



Dear Client and Industry Partners,

Together, we are facing an escalation of the Coronavirus pandemic that has changed our lives, overnight. Our families, communities and businesses are significantly impacted. No one is spared.

It is refreshing to see the speed at which security measures have been implemented, throughout the veterinary ecosystem, and to witness the collective strength of our industry, at work to provide for animal health.

Behind the scenes, throughout our distribution centres, our teams have been continuously increasing efforts to minimize the impact of this crisis on our clients, whose mission remains vital to society. The unprecedented volumes that we are seeing, specifically an increased demand for pet food, is creating very challenging logistics bottlenecks, across the supply chain, with consequences to all involved.

It is a major relief to know that we have no issues with the procurement of product. Our sources of supply are not in question; however, the increased volume, in addition to requiring more time to pick and prepare for shipment, require additional trucks for carriers to transport at the same time as other essential services are needing the same. In short, we are receiving more orders, and they are larger than usual.

This chain of events translates into delays that we fully recognize are impacting you and your ability to serve your clients. We remain empathetic to the inconveniences these obstacles create for you and your teams and assure you of the concerted efforts deployed to adapt our processes, on the fly, to shorten the delay.

Faced with an evolving set of circumstances, the response and adaptation of our teams, across the country, and the collaboration with industry partners has been commendable. Our teams have worked day, night and weekends to maximize the number of deliveries and I couldn't be more proud of the energy and devotion they demonstrate during these challenging times.

Thank you to all our clients who have communicated your appreciation of our teams' efforts and voiced your confidence in our ability to do *more for veterinarians*. We cannot anticipate how long the storm will last; however, it is certain that collaboration is the only means by which we may weather it and emerge, stronger, together.

A handwritten signature in cursive script that reads 'Lucia'.

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Lucia Pollice  
President and CEO

