



To our Amway Friends and Family,

By now, virtually everyone is aware of the COVID-19 virus and its global impact. While the impact varies, we are all feeling a heightened sense of concern and wondering what this means for our families, communities and our work.

As a global company with more than 750 properties in more than 100 countries, we certainly haven't been immune to the widespread challenges COVID-19 has caused. Like other companies, we are experiencing some challenges, but continue to face them with our incredible global team and family. Together, we continue to make decisions for the business and the future based on the fundamentals of which this business was built.

While none of this is easy, we can't help but reflect on the ways our global Amway Family has come together to find creative solutions, stay connected from afar, and support one another. It is during difficult times like this that demonstrate how our values aren't simply engraved on our walls, but truly live inside each of us. Having a set of values doesn't make us unique, but how we bring them to life does.

Together, the DeVos and Van Andel families have spent time reflecting on how our values can continue to be brought to life during this challenging time.

FREEDOM: *It may not feel like you have a lot of Freedom while you're being asked to stay home and avoid social gatherings, but true Freedom extends beyond physical movement. As a member of the Amway Family, you have the skills and tools necessary to use this time to reset goals and reignite your personal idea of "success."*

FAMILY: *Now more than ever, we pride ourselves on a dynamic global community that supports and encourages each other. Like many of you, we've built this business with our family and for our family. And while we may not be able to spend time with our family, friends or community at this time, we can still offer our unwavering love and support. As the Amway Family, we'll continue to work together to overcome all obstacles.*

HOPE: *The common thread of our Amway Family is hope for a better life. Right now, it becomes even more important to extend that same positivity and inspiration to our local communities. We are hopeful for a day where the threat of COVID-19 is diminished, where people can once again converse, play, work, and be together in a physical space. We hope that the people affected by this virus are healed. We hope for a better future where we are reminded of how the world can unite during difficult times. However, we do not hope aimlessly, but work towards that future together.*

REWARD: *Reward and recognition are integral to our business and we believe your achievements should be celebrated. While many events have been cancelled or postponed to ensure the safety of our Amway Family, please know that we are working diligently to identify other forms of recognition that you have earned through your hard work. In the meantime, we encourage you to identify your own unique ways to reward your team members and motivate their continued success.*

We are incredibly proud of the way you continue to operate and execute in accordance with our Values. We will continue to work closely with Milind and his executive team to make decisions that are aligned with Rich and Jay's founding principles. While this is an unprecedented and difficult time, we feel so blessed to have you as part of our family. Please continue to follow the directions of your local health experts and keep yourself safe and healthy.

As with any challenge, we will get through this together.

Love, The Amway Founding Families