

**Subject:** COVID-19 Update  
**From:** United Animal Health  
**Date:** March 18, 2020

Amid increasing restrictions and ongoing changes in recommended responses to the spread of COVID-19, we wanted to let you know our strategies and preparedness.

### **Manufacturing and Delivery**

We consider the manufacture of nutrition and health products for livestock to be essential to the global food supply and economy. People directly involved in the manufacturing and delivery of feed products are critical to the day-to-day operation of our business and the businesses of customers that rely on us. To protect them and protect the continued manufacture and delivery of products, we have tightened our biosecurity protocols to Level 3, which includes direction from the Center for Disease Control and Prevention (CDC).

#### **This includes:**

- 1) Removing all nonessential employees from locations that manufacture or deliver feed.
- 2) Prohibiting all visitors and guests to locations that manufacture and deliver feed, locking all doors and prohibiting access inside any of our facilities.
- 3) Creating backup teams ready to step in should we have confirmed cases.
- 4) Requiring all employees and drivers when on a farm to request customers to respect aggressive social distancing guidelines.
- 5) Requiring customers who pick up product at any of our facilities to call ahead of arrival and call again for instructions when arriving at the site.
- 6) Requiring drivers picking up bulk orders to remain in their trucks and UAH mill operators will facilitate loading.
- 7) Requiring all drivers to have hand sanitizer in the delivery truck cab with them.
- 8) Requiring critical employees to stay home if sick or if a family member is sick, without impacting their compensation.
- 9) Continuing strict enforcement of our biosecurity precautions to prevent Foreign Animal Disease (FAD) at our manufacturing facilities and with our delivery services.

### **Ingredient Sourcing**

All United Animal Health internationally sourced ingredients will be quarantined from the date of manufacture, as currently recommended by industry experts. This quarantine is on all products shipped to us from China or any other overseas nation. The quarantine is in a climate-controlled warehouse.

### **Supply / Inventory**

We have an adequate supply of ingredients and product inventory to continue to provide these to our customers. However, much like the grocery stores, we are not positioned for customer ordering outside their normal usage pattern with the intent to stockpile resources. Therefore, we will be keenly monitoring orders to ensure we will have a consistent supply of products and ingredients. We are also working with suppliers closely to understand their supply chain constraints.

While this is an unprecedented time, we are prepared as a company and are following governmental recommendations to slow or stop the spread. The United States is not shutting down any operations and we are prepared for potential shortages as outlined above. We do not anticipate any inability to fulfill orders. We remain fully committed to both following governmental recommendations and guidelines while continuing to be certain that the food supply is not interrupted, and animals are fed.