities for enhanced risk mitigation in an effort to prevent the virus from affecting our employees or introducing it into our facilities.
- We are limiting/restricting visitors to our facilities and, where feasible, staff are working remotely via conferencing.
- We are maintaining close contact with our manufacturing partners to ensure they have implemented and are maintaining stringent risk mitigation procedures to ensure the health and safety of their workers and to ensure sanitary production environments.
- We are anticipating, and allowing for, slightly longer lead times from some manufacturing partner facilities due to the implementation of additional safety steps at some ports of origin.
- **While we are maintaining healthy levels of inventory and do not anticipate disruption to our supply chain, we encourage customers to work closely with their account representative to ensure that their supply needs are met in the coming months. We strongly recommend customers submit purchase orders well in advance to cover future inventory requirements in the event of any potential supply chain or shipping disruption beyond our control, such as government-mandated port or business closures.**

If your quality control team has any further questions about the steps NP Nutra[®] is undertaking to mitigate risk, please direct your inquiry to our Coronavirus Risk Assessment and Mitigation (CV-RAM) Team via your account representative.

Please rest assured that NP Nutra[®] will continue to take all measures necessary to ensure that the products that we supply to you, our valued customers, continue to be safe.

Sincerely,



Mark Campbell
Chief Operating Officer.



Helga Villanueva
Director of Quality & Regulatory Compliance
Head of CV-RAM Team