



November 21, 2018

To Our Valued Customers:

As we all know, the U.S. Centers for Disease Control and Food and Drug Administration have both issued a food safety advisory telling consumers not to eat and retailers and food service organizations not to sell or serve romaine lettuce because it is likely linked to an *E. coli* O157:H7 illness outbreak.

While we understand the government's intent to protect the health and wellbeing of the consuming public, Fresh Express products have not been implicated in such investigation or in any adulteration.

Out of an abundance of caution, Fresh Express made the decision to temporarily shut down our entire supply chain of romaine, from harvest to production to shipping.

For any shipments, already in transit, we ask that you please accept those products on the trucks that do not contain romaine lettuce. In future shipments, we will not include any product containing romaine until cleared by U.S and/or Canadian authorities

As such, Fresh Express will issue credit **only** for rejected shipments of romaine containing product that was in-transit from our manufacturing facilities to your DC's upon occurrence of the event.

For shipments that were already received and therefore are in customer's possession, Fresh Express will **not** cover any costs incurred by customers related to product loss, removal and/or disposal.

Consistent with the Fresh Express Credit Policy, as set out in our letter dated February 1, 2017, invoices are to be paid without set off or deductions. The unfortunate situation regarding romaine lettuce products does not change this policy.

We hope you understand our position. Fresh Express will incur significant losses related to disposal of raw material and finished goods at our coolers and plants due to this advisory.

If you have any questions or need further information, please do not hesitate to contact your Fresh Express Sales Representative.

Sincerely,

Fresh Express Inc.