

## Crisis Management and Emergency Preparedness

National Sugar Marketing (NSM) and its Member Partners have jointly implemented crisis management and emergency preparedness programs for each manufacturing site. These programs evaluate potential crises that can impact our ability to deliver safe and wholesome products and outline measures to prevent or cope with their occurrence. During times of crisis, our Member Partners take all necessary measures to protect our employees, our products, and the environment while taking every reasonable effort to prevent supply chain disruption.

The crisis management programs are locally overseen and include various activities such as the nomination of a local crisis management team, crisis management training, controls for handling identified crises, notification procedures, and inspection procedures to ensure that facilities maintain product integrity. Facilities locally review, test, and update these programs to ensure efficacy. Also, third-party auditors also review and verify these programs as part of our third-party audit certification.

NSM and Member Partners are classified as providers of essential services for the food industry and take reasonable precautions during an identified pandemic. All employees receive personal hygiene training along with other Good Manufacturing principles at hire and during annual training. The training includes recognition of, and reporting of, indications of illness. Employees exhibiting symptoms of infectious diseases are excluded from working to reduce the potential spread of any illness to other employees, final product or food contact surfaces.

NSM additionally implements measures to ensure facility disruptions do not affect our ability to source sugar, mitigating any disruption to the supply chain. To achieve this, NSM maintains a thorough supply chain program to evaluate and approve potential suppliers.

Supply documentation is maintained and available to assist our customers with their unique approval processes. NSM promotes active communication with our customers to facilitate quick and accurate crisis notification.

NSM Quality Assurance Team

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