



March 31, 2020

Region One Education Service Center  
Lori Ramos  
1900 W. Schunior  
Edinburg, TX 78541

Dear Lori,

As we navigate COVID-19 together, Borden's No. 1 focus is on ensuring the safety of our employees and the people we serve. To that end, we are temporarily suspending the practice of obtaining recipient signatures upon delivery or pickup, effective on Monday, April 6. By eliminating the practice of handing papers and/or handheld devices back and forth, we can do our part to minimize personal contact.

We understand your need for proof of delivery. Until further notice, a Borden employee will be printing the name of your company's representative, in lieu of your employee's signature, when product is transferred. We will take this step with your employee's verbal acknowledgment. In addition, we will input a COVID-19 code in our system so that if there is ever any question about the receipt, both parties will know that a Borden employee acknowledged delivery on your company's behalf.

Thank you in advance for your support of this new procedure that will help protect the health and wellbeing of our people. Please don't hesitate to contact your Borden Account Manager if you have any questions or concerns.

Sincerely,

Craig Musgrove  
Chief Sales Officer  
craig.musgrove@bordendairy.com  
(214) 258-1349



March 13, 2020

Dear Valued Customers and Partners,

As the coronavirus 2019 (COVID-19) outbreak continues to evolve, I'd like to address the steps we are taking to keep people safe and healthy and protect the integrity of the supply chain. We are closely monitoring the situation and following guidance from the CDC and WHO.

Here are the steps we are taking to protect our Associates and customers:

### **Communications:**

- We continue to reinforce our standard health protocols and have posted additional reminders for our Associates to be diligent about personal hygiene.
- Our Executive Leadership Team is closely monitoring the latest information available on COVID-19 and providing guidance internally on a regular basis.
- Mandatory briefing calls have been held for our management to reinforce our standard health and safety protocols and review preventative measures.
- We Launched a COVID-19 response team to address any questions or issues as they arise.

### **Travel & Meetings:**

- We are requiring all work travel that is not based on compliance/legal mandates or customer requirements to be postponed.
- Associates that have traveled for personal reasons to any of the countries on the CDC's restricted travel list have been asked to report their travel to their supervisor.
- All large meetings (defined as 10 people or more) that require air travel are being postponed.

### **Our Sites:**

- Non-essential visitors will not be allowed in facilities for the next 30 days. Essential visitors will be required to answer a health & travel related questionnaire. Carriers will be asked to remain in their trucks, we will load and unload their trucks.
- We have increased our cleaning schedules for shared spaces and commonly touched places at all sites.
- We have provided access to additional hand sanitation stations at our sites.



- We continue to leverage our standard food safety process to ensure the integrity of your product.

**Business Continuity:**

- We have reinforced our existing business continuity plans which account for site-specific needs.
- Our standard staffing mitigation plans and options include leveraging alternate shifts, salaried personnel and working remotely.

We appreciate your business. Thank you for choosing us as your partner.

Sincerely,

A handwritten signature in black ink, appearing to read "Neil Kinney".

Neil Kinney

President



INFINITE POSSIBILITIES. ONE FAMILY.

March 16, 2020

Dear Valued Customer:

As the global COVID-19 pandemic continues its impact around the world, we want to take a moment to share with you how Rich Products is responding to this evolving situation.

We are actively following guidance from the Centers for Disease Control (CDC) and the World Health Organization to ensure we have a full and fact-based understanding of this pandemic.

Top of mind for you is any potential disruption to our supply chain. I'm happy to report we do not anticipate disruptions to our manufacturing network or our ability to source ingredients or fulfill products at this time.

Specifically:

- Operations: Rich's production facilities are operational. As part of our business continuity process, teams have been planning and preparing for potential labor, network, transportation and warehousing disruptions.
- Ingredients: Rich's sources a small amount of imported ingredients today, however we are not heavily reliant on those sources and do not anticipate ingredient supply shortages. As part of our business continuity process, we have alternate in-country sourcing plans in place and are actively reviewing additional alternate sources and supply options, should they be required.

Additionally, based on our values as a global, family-owned company, we have:

- Restricted all associate travel; it is business-essential, in-country travel only
- Requested that all office-based associates who are able to work from home, do so. This is part of our concerted effort to practice social distancing and reduce the volume of people in our buildings
- Canceled or postponed all non-essential meetings and events that involve large gatherings of people, including participation in tradeshows and conferences
- Encouraged all Rich Products associates to leverage collaboration tools, such as Microsoft Teams, Face Time, conference calls, etc., to connect and collaborate with customers, external business partners and colleagues, in lieu of travel and in-person meetings
- Created a cross-functional, company-wide **COVID-19 task force** to plan for related challenges we may encounter in the days, weeks and months ahead. This includes:
  - Creation of a Supply Chain sub-task force evaluating labor, network, ingredient, transportation and warehousing risk and refining business continuity plans, as needed
  - Reinforcement of Good Manufacturing Practices and personal hygiene procedures and etiquette among all associates – in our facilities, sales and corporate offices
  - Mandating to all associates that if they are sick, to stay home; this is already standard practice for any plant associate

We are continuing to review our temporary policies and will make additional changes as appropriate. Should our position change, we will be sure to communicate with you directly.

Sincerely,

Ray Burke  
President & COO  
U.S. Canada Region



March 25, 2020

Attn: Administrator, Dietician, Food Service Director, Superintendent

Subject: Milk Changes

Due to the current crisis and increased orders of Half Pint Milk, we have made the decision to temporarily suspend production of all flavored Half Pint Skim Milk which will include Chocolate and Strawberry milk and Only Produce Half Pint 1% White Milk. We are temporarily suspending the production of these items to help us increase efficiency and maximize production. We have also asked to receive support from our Sister Plants within our Dean Foods network of manufacturing facilities to assist us with available product to help us satisfy current demands. This support may come in the form 2% milk and will only be on a temporary basis.

We will maintain full production of 1% half pints for any and all feeding programs you may be executing or contemplating.

Your price list has been updated to reflect the cost of a 2% half pint of white milk in the instance we sell your district 2% milk.

Please feel free to reach out to us at Oak Farms or Hygeia if you have questions regarding this temporary change. We are hopeful that the market will normalize soon. When that occurs, we will begin production of the full line of Dairy Pure and Tru Moo Products.

We appreciate your understanding,

Brandon Harjo  
Area Director.  
Oak Farms Dairy, Hygeia Dairy, Prices Dairy & Creamland Dairy



April 13, 2020

Attn: Administrator, Dietician, Food Service Director, Superintendent

Subject: Milk Changes

Due to the current crisis and decreased demand for cream products, we have made the decision to temporarily suspend production of all Low Fat and flavored Half Pint Skim Milk. This change will include Half Pint TruMoo Skim Chocolate, Half Pint Trumoo Skim Strawberry milk, Half Pint Dairy Pure 1% White Milk and Half Pint Dairy Pure Skim Milk. We will Only Produce Half Pint Dairy Pure Whole Milk and Half Pint Dairy Pure 2% White Milk during this temporary production change. We are temporarily suspending the production of these items to help us increase efficiency, maximize production and assist our community of Dairy Farmers by reducing cream supply.

Your price list has been updated to reflect the cost of Whole Milk and 2% half pints of white milk during this brief change.

Please feel free to reach out to us at Oak Farms or Hygeia if you have questions regarding this temporary change. We are hopeful that the market will normalize soon. When that occurs, we will begin production of the full line of Dairy Pure and Tru Moo Products.

We appreciate your understanding,

Brandon Harjo  
Area Director  
Oak Farms Dairy, Hygeia Dairy, Prices Dairy & Creamland Dairy

## Lori A. Ramos

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**Subject:** HILL COUNTRY DAIRIES: Milk Orders During COVID-19

**From:** Carl Schoener <carls@hillcountrydairies.com>

**Sent:** Monday, March 30, 2020 8:02 AM

**To:** America Retana <aretana@esc1.net>; randys@hillcountrydairies.com; jimmyw@hillcountrydairies.com; 'Peyton Mulder' <peytonm@hillcountrydairies.com>

**Cc:** Lori A. Ramos <laramos@esc1.net>; Kristina B. Carrizales <kcarrizales@esc1.net>; Salina Villanueva <svillanueva@esc1.net>

**Subject:** RE: Talking Points for milk orders

It is very important the we have at least 48 hours to be able to complete orders.

As for as juices it may take a few days for Borden to get stocked back up. We'll do everything we can to get you milk and juice as you need it.

Peyton Mulder in our Lead Supervisor in Corpus:

Email: [peytonm@hillcountrydairies.com](mailto:peytonm@hillcountrydairies.com).

Office #: 361 881 6054

Peyton's cell #: 361 500 7493

-Carl



March 25, 2020

Attn: Administrator, Dietician, Food Service Director, Superintendent

Subject: Milk Changes

Due to the current crisis and increased orders of Half Pint Milk, we have made the decision to temporarily suspend production of all flavored Half Pint Skim Milk which will include Chocolate and Strawberry milk and Only Produce Half Pint 1% White Milk. We are temporarily suspending the production of these items to help us increase efficiency and maximize production. We have also asked to receive support from our Sister Plants within our Dean Foods network of manufacturing facilities to assist us with available product to help us satisfy current demands. This support may come in the form 2% milk and will only be on a temporary basis.

We will maintain full production of 1% half pints for any and all feeding programs you may be executing or contemplating.

Your price list has been updated to reflect the cost of a 2% half pint of white milk in the instance we sell your district 2% milk.

Please feel free to reach out to us at Oak Farms or Hygeia if you have questions regarding this temporary change. We are hopeful that the market will normalize soon. When that occurs, we will begin production of the full line of Dairy Pure and Tru Moo Products.

We appreciate your understanding,

Brandon Harjo  
Area Director.  
Oak Farms Dairy, Hygeia Dairy, Prices Dairy & Creamland Dairy