



Dear Friend,

In response to the CoronaVirus outbreak ORGANO wants you to know your health and safety is our top priority. In times like this there are always many important and timely questions. The answers are not always easy and are highly dependent on context and specific circumstances from country to country. We operate in 36 countries. Our response is geared around the local needs of our constituents and focused on "Safety First" in each market we serve.

For the past few weeks we have been taking measures to help keep our distribution partners, customers and global staff healthy in support of public health efforts related to the COVID-19 public health emergency. While every shipment of our products is routinely tested and validated for safety and all ingredients are traceable to source, we have put additional procedures in place in all ORGANO offices and support facilities around the world in response to the COVID-19 outbreak. These procedures include enhanced sanitizing of offices, support facilities and equipment and providing staff with training related to COVID-19.

ORGANO offices and support facilities around the globe have shifted to virtual workplaces on a case by case basis. The entire Global Relationship Management team including Customer Service staff will remain available by phone, email and instant messaging (Chat).

ORGANO staff will not travel through April 24, at which point we will reassess the situation. In order to further prevent the spread of disease and protect our ecosystem constituents around the globe, we've decided to postpone or cancel all ORGANO enterprise supported events through the end of May.

Our Technology Innovation team has proactively put in place contingency plans to maintain the same level of technology services you've come to expect. Our support, development, and other teams are working in strategic ways to limit their risk of exposure and ensure they will be able to continue offering uninterrupted service and support for all ORGANO market constituents. Rest assured we'll be there for you when you need us, no matter what.

Our senior executives formed a special working group to address this global public health emergency. The working group will be providing you with important relevant information over the coming days and weeks related to plans, expectations and rescheduled events.

We appreciate your understanding and flexibility as we respond to this rapidly changing situation. For reliable and current information about COVID-19 please see resources from the World Health Organization and the Centers for Disease Control and Prevention.

The ORGANO Global Staff