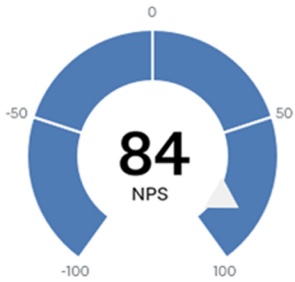


Turner[®]

DAIRY FARMS

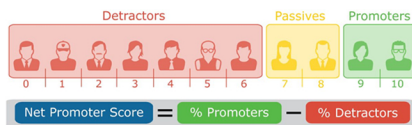


2018 Partner Survey Data



84% Net Promoter Score (NPS)

NPS is used to gauge & understand customer satisfaction with a product or service as well as customer loyalty to the brand



Scores are produced by asking respondents to rate the likelihood they would refer your business to someone else, on a scale of 0 to 10.

NPS Score = % "Promoters" (Score of 9 - 10) Minus % "Detractors" (Score of 0 - 6)

A HIGHER STANDARD

**PERFECT PRODUCTS
PERFECT SERVICE
TREAT PEOPLE RIGHT**

99.21% of respondents said they are "satisfied" with their partnership with Turner's

98.42% of respondents rate Turner's products as "High Quality" or "Very High Quality"

96.08% of respondents rate Turner's quality of service (delivery, order acquisition) as "High Quality" or "Very High Quality"

"I love the products - service is tops and overall very pleased. Thank you!!!! I promote you to all of my colleagues!"

"I think you guys are great! From the sales rep who visits to the delivery driver to the reps who faithfully call...I appreciate all your great efforts."

Demographics

"Business Type" of Respondents:

School (24.51%), Foodservice / Restaurant (21.83%), Convenience Store (19.84%), Healthcare (19.84%), Grocery Store (5.16%), Food Manufacturer (3.17%), Other (9.52%)

Respondents' Length of Partnership with Turner's

0-1 Year (6.75%), 1-5 Years (26.59%), 5-10 Years (23.41%), 10-20 Years (23.02%), 20+ Years (20.24%)

