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March 1, 2021

Dear Valued Customer,

In September 2016, Bay State Milling made the decision to develop and deploy a new Enterprise Technology Solution to facilitate business execution, simplify day-to-day operations and position us to serve you more effectively. The implementation of this platform has been methodically executed at four Bay State Milling operating locations and will be expanded to include our Winona, MN facility June 1, 2021.

Places that you will experience some differences as we transition systems will be in contracts, delivery orders, invoices, bill of lading, product numbers, customer numbers, finished good labels, pallet labels, COA's, and lot code and batch numbers. We have created a website to provide information on how things will change and illustrate what you can expect. Please access the site titled "Customer Connect for Bay State Milling" by visiting the CustomerConnect section of [www.baystatemilling.com](http://www.baystatemilling.com), or by clicking this link:

<http://www.baystatemilling.com/about/customer-connect/>

We understand that this business enhancement will cause and create some requirements for how you work with us and we appreciate your support through this positive change. Trust that we are committed to a smooth transition and elevating our performance to serve your business. Please don't hesitate to connect with your Bay State Milling sales representative should you have questions or need more information.

Best Regards,

Doug Dewitt  
Vice President Customer & Business Development