



February 1, 2018

Jim's Farm Meat is an independent family-run business that has been serving our customers for almost 30 years. We take pride in the quality and safety of the products that we provide.

A video released on social media of a delivery made by our driver to 99 Ranch has raised understandable concerns among the public for which we sincerely apologize.

Our products are intended to be delivered in their proper packaging and handled in a sanitary manner until they are under the control of our retail customers. On the day in which the video was shot, the loading dock at the store was closed and not accessible. Our driver agreed to deliver meat through the front door and made a misguided decision to use a shopping cart to move the product.

Since we learned about the video, we have fully cooperated with the regulatory agencies involved and we conducted our own thorough investigation. We are confident this was an unfortunate and isolated incident that violated our normal delivery policies and procedures. We have retrained our employees and stressed the importance of following food safety procedures at all times, including during delivery.

We sincerely apologize for any concerns this incident has caused. This incident is in no way a reflection of our company and our core values. We appreciate the trust our customers and the public have placed in our company and our products. We have learned from this and we are committed to making sure that nothing like this will ever happen again.

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