

BCFOODS & CULINARY FARMS MERGER

FAQ'S

Why are BC Foods and Culinary Farms merging and how will this benefit me as a customer?

- **Unified Strength:** Combining Culinary Farms' premium, high-quality products with BC Foods' already extensive product range and global reach strengthens our position in the marketplace.
- **Enhanced Customer Experience:** By consolidating resources, we can streamline operations, ensuring faster, more reliable service while maintaining the high standards our customers expect.
- **Operational Efficiency:** Combining the two organizations reduces redundancies and improves efficiency, allowing us to reinvest savings into growth and development initiatives.
- **Stronger Competitive Edge:** As a unified company, we become a more formidable competitor in the global food ingredients market, enhancing our ability to secure new business and partnerships.

Will there be any changes to the products I purchase?

No immediate changes will occur to the products you currently purchase. Over time, you may notice new and expanded product offerings as we combine our expertise and capabilities. If any specific changes arise, we will communicate them well in advance.

Will my main point of contact change?

In most cases, your primary contact will remain the same. If there are any updates to your account management team, we will notify you and ensure a seamless transition.

Will there be changes to order placement or delivery processes?

For now, all order placements, delivery schedules, and processes will remain the same. If any adjustments are made, we will provide clear instructions and support to ensure a smooth transition.

Will the company name or branding change?

All products being sold under Culinary Farms will be merged into the BC Foods line. The Culinary Farms brand will retire, for now, and we will continue doing business as BC Foods. You will see updates to our branding, including a new logo and messaging, which will reflect the combined strength of BC Foods and Culinary Farms. However, our commitment to quality and service will remain unchanged.

Who should I contact if I have questions or concerns about the merger?

Your sales manager is your primary point of contact and is fully equipped to address any questions or concerns you may have. You can also reach out to our customer service team at customerservice@bcfoods.com or 707.547.1776.

What happens if I'm working on a project or order during the transition?

All ongoing projects and orders will proceed as planned without any disruption. We are committed to maintaining business continuity throughout the integration process.

How can I stay updated on the merger's progress?

We will keep you informed through regular updates via email, our website, and your sales manager. You can also visit our dedicated merger page at bcfoods.com/aboutus/cfmerger for the latest news and information.

How does this merger impact your sustainability initiatives?

Sustainability remains a top priority. By combining our resources and expertise, we aim to strengthen our sustainability efforts and offer more environmentally friendly solutions to our customers.

Will there be any changes to your production facilities or sourcing?

Our production facilities and sourcing practices will remain intact. By merging, we aim to improve efficiency and ensure a consistent supply of high-quality ingredients. If any changes occur, they will be carefully managed to avoid disruptions.

How do I provide feedback during this transition?

We value your feedback and want to ensure a smooth transition. Please share any questions, concerns, or suggestions with your sales manager or contact us at sales@bcfoods.com.