



THE J.M. SMUCKER Co

Away From Home

September 2021

To: Our Valued Customers and Supporting Agencies

Re: **Smucker's® Uncrustables®** Supply and K12 Support Efforts

As we settle ourselves into a new school year, our industry is again faced with a high degree of uncertainty and unprecedented circumstances brought on by COVID-19. We at Smucker's would like to thank our customers and supporting agencies for their heroic efforts and resilience in serving children and families through such challenging times.

Seeing young minds return to the classroom and students fill cafeterias again is heartwarming, but the challenges facing our industry are far from over. We appreciate your continued partnership and collaboration as we work to overcome these hurdles and best serve our stakeholders. In our efforts to meet the needs of the K12 segment and demonstrate our partnership, Smucker's continues to:

- **Prioritize K12 Customers:** K12 is the top priority for Smucker's Away From Home. Order limitations and supply constraints are anticipated to continue through the school year, and we are working with distribution partners to ensure our strategic emphasis on K12 is being executed.
- **Leverage Direct Customer Forecasts:** Our broker and sales teams are working diligently to collect and understand customer forecasts. This process helps plan production efficiently, stock DCs, and provide customers with what they need from a supply standpoint. We are also working to help support any fluctuations in demand as our customers adapt to changes in this uncertain environment.
- **Address Transit Challenges:** Internal teams continue to work with our shipping partners and customers to improve our supply chain. The transportation industry is facing extreme challenges, and Smucker's is actively working to better service and supply customers.
- **Offer K12 Commodity Support:** Our dedicated K12 team is available to help customers manage USDA processing pounds and ensure commodity customers can draw down 110700 raw shelled peanut pounds to meet USDA guidance.

We appreciate your ongoing support and understanding as we work through these challenging times. Please contact your Smucker's Sales Representative or email us at smuckersk12@jmsmucker.com with any questions or concerns.

Thank you.

Sincerely,
The J.M. Smucker Co.

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