



Specializing in Private Label Food Manufacturing

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January 20, 2023

In Re: Gilster-Mary Lee Lead Time Status

Dear Valued Customer:

As you know, we are experiencing significant delays in shipments for a number of weeks due to a combination of strong demand and a reduced staff at our primary distribution center. Our manufacturing plants are generally caught up at this time, with some occasional issues around material availability from our suppliers. Due to a lack of qualified labor, we are delayed in our receipt of finished goods from the producing plants and the consolidation, staging, and loading of the outbound orders. We continue to bring in additional labor and management into this facility to assist the team there, and we are making progress.

We also recognize the need to provide you the most accurate and timely information we can. We want to avoid sending out notices of further delays, as we know these impact your business.

From this point forward, within 48 hours of receipt of your order, our customer service team will advise you of the revised ready date if necessary. At this time, this could be up to an additional 14 days beyond our normal lead time. Not every order will be impacted, and we believe we will reduce this additional time over the weeks ahead as we continue to make progress. We request that you do not change your lead time on your PO's, as we need visibility to the original request date in order to develop our production and load out plan. Based on our review, we believe we should be fully recovered by the end of March, but our goal is to improve upon that timing. Please contact your GML account representative if you have any questions around this process.

Thank you in advance for your understanding and support as we work through these challenges.

Sincerely,
GILSTER-MARY LEE CORP.
Tom Welge