

Horizon Pet Nutrition - COVID-19 Update

I know you are being inundated with constant updates from all manner of companies and business partners. The last two weeks have been a rollercoaster of uncertainty, concern and trying to help and assist in any way you possibly can. We want to again extend our deepest gratitude to you as a community retailer remaining open and trying to help families assure adequate supply of food and supplies. You truly are the front line for our industry and we are working hard in the background to support your efforts as designated essential service providers. It is appreciated - thank you.

We know there has been a tremendous rush on food in your respective stores. As an industry participant, we know the entire supply chain is mobilizing to try and replenish and assure a steady flow of goods under tremendous pressure. Speaking for Horizon, we have doubled up our efforts to make and ship our products while balancing the ongoing and critical concern regarding employee health and safety. We are very appreciative of our suppliers ramping their efforts to get product to our facility. They have been outstanding partners. We are grateful to our employees for stepping up and recognizing the need to keep food available for our customers pets. They have gone above and beyond.

We have shipped a record volume of food over the last two weeks. We are actively ramping up production of our foods with extended operating hours. It does take time to produce it, test it, and then get it on the road. We have a broad array of sku's/formulas and we are sequencing production runs with extended hours of operation. Philosophically, we will not sacrifice the quality or safety of our foods under any circumstances and it takes time to get our products to their final locations. We are making more, and making sure that it exceeds your expectations. We are open and actively producing. Our ability to rapidly respond to circumstances like this is because we are beholden only to ourselves as we self-manufacture and are in complete control of our production facilities. We currently don't envision shortages moving forward, so we encourage a regulated plan of ordering product to stay replenished. We are filling the supply chain in a prompt and orderly manner, and products will soon be available even if there are temporary shortages at specific locations or on specific sku's.

We give you this update knowing that conditions around us are fluid and developing daily. We are reacting as we receive updates and news. The priority concern is the care and health of our employees, but we know you are depending on us as an essential product and we are working diligently to keep supply available. Thank you again for all you're doing and please stay healthy and safe.

Respectfully,

Jeff English
President
Horizon Manufacturing Inc.

