



DIAMOND CRYSTAL SALES, LLC

Date: 4/30/2021

To: Our Valued Customers

From: Peter Reid – VP of Broadline Sales, Diamond Crystal Brands

Re: Liquid Portion Condiment Production Issues – Bremen GA

Dear DCB Customer,

This letter is to inform you that we are experiencing some production challenges at our Bremen, GA facility.

Last week our team noticed that some changes and updates that need to be completed in two of our kitchen production areas. This includes updates to monitoring components and mixing equipment for production in our key kitchen prep areas. The equipment and components have been ordered. This project will affect a number of segments of our liquid portion control product line. Those segments are as follows:

- Ketchup – All brands, all sku's – No production for 4 weeks
- Mayonnaise – All brands, all sku's. – No production for 4 weeks
- Dressings (including all flavors of Ranch, Balsamic, Italian, Honey Mustard, French, Thousand Island, Tartar, Dynamite Sauce, and Chicken Dipping Sauce) – All brands, all sku's. No Production for 4 weeks
- **All other liquid portion products will continue to be produced.**
- We will work with you to remove affected items from all current POs in our system. We will be placing these items on Do Not Order Status until the week of May 31, 2021 to avoid a backlog of orders.

The timing for returning to production is based on installation and calibration of equipment and systems.

We are taking these steps out of an abundance of caution. We understand that you may need to find alternative sources of supply during this disruption.

Thank you for your patience as we work quickly to get back to providing you our full line of liquid portion products.

2000 Riveredge Parkway
Suite 950
Atlanta, GA. 30328