

**CEO Message to Alcora Employees: COVID-19 Updates**  
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Dear Family,

Since I last wrote you one month ago, so much has happened across the world, our country, and the economic landscape. As we see so many businesses struggle as regulations tighten and employers face difficult decisions regarding their employees and their companies, our hearts and prayers continue to go out to all those affected by this pandemic—particularly those whose health and livelihoods have been affected, those caring for the sick, and those working tirelessly to conquer the virus.

Here among the Alcora Family, in the face of these strange and dire circumstances, I am tremendously proud and grateful to see that our spirit, our energy, and our drive are healthier than ever—and, as a result of your extraordinary dedication, our business is thriving! I've always taken pride in our agility as an organization, and the past few weeks have showcased our strength in assessing, adapting, and *acting* in response to changing circumstances. Thanks to you, we've been successful in continuing to support the 100,000-plus families in our community of MONAT Market Partners who rely on us. It has been a remarkable thing to witness.

Your outstanding efforts have shone brilliantly from every corner of our business. Our Sales teams have engaged our Market Partners virtually, creating the needed engagement to drive impressive growth in sales and enrollment. Our Manufacturing facility at B&R continually produces the products needed to support this growth, while our Doral Distribution facility has done a beautiful job of delivering them. Hundreds of other employees across the Company continue to excel and meet the needs of the business: our Customer Service teams responding to the ever-growing volume of questions from our customers; our Marketing, Creative, and Social Media teams crafting compelling messaging for all audiences across all channels; our Field Development team guiding Market Partners toward success; and our IT, Compensation, Legal & Compliance, Human Resources, Administration, the Project Management Office, Gratitude & Recognition, Business Intelligence, Product Development and so many others rising to the occasion in your respective areas. Each and every one of you are simply extraordinary!

Depending on where you're working these days, we know your adjustments have included elements such as masks and disinfecting at our Doral and Toronto Warehouses and B&R and videoconferencing for those working from home. Please note the following reminders and updates since I last wrote on March 19:

- If you or a member of your home has been tested positive with COVID-19, you are required to stay home during the 14-day quarantine period.
- If you have school-age children you have to support because child care of schools have closed, you will have up to 12 weeks of 2/3 of your salary paid during this period of time.
- If you are an employee at risk, or have a member of your home who is at risk of contracting COVID-19, please work with your supervisor and the Human Resources Department for an approved leave of absence.
- Employees working from home are currently expected to continue working from home until at least April 30, 2020. This could change based on local regulations, and we will continue to

monitor these situations. We will communicate any changes in your local jurisdictions as we learn more information on the return to work in these areas.

This past month has been different—*very* different—as well as challenging, sometimes confusing, and more than a little unsettling. Through it all, we’ve been able to thrive by working together, supporting each other, staying strong, and staying connected. Family, remember that *only in darkness can a light display its full brilliance*. As we continue to create what I consider one of our brightest moments as an organization, let’s keep shining, keep growing, and keep moving forward together. Thank you!

(signature & title)