



March 17, 2020

Re: Nestlé Health Science employees' to halt in-person interactions during the COVID-19 virus event, effective March 16, 2020.

Nestlé Health Science regularly works with healthcare professionals and food service personnel in a variety of healthcare settings. We provide information about Nestlé Health Science nutrition products and support our customers with requirements they may have regarding our nutritional solutions.

To ensure the health and safety of our employees and the healthcare customers and patients we support, *effective Monday, March 16th through to April 3rd*, we will halt all in-person customer interactions. As a company, we will continue to monitor the COVID-19 situation. Based on direction from government and health officials, the full duration of our decision will be evaluated on a daily basis, including when we can resume face-to-face customers interactions.

During this period, Nestlé Health Science employees have been directed to communicate with customers virtually through phone, email and/or video conferencing.

Product Safety:

Our plants are operating as normal. We are committed to delivering safe and quality products, and we continue to take extensive measures to conduct routine environmental cleaning of our facilities and test our products throughout the manufacturing process. All Nestlé products follow the same strict safety and quality standards and remain safe for consumption.

Supply Chain and Inventory:

We are working with our supply chain and distribution partners to implement appropriate preventative measures to assure continued production and delivery of products. We do not anticipate any supply issues, but we are monitoring closely and have proactive plans in place to assure we are responsive to the demands of our customers, patients and consumers. In order to maintain this supply continuity, it is important that you continue to order our products based on actual needs, and not seek to order excess or "stockpile" inventory.

Please reach out to your Nestlé Health Science contact if you have any questions regarding this decision we have taken. Thank you.

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