



March 13, 2020

Re: Our response to COVID-19

Dear customer,

We here at Martin's take our responsibilities to you, our employees, and our communities seriously. We appreciate that we provide an essential good and play a critical role in your supply chain. As the situation with COVID-19 continues to unfold, we want you to know how we are responding.

We are closely monitoring the situation and evaluating our responses as circumstances evolve. We are actively implementing mitigation strategies and the recommendations of public health authorities. Among other things, we have:

- Established quarantine protocols for employees who become infected or travel to designated hot spots.
- Directed employees who report symptoms or come into close proximity with any person with COVID-19 not to come to work and we have established procedures to ensure that such employees are not infected before they return to work.
- Suspended nonessential travel and restricted visits to our facilities to essential persons.
- Canceled or postponed large in-person meetings or we will conduct such meetings via telephone or video.
- Made (and are making) telecommuting arrangements where appropriate.
- Implemented social distancing protocols at our facilities and advised our employees and independent distributors to observe such protocols elsewhere.
- Reminded our employees and independent distributors to exercise best practices as regards personnel hygiene (e.g., frequent hand washings, etc.).
- Added additional hand wash receptacles throughout our facilities and we require all personnel and guests to wash their hands upon entering our facilities.
- Increased the cleaning frequency of high touch surfaces in our facilities.
- Established cleaning protocols should an employee become infected.

As always, we continue to exercise good manufacturing practices in our bakeries. We frequently clean our equipment and facilities in accord with our established procedures and schedules. Our bakery personnel wear personal protective equipment on the bakery floor (gloves, hairnets, smocks, etc.) and observe good personal hygiene practices (e.g., washing hands before entering the bakery floor, etc.).

Again, we recognize that we provide an essential good and play a critical role in your supply chain. We plan to continue to operate our business and provide you with our products subject to and in accordance with the directives of our governing authorities. If you have any questions, please feel free to reach out to your contacts in our Sales Department.

All best,

A handwritten signature in black ink that reads "Dennis Wenrick".

Dennis Wenrick, Vice President of Sales and Marketing