



Dear Vitamix Family,

The health and wellness of our customers and employees has always been the highest priority for Vitamix. With the novel coronavirus (COVID-19) having spread around the globe so quickly in recent weeks, we wanted to share with you the actions we're taking in response:

We are monitoring the situation closely, both through updates from the <u>Centers for Disease Control</u> and by consulting actively with local health officials.

- We have increased sanitation and cleaning efforts within our manufacturing facilities, distribution centers, and corporate offices.
- We frequently disinfect and sanitize our assembly lines to help keep our products safe.
- · We have limited outside visitation to our facilities.
- We are working with employees to minimize their exposure to disease and give them opportunities to be with their families when needed.
- Our shipping and delivery time frames remain normal. We will certainly inform you if that changes at any point.

We understand that this issue is of deep concern for everyone. We will continue to abide by our core value of doing what's right no matter what, and will maintain the well-being of our employees, owners, and partners as a top priority.

Sincerely, Your Friends at Vitamix