



DEAR FRIENDS OF GUITTARD,

Much like you, we have been anxiously watching the ever-changing circumstances surrounding COVID-19. We are doing our best to remain in good spirits despite the unknowns.

Though we have scaled back some of our operations, we are still busy supplying chocolate to those customers who require it. Over our 152 years of crafting chocolate, we have seen our fair share of challenges—from rebuilding after the 1906 earthquake to supplying chocolate to troops during WWII; resiliency is a real thing and it's most palatable when kindness, camaraderie and empathy are deployed.

We are thinking creatively about how to continue to supply an essential product to homes and businesses around the country while reassuring you that we're doing all that we can to continue to provide you with a product you can trust. We continue to operate under elevated food safety and health conditions – both to protect our employees as well as our safe and quality production. These measures include increased frequency of cleaning and sanitizing, shifts in our production process to increase social distancing on the production floor, requiring employees to wear masks, restricting non-essential travel and maintaining constant communication with our supply chain and logistics.

We are trying to keep our online store processing quickly so home bakers can get the products they need as swiftly as possible; we're also busy providing extra support to grocers, pantries, distributors and other outlets to fill shelves where they may have sold out. Customers needing chocolate are able to place orders with us as they always have so rest assured many of your favorite chocolate items will continue to be available. We're working around the clock to continue to provide the highest level of service we can while also supporting our extremely hard-working family of employees.

The current crisis has certainly created some challenges but , as we've done for five generations, we are dedicated to bringing joy, flavor and community to all we can.

Thank you for choosing us, for believing in us and for sharing this journey with us. We are honored that you continue to welcome us into your lives each and every day. Wishing you and your family good health in the coming weeks.

With Love,
The Guittard Family