

03/25/2020

Natrol LLC Update : COVID-19, California “Safer at Home” order

Dear Valued Distributors,

On 3/19/20, the state of California issued the “Safer-at-Home” order in response to the continuing developments of the COVID-19 pandemic. Excluded from this order are “Essential Workforce” businesses. Natrol LLC is considered an “Essential Workforce” business, as defined by the Department of Homeland Security and CISA. We supply dietary supplements to retailers and distributors of food and nutritional products and these products are needed for the health and well-being of the general public. Therefore, we will continue operating with added scrutiny on cleanliness, hygiene and social distancing.

As we have recently communicated, Natrol has taken proactive steps to keep our supply chain stable and agile. Prior to the coronavirus outbreak in Europe, we increased our safety stocks of raw materials and are actively communicating with our suppliers to determine supply risks based on origins and market availability. Further, we have ramped up production of our high demand products and have doubled our safety stock levels to ensure continued flow of goods with “best in class” service levels.

As we manage through the increased demand, we respectfully ask for a higher amount of communication and transparency from our valued trading partners. If you foresee any changes in your demand, we ask that you contact your Natrol Sales Manager to provide an updated forecast. We are committed to providing all of our customers with outstanding customer care/service levels and stand ready to accommodate the higher levels of demand at store level.



Natrol took early and focused actions to protect against the COVID-19 virus including:

- **Feb 17** Purchased infrared thermometers to assess if any employees show a fever and increased sanitization procedures.
- **Feb 19** Held a Town Hall with all employees to discuss the virus, teach proper hand washing techniques, and share preventive safety best practices including new internal policies to send home anyone with flu-like symptoms.
- **Feb 24** Reviewed with all our manufacturing personnel that they continue to practice their normal intense hygienic and preventative procedures, as well as grounding all personnel (no plane travel).
- **Feb 28** Quality Control added even further inspections of incoming raw materials. Increased the number of cleaning staff members to disinfect common touch-points like door handles, doors, and other surfaces.
- **Mar 3** Implemented new policies restricting visitor access to Natrol facilities, aiming to minimize all outsiders entering our facilities.
- **Mar 16** Implemented a work-from-home protocol to minimize the number of employee gatherings and in-person meetings.
- **Continuously updating employees on latest developments, and making changes to procedures to incorporate best practices provided by authorities.**

At Natrol, where health and safety are paramount, we take quality seriously. Natrol enjoys the highest testing certifications with NSF and USP accreditations for our products. All of our customers can feel confident that we will do everything necessary to protect our employees, our consumers and our trade partners. And we will only deliver the highest quality products. That is our commitment to you!

Andrew S. Houlberg

Andrew Houlberg
President, Natrol LLC

