



THE J.M. SMUCKER Co

Away From Home

July 28th, 2021

Dear Valued Customer:

Thank you for your partnership as foodservice channels recover from the pandemic. We value our relationship and appreciate your support of the Smucker Away From Home business. With Portion Control volume and select Spreads rapidly approaching and, in some cases, exceeding pre-pandemic levels, we are placing the following items on a soft allocation. This process ensures proactive communication, committed quantities from Smucker, and a steady supply to better service your needs. Customers should expect to receive quantities similar to cases shipped over the last several months, and the soft allocation supports over shipping when excess product becomes available. While we are working to improve fill rates and timing, we anticipate this process to last through the calendar year.

Table with 4 columns: ITEM, DESCRIPTION, ITEM, DESCRIPTION. It lists various food items such as syrups, jams, and preserves with their respective item numbers and descriptions.

We apologize for the inconvenience this may cause you and your customers. As the leader in Spreads, we are actively taking steps to increase and accelerate production, hire labor, and advance our supply chain. Thank you for your ongoing partnership and support as we work together to improve service levels. If you have any immediate questions, please do not hesitate to reach out to your Smucker Away From Home sales representative.

Sincerely,

The J.M. Smucker Company

Tim Wayne

Tim Wayne
V.P. & G.M., North America Away From Home

Marlin Wendland

Marlin Wendland
V.P., Sales North America Away From Home