



ABO NOTICE

IMPACT OF CORONAVIRUS

As we continue to learn how widespread COVID-19 has become, we want to assure you Amway is proactively utilizing every resource available to protect Amway ABOs and employees. Our number one priority is your health and safety. To that end, teams have been working diligently to anticipate and respond to the numerous needs and issues that have arisen as a result of this epidemic. I would like to share with you some of the precautionary measures we are taking in Europe to address this evolving situation and ask for your support implementing them.

Amway-Sponsored Meeting and Events

Recent reports indicate the situation in China is improving, with fewer confirmed cases. While this is good news, an escalation of cases has occurred in other places, including Italy and, increasingly, in other European markets. As a result, we are continuously reviewing upcoming events and will make a case by case decision about holding, postponing or canceling these events taking into consideration guidance from local health ministries. We are also looking at how to best leverage digital technology when appropriate.

As a precautionary measure, we are requesting ABOs in Italy not attend any Amway events outside of Italy, to help prevent the further spread of the virus by limiting the travel in and out of the country. We are encouraging Amway Italy employees to work from home when possible and have suspended all business travel to, from and within Italy. Since the incubation period of the virus causing COVID-19 can be up to two weeks, we are also asking any ABOs who have recently traveled to China, Korea, Japan or Italy or who have had contact with others who have been to those locations to refrain from attending Amway-sponsored events and meetings at this time.

Also, knowing your own health history and tolerance level, please use your best judgement about whether you attend Amway-sponsored events. We will seek other ways to keep you informed and connected, with online technologies enabling virtual meetings, online trainings and events.



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Product Availability

Meanwhile, due to high demand across the globe, shipping restrictions and temporary production delays, availability of some Amway products will be affected. Vitamin C, Garlic and Children's Chewable Multivitamin have been the first set of products that likely will be temporarily not available (TNA) in some European markets in the next couple of months. Production delays for Glister Dental Floss will cause some TNA risk across Europe. Production delays in China and Korea likely will affect the launch date of Artistry Studio Shanghai.

Amway staff are using air freight options, expediting customs, and cutting through red tape like never before to get product to the various warehouses across Europe and into your homes and your customers' homes. We also are expediting the resupply of key impacted products by operating our U.S. production facilities in Michigan and California at maximum capacity 24 hours a day, seven days a week.

As the COVID-19 epidemic continues to evolve, we'll continue to do our best to keep you informed. In the meantime, I encourage you to stay up to date on the latest developments in your country and to follow the best practices of your national health ministries. We appreciate all of you very much and wish you to remain safe and healthy!

Kind regards,
Amway Southern Africa