

25 January 2023

Dear Valued Customer

We are writing to communicate a service update regarding our PODS range.

Effective immediately, we have ceased the production of PODS Large share packs (310g) Mars and Snickers with the commitment of improving our ongoing service on PODS. We've made a business decision to focus all production on the Medium PODS range being the larger scale part of the PODS brand.

We are seeking support from all customers to work with your Mars Wrigley Customer Account Teams on Customer specific solutions to work through:

- a) The removal of the Large 310g PODS from ranging; and
- b) Reducing demand in the short term across our Medium 160g PODS range.

Please note the decision to delist our large 310g PODS share packs is temporary and we will reassess this decision later in the year once we have confidence we have returned to consistent and high service across our Medium 160g PODS range.

Background to this request for support:

As a valued customer to Mars Wrigley, you will be aware that we experienced challenges achieving our supply standards across our PODS range through 2022. Various factors contributed to this including manufacturing line capacity restrictions, previous quality incidents and market-wide pressures across supply chains.

We made several decisions during 2022 to try and improve service on the PODS brand which your Mars Wrigley representative will have communicated. Coming into 2023, we felt confident of improving supply however we have recently identified an unforeseen production issue with PODS.

We have investigated the situation and have rectified the issue. All product impacted is within our control. However, the issue has caused a loss of product and a delay in production which will result in some Medium PODS products being out of stock for the next three weeks.

Moving forward

We anticipate that you may experience intermitted service across our Medium 160g PODS range over the next two to three weeks while our Ballarat manufacturing factory recovers inventory from the recent production issue.

It goes without saying that we value your partnership and support, and by working together we believe we can improve continuity of supply on the Medium 160g PODS.

Your Mars Wrigley Account Team will be in contact to discuss and work through the above requested support. Please do not hesitate to reach out to the team to seek further clarity on the information we have shared today.

Sincerely,



Chris Georgiou
Supply Chain Director
Mars Wrigley Australia



David Sciancalepore
Acting Sales Director
Mars Wrigley Australia