To our friends,

Like so many of you, we have spent the last several weeks learning about COVID-19 (also referred to as Coronavirus) and how it is impacting our world. For BrightPet, this means closely monitoring the rapidly changing situation and responding to new information as it becomes available. It’s our promise to react in a manner that prioritizes the safety and well-being of our employees, customers and partners.

We are optimistic our pet food production will continue to operate on schedule as we take additional steps to assess and monitor our associate’s health conditions. In anticipation of all possible scenarios, we urge customers to take advantage of in-stock products at your local and online retailers. If your recipe of choice is unavailable and you need assistance in selecting a transition formula, we invite you to reach out to us directly. While our office hours will remain the same, we will be extending our customer service hours via email. We will use Facebook as our preferred customer service platform on social media.

Out of an abundance of caution, we have taken the following steps beyond our usual high standards:

- Re-emphasized existing sanitation and illness policies, including frequent and proper handwashing, and our practices regarding the wearing and changing of gloves and other sanitary gear.
- Implemented enhanced protocols for cleaning and sanitizing our manufacturing plants and offices, including cleaning more frequently and adding additional cleanings solutions.
- Emphasized what associates can do to keep themselves and others safe, including not touching one’s face, and staying home if sick.
- Developed enhanced procedures to assess our associates’ health conditions.
- Added hand sanitizer stands in all of our manufacturing plants, to be installed as they arrive over the coming weeks.
- Modifying operations when needed to be able to continue to serve our partners and loyal customers.

Be assured we will continue to closely follow the guidance of the CDC and local health officials.

Finally, we are focused on making sure our team members can put their health first as we navigate this situation together. We are implementing an emergency PTO policy that will help ensure our associates are able to stay home if they are sick or diagnosed with COVID-19.

We know there is a lot of information out there; for the most current information and government health guidelines, visit these official websites:

- cdc.gov
- usda.gov/coronavirus
- who.int
Our hearts go out to those around the world who have been impacted by this disease. As we navigate this novel virus, we have one simple objective guiding us: keeping our employees, their families and our communities safe. This has been at the center of our conversations every step of the way.

We are working tirelessly to do what’s best for everyone who works within our plants and offices, and for all those who serve their pets our super-premium formulas. We are proud to be a part of your pet’s life and thank you for being a part of our family.

Thank you,

Matthew Golladay
President
BrightPet Nutrition Group

Still have questions? Feel free to reach us at info@blackwoodpetfood.com