



March 3, 2021

Re: Current COVID-19 and Marketplace Update

Dear Valued AFF Customer,

We are all facing the COVID-19 pandemic, which has impacted all of our personal and business lives. We look forward to emerging from this difficult time and returning back to normal. In the meantime, we have difficulties within our workforce, our production efficiencies, our raw materials, and our supply chain – especially with the recent extreme weather events.

In this multi-pronged, complicated situation, American Fruits and Flavors has been experiencing up to two to four week production delays in some unique situations. We continue to work diligently to assure the continuity of your existing product supply and support your future innovation. We are committed to taking all necessary steps and implementing plans to assure the continuity of business as efficiently as possible.

AFF will continue to transparently communicate with all impacted customers as unique situations arise. Unfortunately, we cannot always provide the exact details regarding the timing of the delayed production until the problem solving process is completed.

AFF is working diligently to:

- 1) Minimize disruptions within our workforce.
 - a. Maintain our safe work environment with robust COVID-19 safety protocols in place.
 - b. Conduct regularly scheduled COVID-19 testing of our entire staff.
 - c. Continue to focus on the health and wellness of our team members.
- 2) Reduce supply disruptions.
 - a. Continue to build adequate safety stock of AFF raw materials.
 - b. Work with logistics providers to minimize delays for inbound and outbound shipments.
 - c. Absorb the significant costs associated with necessary expedited shipping methods.



How can our customers assist AFF?

- We are asking you to please provide as much additional time to your normal lead-time expectations (an additional two to four weeks, if possible).
- Actively participate in any potential shifting of your demands as unique situations arise, allowing AFF more time for problem solving.

We are confident in our staff, our abilities, and our plans to minimize any disruptions. AFF continues to deploy all resources and we are investing in necessary plans to avoid disruptions and delays. We look forward to working closely with our customers and we will all emerge from this better and stronger for the future.

Thank you for working with AFF and believing in our ability to maintain our world class manufacturing and supply chain. Please work closely with our team and together we will all continue successfully delivering exceptional consumer experiences through your food and beverage products. AFF will continue our work “to be your First Choice.”

Sincerely,

William Haddad

President, American Fruits and Flavors, LLC