

April 13, 2020

Supporting Our Employees and Customers During This Time

Dear Nestlé Health Science community and valued customers,

COVID-19 is impacting all of us in ways we never imagined and has presented some of the greatest challenges we will face as members of our personal communities, as well as members of the healthcare industry. Through our work at Nestlé Health Science, we have heard first-hand from those on the frontlines – healthcare providers, customers supplying essential products and services, and the employees across these organizations who have made this work possible. Amid the uncertainty today, their efforts demonstrate courage, compassion, and a dedication to excellence.

Our commitment to you, throughout this time, is to continue providing the high-quality nutrition products you have come to know and expect from us. Our teams are working diligently to assure the safety and availability of these products and to prepare for the evolution of this public health crisis. We appreciate the trust you place in us and are committed to earning it every day.

Below, I would like to share with you the actions we are taking to meet your needs and adapt to the changing circumstances of the COVID-19 environment.

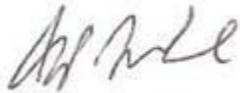
- **PRODUCT SAFETY:** The health and safety of our employees, patients, consumers, and customers has always been, and remains, our top priority. As a Nestlé company, our manufacturing and distribution operations are conducted with the highest levels of hygiene and cleanliness, to guarantee the quality and food safety standards that make Nestlé a global leader in nutrition.
- **PRODUCT STOCK AND SUPPLY:** Because we know our products play an important role in your health, we normally carry several months of product inventory. In response to COVID-19, we are running our factories at full capacity and are building additional stock on our highest demand products. Our teams are working to assure continued production and delivery of products throughout this time, but you may experience a slight delay in our fulfillment or the transportation timing of the carriers. Please know that we are closely monitoring inbound orders and resourcing to make sure that any delays are minimized.
- **PRODUCT ACCESS:** We are continuing to work with our medical, retail, and e-commerce partners to assure continued availability of our products. Orders through our [Nestlé Nutrition store](#) will be fulfilled in a safe and timely manner, and you can also find our products at your favorite local or online retailer.
- **EMPLOYEE & COMMUNITY HEALTH:** People are at the heart of our business. We have amended our normal work policies, such as suspending face-to-face customer

visits, to minimize the health risk to our employees, as well as your teams and facilities, and to reduce the spread of COVID-19 in our communities.

- **COMMUNITY SUPPORT:** In an effort to support our communities and those facing heightened need during this time, we have donated health-supporting products to food banks in several states, including BOOST®, BOOST® Kid Essentials, and Carnation Breakfast Essentials®, and have enhanced our Patient Assistance Program to allow more access to product for those in need. Additionally, we contributed \$2.1 million to Feeding America and No Kid Hungry to support children who are reliant on school lunches and breakfasts that are no longer available.

Our passion for *Empowering Healthier Lives Through Nutrition* guides us through times like this and we are grateful for our partners and consumers who continue to put their trust in us. During this extraordinary time, we remain focused on assisting you in any way we can. The Nestlé Health Science team is available for any of your questions at 1-800-422-2752. Please do not hesitate to reach out to us.

Stay safe and healthy,



Anna Mohl
President & Business Executive Officer Nestlé Health Science USA

