



March 13, 2020

Dear Valued Customer,

Neil Jones Food Company prides itself on being able to deliver safe quality products, on time, and unadulterated to our customers. With that commitment, we're requesting our suppliers communicate any known or potential supply chain risks associated with the Novel Coronavirus (COVID-19), a brief outline of their business continuity plan, and details of their proactive approach to preventing potential virus transmission. Furthermore, Neil Jones Food Company has taken steps to protect our employees and our ability to provide an uninterrupted supply of our product to our customers.

Preventive Measures:

The Food and Drug Administration (FDA) recently announced that there have been no reports that suggest COVID-19 can be transmitted through food or food packaging. In general, because of poor survivability of coronaviruses on surfaces, there is likely very low risk of spread from food products or packaging that are shipped over a period of days or weeks at ambient, refrigerated, or frozen temperatures. This information was recently shared by the American Frozen Food Institute.

FDA also stated it is always important to follow good hygiene practices (e.g., wash hands and surfaces often, separate raw meat from other foods, cook to the right temperature, and refrigerate foods promptly) when handling or preparing foods. With that said, below are steps we have taken to address the COVID-19 concern:

1. We have updated our Business Continuity Plan, incorporating the latest recommendations, and have provided our employees with training regarding COVID-19.
2. A COVID-19 toolbox talk training session that is specifically focused on disease control and proper hand washing technique/frequency was created and given to all employees.
3. Our supervisors will conduct regularly scheduled health update meetings with all employees to promote reporting any symptoms that may develop. Any reported symptoms will be evaluated on a case by case basis and necessary action will be taken.
4. Maps with locations of handwashing stations and sanitizer dispensers has been strategically posted around our facilities to ensure quick and easy access for our employees at all times.
5. We are in the process of verifying that our domestic and international suppliers have business continuity plans in place to ensure that NJFCO will not face an interruption in supply of critical materials. This task is largely completed, and we expect it to be completed within the next 10 business days. To date, we have not identified any issues of concern within our packaging supply chain.

In summary, be assured that Neil Jones Food Company is taking this potential threat to our business and your supply chain seriously, and will continue to address this situation according to the latest recommendations from the CDC, WHO, and other authorities.

Sincerely,

Matt Bianchi
Director of Quality and Food Safety
Neil Jones Food Co.