



TO: Our Valued Customers
FROM: Peter Hall, President, U.S. Foodservice/Away From Home
DATE: June 24rd, 2021
SUBJECT: Bulk Ketchup Supply Update

Dear partners,

We want to share with you the details behind an unplanned quality concern that may challenge our bulk ketchup supply for the next 6 weeks.

Specifically, some of our recent production runs were placed on a proactive, extended QA hold prior to any product being released into the market. We are in the process of doing additional testing on the inventory to ensure the product quality hasn't been compromised in any way before releasing. While the resulting supply constraints are unfortunate, product quality is of paramount importance and I am sure you fully appreciate that we are unwilling to compromise on this core value of ours.

In the worst-case-scenario, where all product from the runs falls below our quality standards, we will be incurring spot outages into the early parts of August on all impacted SKUs. We are hopeful that the test results will reveal that most, if not all, of the inventory is safe to release. In that instance the supply outages would most likely be limited to the first couple weeks of July.

Nevertheless, there is a best-case-scenario 2-week interruption to service that will be felt. We apologize for the inconvenience and are doing everything we can to minimize the disruption while not compromising on quality. In instances where you experience trouble sourcing any of the impacted SKUs, we do have ample supply on other bulk ketchup items that can be explored as potential sub items.

Please refer to the below appendix which details the items that may temporarily experience supply interruptions as well as the items we suggest as substitutes.

Please contact your Kraft Heinz sales representative with any questions. We greatly appreciate your business and remain committed to providing transparent communication as we work as partners to navigate these unique circumstances.

Best regards,

Peter Hall
President, U.S. Foodservice/Away From Home

Appendix:

Impacted SKU List

Category	GTIN	ITEM	ITEM DESC
FS KETCHUP	10013000512906	130005129000	HEINZ KETCHUP 10 TIN 6 114Z
FS KETCHUP	10013000514917	130005149100	HNZ HUSA FS KET #10 JG KOSH6 114OZ

Possible Sub Item SKU List

Category	GTIN	ITEM	ITEM DESC
FS Ketchup	10013000511909	130005119000	HNZ KETCHUP VOLPAK 13GAL
FS Ketchup	10013000515501	130005155000	HEINZ KETCHUP DISPENSER PACK 2 1.5G