



3/16/2020

Dear Valued Customer,

MRM is taking the coronavirus (COVID-19) spread very seriously and want to update you on what we are doing to ensure your health and safety.

We are closely monitoring the impact of the coronavirus (COVID-19) at a global, domestic and local level. The safety of our employees, customers, suppliers and rest of the public is our top priority. We are following the guidelines recommended by the World Health Organization (WHO), the Centers for Disease Control (CDC), federal, state and local authorities.

We have plans in place to protect our personnel and limit the spread of disease.

Here is an overview of our policies and procedures related to COVID-19:

- Increased frequency of sanitizing our workspaces and equipment.
- Emphasizing vigilance with our team to practice good hygiene, wash hands frequently and efficiently.
- Avoiding social gatherings/meetings and practice social distancing.
- Enacted a "stay home" policy for anyone showing signs of illness.
- We have prohibited all non-essential business travel.
- The need to follow local authority guidelines and recommendations has been enforced.
- Messaging around workplace hygiene, authoritative websites to monitor and sanitizing efforts for our sites has been communicated to employees.
- Employees who are sick or have come in contact with someone who has tested positive for COVID-19 have been instructed to stay home and seek medical guidance.
- We have suspended all site visits to our operating centers. This applies to clients, partners and employees not officially assigned to a facility as their normal work location.
- Most of our sales and services teams are working remotely and equipped with the tools to handle the majority of your needs virtually.

We believe that by taking these steps, as well as staying informed, we are well prepared to handle potential interferences that may prevent us from serving your needs. Please visit our website, [www.mrmnutrition.com](http://www.mrmnutrition.com), where we will post updates on any additional contingency measures or action plans in the future. If you have further questions, please reach out to your Account Manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Olson", with a long horizontal line extending to the right.

Mark Olson  
President and CEO of MRM