



March 16, 2020

To Our Valued Partners,

The air waves nationally and in our communities are filled with breaking news on the spread of the coronavirus (COVID-19). We all wonder what this global pandemic turned local means to us, our families, co-workers and our troops and their families that we serve around the world.

Everything we do and all we accomplish Together revolves our valued employees and you, our valued partners. Like you, we at MDV are deeply concerned about the health, safety and wellbeing of our employees, vendors, brokers, customers and meeting attendees. To put processes and systems in place, several weeks ago we formed a cross functional Coronavirus Preparedness Task Force in partnership with SpartanNash that conferences daily to learn more about the virus and seek guidance from world health experts on preventive measures and contingency planning for multiple levels of 'what if.'

Guidance from the CDC and other experts is providing our team with the guideposts to establish evolving steps to mitigate the spread of the virus. To that end, in the coming days and weeks we have established the following principles to guide our daily actions for the foreseeable future:

- Leveraging (CDC) and prevention guidelines, along with other valuable resources from federal, state and local agencies on steps to minimize risk.
- Deploying response guidance information to our management teams and employees.
- Reinforcing the practice of good hygiene for our employees at all campuses and distribution centers.
- Conducting daily strategy and action plan sessions with our distribution centers, procurement and customer service teams.
- Holding conference calls with Military Resale Industry Leadership from store level to HQ.
- Providing frequent communications with critical suppliers to maximize inbound supply fill rates.
- Coordinating daily OCONUS and CONUS communications within our management team.
- Limiting all non-critical business air and mass transit travel and encouraging virtual communication.
- Encouraging our employees to stay home when they are sick and enabling work from home capabilities where possible.
- Reducing in-person meetings to telephone or virtual sessions.
- PROHIBITING VISITORS TO OUR MDV SERVICE CENTER CAMPUSES AND DISTRIBUTION CENTERS who are not providing essential services (i.e. cleaning, maintenance, repair, deliveries). Visitors viewed as Critical must be preapproved by an MDV executive leadership team member one day prior to arrival.

We greatly appreciate your partnership with MDV and your commitment to our joint mission to faithfully serve our U.S. Armed Forces, their Families and Retirees around the World. Our partnership efforts have never been more important than they are today as we provide our Nation's heroes with essential household goods, groceries and comforts of home in today's uncertain global environment. We at MDV are honored to partner with you!

As always, please feel free to connect with any member of the MDV team if you have comments or questions.

Sincerely,

David Sisk
President, MDV