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Dear Valued Customer,

March 19, 2020: Scott Pet, Inc is actively and continuously monitoring the COVID-19 Coronavirus outbreak in line with our state and local resources, the Centers for Disease Control (CDC) and the World Health Organization (WHO) Guidelines. Our policies reflect those of the governmental authority in which our facilities are located.

Scott Pet considers the health and safety of our employees, customers and communities a core value and this has always been part of our company mission. Our employees, customers, and consumers are like family. We are focused on doing all the things we need to do to keep our families safe and healthy. Our supply chain and manufacturing teams are working hard to keep our manufacturing and distribution facilities operating at full capacity. For the time being and unless otherwise advised, our facilities are open and operating normally.

Scott Pet already has important programs and ongoing training in place related to both personnel safety and product safety including proper personal hygiene and appropriate cleaning and sanitizing of equipment. We have also taken the following additional actions to address concerns related to the spread of COVID-19:

- Increased frequency of disinfecting high touch surfaces such as door handles, vending machines, time clocks and areas in breakrooms/locker rooms.
- Conducted training to review preventative measures with employees.
- Re-enforcement of our current policy to mitigate the transmission of communicable diseases by asking our employees to stay at home if they are sick.
- No meetings are currently taking place with outside visitors.
- Limited all travel as well as any employee capable of working from home is doing so.

As mentioned, we are still operating without delays. Due to the extreme demands on retail across the country, it is possible carrier and parcel deliveries could be delayed at no fault to Scott Pet, which is why chargebacks for late shipments will not be accepted during this time.

We strongly urge our valued employees and customers to refer to the guidelines and protocols as suggested by CDC ([cdc.gov](https://www.cdc.gov)); WHO ([who.int](https://www.who.int)) and national public health authorities to contain and mitigate against any further spread of the virus. We are monitoring the situation very closely and will follow up with employees and customers as the situation develops as it is very fluid at this moment.

Sincerely,

Jackson Ryley  
National Sales Manager

