



March 18, 2020

Dear Valued Partner,

At ROYAL CANIN® we have been closely monitoring the coronavirus (COVID-19), and, like you, we are deeply saddened by the impact it is having in the United States and around the world. During this time we recognize our responsibility to support and serve the needs of a community of pets and pet owners. It is an ever-changing landscape and we will make decisions consistent with our company principles, including Responsibility, Quality, and Mutuality.

**We remain fully operational.** Our team has taken significant measures to ensure continuity and consistent service. Our factories, offices, Sales Associates, Technical Services and Order Services teams remain in full operation. Like many businesses, we have instituted a work-from-home program to do our part to help slow down the spread of COVID-19, but this decision should not affect the service we provide to you.

**We continue to manufacture and ship product.** We have built aggressive safety and quality protocols into our systems, recognizing the need to safeguard our teams and protect our production capability. We are currently seeing an increase in demand and are actively working to increase production from our factories. During this time, we are requesting your help to order product to meet the immediate needs of your customers and avoid excessive stockpiling of our diets. We want to ensure fair distribution and will be monitoring orders. As required, we may have to limit order quantities using historical order patterns as guidelines. Thank you for your understanding.

**We are ready to serve your needs.** You can expect the following from Royal Canin during this unusual time:

- Our distributor partners remain open and fully functional. Please call your distributor with any questions regarding product availability and/or orders.
- District Managers are available to answer diet questions and to help educate your team as needed. However, for their protection and yours, they will not be making in-person visits during this time.

We understand that you may have other questions and encourage you to contact your District Manager and/or distributor directly. We wish you and your family the best.

Thank you for your trust and continued support,

A handwritten signature in black ink, appearing to read "Karoly Horvath".

Karoly Horvath  
Vice President Sales - Specialty Retail Pillar