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To Our Valued Customers & Partners,

As the COVID-19 situation evolves, we've been focused on two main guiding principles: protecting the health and safety of our employees and protecting our ability to make and supply safe products. We wanted to provide an update on the measures Bioactive/SSUSA is taking during this critical time.

What Bioactive/SSUSA is Doing to Keep Employees Safe:

1. As a GMP manufacturing company, proper handwashing technique and general hygiene is an imperative.. That said, enhanced training has been given to reinforce the necessity of this practice for both production and office employees.
2. We are requiring employees to stay home if they show any symptoms of respiratory or flu-like illness and will be sent home in accordance to this policy in the event they come to work.
3. While we place great value on in-person meetings and industry events, all personnel have been instructed to limit travel unless otherwise necessary. We are looking into the ability of Apps such as FaceTime and Skype, as well as conference calls to fill in the gaps that this virus challenge has brought to face-to-face interactions.
4. As this situation is evolving rapidly, with our teams safety at the forefront, we are working on a staffing rotation schedule that may increase turnaround times, but will allow us to continue fulfilling orders short of a state or federally mandated shut down.

What Bioactive/SSUSA is Doing to Avoid Supply Disruption:

1. Management has approved a buy-forward (inventory build) on potentially impacted items including ingredients and safety supplies.
2. A letter has been sent to all current suppliers requesting an impact update; at this this time the risk reported has been little to no risk. This includes raw materials, components, packaging and personal protective equipment (PPE).
3. All four of our facilities (three in New Jersey and one Nevada) purchased PPE equipment preemptively and have identified alternative suppliers to ensure availability.
4. Bioactive/SSUSA has partnered with strategic suppliers who are also maintaining safety stock of all required materials.
5. Our Management team is closely monitoring mission-critical items which, if missing, would shut down production. There is little to no risk currently.

Customer Awareness:

1. Please know, we are aware of your health and business concerns and will continue to monitor the situation so that we can adjust plans as necessary.
2. Please work closely with your sales and customer service representatives on any upcoming or open orders; again, we are not facing supply or production concerns at this time.
3. With the general population seeking immune-based health products, we are noticing a spike in customer demand. We understand that you may be trying to proactively stock up on inventory. If this is the case, please work with your sales representative to update your forecast.

As always, we sincerely appreciate your loyalty and will continue to keep you informed as changes arise.

Wishing you good health,

Divya Desai
President & CEO