

March 19, 2020

Dear Healthcare Partner,

During this unprecedented time, we first want to thank you for the incredibly hard work, service, and care your teams are providing to your patients and our communities. The safety of your staff, patients, and our employees is our top priority.

The purpose of this communication is to clarify how we plan to accommodate delivery and service without compromising the health and safety of our employees, the medical staff and first responders at your facilities, and your patients. We remain committed to working with you collaboratively to minimize supply disruptions in locations where in-person ordering, delivery, and/or merchandising may be unsafe, impractical, or prohibited in accordance with state, local and/or facility guidelines.

Wherever possible, we will plan to implement the following steps:

- **ORDERS:** The general guidance is to no longer have sales representatives visit accounts in person. A representative will call you to place orders.
- **DELIVERY:** We'll deliver to your regular designated area. If our service representative is concerned about entering your facility, we'd like to leave the product at the loading dock. If it's chilled product, we'll work with you to ensure it is placed in a refrigerated area.
- **FULL-SERVICE VENDING:** We're doing all that we can to keep up service to vending machines. If there are high-risk locations within your facility (i.e. Emergency Room waiting rooms), we'd prefer to keep our team members from entering to avoid disruption and protect their safety. If it's critical for those vending machines to be serviced, please help us understand the issues so we can partner with you on a solution.
- **MERCHANDISING:** We recommend discontinuing merchandising efforts for the time being, unless you have specific needs.

PepsiCo has and will continue to make our healthcare partners a top priority and we will strive to do our very best to work with you on your needs during this most difficult time. We continue to actively manage our supply and optimize our product assortment to maximize availability of products with greatest community demand. It will be imperative for us to keep an open line of communication as the nature of our operating environment and the dynamic global pandemic evolve daily.

We are confident that by working together we can continue to provide necessary services during these difficult times. Thank you again for your continued partnership and efforts on the frontline in addressing this public health crisis.

Sincerely,



Anne Fink
President, Global Foodservice