



April 2020

How we are managing the current COVID-19 situation

Dear Partners, Friends, and Customers,

As the coronavirus (COVID-19) continues to spread, it is changing the way we live our daily lives, work and communicate with each other in so many unpredictable ways. In the midst of all this uncertainty, we want you to know that one thing remains unaffected, our team's commitment to providing you the best level of service – even if they do it from their home office, living room or kitchen table!

Thanks to modern technology, we are available by phone, email and video conference to discuss your needs, provide technical and scientific expertise, keep you up to date or address any questions you may have.

Our priority is the health, safety and wellbeing of our people, their families and our communities and we are closely monitoring updates from the World Health Organization, our government and trusted trade organizations for guidance on how to best protect our employees, customers and partners during this pandemic.

Although we cannot predict the duration and the full extent of the impact this COVID-19 crisis will have on our industry, our economies and our businesses, we want to reassure our customers that we are still here to support them and supply the ingredients they need to keep feeding the world.

As a major food producer, we strongly believe that, now more than ever, we have an essential responsibility in making sure that communities continue to have access to the food they need as they follow the current guidelines and stay home. With the closing of schools, company cafeterias and restaurants, household demand is growing. We are here to support our customers by processing incoming orders and supplying them the ingredients needed to sustain this surge.

In order to do so while contributing to curb the spread of the disease, we have streamlined our business practices to maintain operations in the most efficient way to serve end-consumers. Although our manufacturing operations remain unaffected, we have made a series of adjustments to ensure a safe environment while continuing to collect and transform the milk of our farmer-members. Some of them are:

- Relocating as many of our staff as possible to work from home
- Incorporating social distancing practices and enhanced sanitation at our facilities
- Discontinuing all domestic and international travels for our global employees
- Using technology to connect with each other rather than in-person meetings
- Reducing all non-essential R&D activity

On behalf of Epi Ingredients, we thank you for your continued partnership and we wish everyone to stay healthy and safe as we navigate these challenging times. Although we may have become more physically distant over the past few weeks, it is our hope that times will ultimately bring us all closer together.

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