



TO: Our Valued Customers
FROM: Kraft Heinz Away From Home
DATE: December 8th, 2021
SUBJECT: Cream Cheese Supply Update

Valued Customers,

As a result of surging demand in the marketplace and labor challenges at our factories we are experiencing supply issues across our cream cheese portfolio. We anticipate orders continuing to exceed supply through Q1 2022.

In response, starting in January we will put in place a formal allocation plan to optimize our supply network, ensure all customers receive a consistent flow of product, and position us to meet this new level of demand.

Please understand that even with the allocation in place, service levels on our cream cheese items will drop significantly.

We appreciate your continued understanding as we all face unprecedented challenges in supply, labor, and transportation. Thanks for your continued support, working closely together.

Best regards,

Kraft Heinz Away From Home