



NATURALLY GOOD CHEESE

Friday March 13, 2020

Pacific Cheese Customers & Business Partners:

Pacific Cheese recognizes that the information available concerning COVID-19 necessitates periodic up-dates and clarification to avoid confusion on the part of our customers and business partners. In order to provide the most up-to-date information we are providing you with the key points as to how we have prioritized our internal communication to assure the utmost safety of our associates as well as assure you of superior product quality and supply continuity.

With regard to Production and Office Personnel, Pacific Cheese has implemented the following:

- All international travel has been cancelled and US travel strictly limited to Emergencies only with specific pre-approval requirements. All conference attendance, sales calls and group meetings have likewise been cancelled.
- All visits to our facilities (other than regulatory) have been suspended indefinitely whether for meetings, audits, training or service.
- As part of our long established and robust GMP, Employee Hygiene and pathogen tested products programs, basic practices such as frequent handwashing and sanitizing in addition to frequent changing of single use gloves, sleeve guards and single use aprons are part of the everyday routine.
- Pacific Cheese provides a generous sick leave and medical benefit package, covering short and long term illnesses. All employees are enabled and have been instructed to remain home when they or their family members are sick or need care.
- Our Human Resources Department is monitoring the CDC Website for the latest recommendations concerning preparedness and prevention and communicating those recommendations internally.

Concerning product stocks and supply:

- In the normal course of business we have almost daily contact with our key suppliers. There are no delays in order receipts or shortages anticipated. We import no items from China or Asia and, in addition, have eliminated all European imports. Cheese, ingredients and packaging are sourced within North America.
- Our Business Continuity Plan has been activated and, although not currently required, alternative product sourcing locations have been verified as active with documentation and contingency plans in place.

We will review our COVID-19 program and safeguards regularly and communicate significant changes as they may occur. Please see our website www.pacificcheese.com for additional details.

Thank you!

Glenn Hatcher / Director Quality Systems