JULY 2020

RESPECT • HONESTY • TIMELINESS • GENEROSITY • PURITY OF INTENT

Standardmatters

WE ARE DEDICATED TO MAKING SAFE, EFFECTIVE, & NATURAL HEALTHCARE SOLUTIONS EASILY ACCESSIBLE TO ALL.

Hyland's Proudly Shares it's Support of Black Communities

In an effort to convey our company's stance and sentiments regarding support of the Black community, SHC has been open with both our employees and our public. On June 5, CEO Jay Borneman issued an internal company statement to all employees about our solidarity with our community, the Black community, and all people subject to violence and oppression.

On June 12, after a week of listening and learning, we issued our own corporate statement (below) on our social media platforms. If you haven't seen it yet, we are republishing it here to continue emphasis on the need to listen carefully, learn sincerely, speak thoughtfully and act directly. We recognize our role and responsibility in taking a firm stance on these matters. Living our core values of respect, honesty, timeliness, generosity and purity of intent requires that we continue speaking up and doing the work together.

There is a time to speak, a time to listen, and a time to act.

These past few days we have chosen to listen—to the Black voices both within our community and outside of it. To their concerns, their fears, their experiences. It is these voices that need to be heard, need to be seen, need to be front and center.

We also chose to act. We believe in words backed by concrete action. As a small initial step, we are donating to aid in the fight against racial injustice by contributing to the Los Angeles Urban League and the NAACP Legal Defense Fund. We know there is much more we should do and can do in this long struggle against racial disparity and injustice. We are committed to more diversity training, as well as to collaborate with more black-owned businesses, influencers, moms, and athletes.

As a company rich in diversity of its people and thought, we recognize we cannot act according to our vision, purpose, and core values if we remain silent and fail to take a firm stance on the issues that affect our communities.

We make up the community of the caring and the willing. The only way we make our society better is to recognize its disparities and inequities and work together to address them.

#blacklivesmatter



The letter issued to employees by Hyland's CEO, Jay Borneman on June 5, 2020.

Standard Matters is published by Standard Homeopathic Company to provide information to all employees about the happenings across all of our companies. Your input is welcome. Ideas, comments and stories should be forwarded to beth@hylands.com.

STANDARD HOMEOPATHIC MADE IN THE USA SINCE 1903 AN

Hylands

JAY'S JOURNAL



appy New Year!

As we say goodbye to fiscal 2020 and greet fiscal 2021, we mark the passage of time. Out with the old, in with the new. That sort of thing.

This past year was one of the strangest and most challenging of my career. We started just fine. We completed our staff reorganization, launched a few new products, welcomed Silva to lead our quality team, and generally focused on the Strategic Plan and goals for the year. We had a few challenges along the way, but we were running 'within normal limits' to use an operations term. The holidays came and went, and we began to hear whispers of a new disease overseas. The whispers grew, and by March, the world changed.

In manufacturing, we scrambled to develop new protocols to keep everyone safe and optimize production. Work from home became the new normal. Operationally, product demand reached a record high in March and April, delivering unprecedented challenges to supply chain. Conflicting information from health and political authorities didn't help. The language of dealing with the virus became the language of war.

And then, in May, decades of societal anger was unleashed with the death of George Floyd. That anger was soon replaced by peaceful protests, raising of voices to right wrongs, and break centuries of silence regarding the systematic inequalities of American society.

I have no crystal ball to tell you how this will all work out. We can only work together to solve these issues - we, the coalition of the willing.

Which leads to something that must be said.

Each of you has been steadfast in your lives and in your work. Some of us have braved the virus to come to the plant. In an effort to reduce on-site exposure, others have worked from home, learning a new work-life balance, which has oft challenged creativity and patience.

We did the work; we finished the year strong. Here's what needs to be said: thank you.

Thank you for bravery, resilience, willingness, thoughtfulness, patience, and peace. Thanks for doing the work, figuring it out, gently chiding leadership to get it right, and patiently and politely helping each other. Our tools are our values, our willingness, and our creativity. Thanks to each of you for all you are doing. In the end, all we have are each other.



IN THE GARDEN...

It is hard to believe that we are already in summer. One of the effects of the pandemic is that I have been home - off the road - for the most extended period in nearly 40 years. Experiencing spring one day at a time has been a gift.

Spring fruit: cherries and peaches, are finished. We did get some excellent cherry jam. Berries are finishing, particularly raspberries and blueberries. Anne Marie turned a pint of raspberries into an exquisite cobbler - email me if you want the recipe. It is also crab season on the Chesapeake with a great harvest this year, that means crabs and beer, crabcakes from the leftovers.





The pollinators are busy on Asclepias tuberosa. Asclepias, nicknamed 'pleurisy root,' is a homeopathic remedy

for dry cough and lung conditions. The Rugosa roses are in flower and fruit. The hips, when ripe in the fall, can be used for tea and jam. Rose flavored jam is a real treat. And finally, a bumblebee (genus Bombus) on Catnip

> (Nepeta cataria.) The homeopaths call it 'Cataria nepeta,' and it is a minor remedy for colic. Cats like it too.

Be safe; keep your sense of humor and remember that you are valued and appreciated.



HUMAN RESOURCE

New Team Member Announcements



Aubree Fuher Accounting Intern **Corporate HQ**

ubree is our new Summer Accounting Intern, assisting in all areas of accounting.

Aubree is an Accounting major and Economics minor at Iona College in New Rochelle, New York. She is also on the Women's D1 Water Polo team

When Aubree is not at work, she enjoys spending time with her family, catching up with friends and spending time with her dog, Buddy.



Deandre Carlie Sanitation Technician **Main Street**

eandre is a new Sanitation Technician. Deandre has been working at Hyland's as a temp since August 2018.

He is performing room turnarounds which are required for timely startups of next production orders.

In his free time. Deandre enjoys playing with his two sons and daughter. He likes fishing, taking long drives, going out to eat, and family movie nights.



Norielyn Dacuma Technician 1 131st Street

orielvn is our new Technician 1 in the Tableting Department. Norielyn started as a temp over 7 months ago and has been a great addition to the team.

She will soon be training on the tableting machines and other Tableting operations later this year.

When she's not working, Norielyn enjoys spending time with her husband and son and likes taking walks on the beach.



Rizalina Macalindong Technician 1 131st Street

Riza is a new Tableting Department Technician 1. Riza has been working at Hyland's as a temp for over 6 months.

Currently she is being trained on the detection equipment which is being introduced to the dedusting operation.

In her free time, Riza enjoys cooking special meals and watching television with her family. She also enjoys listening to music of all types.



Mitra Rastegar **Research Analyst I Garden Grove**

Mitra is now in the new role of Research Analyst I in R&D, providing her professional experience in analytical techniques and analysis, using different instruments in the Research and Development department.

She has extensive experience in operating analytical instruments. In her spare time, Mitra

enjoys traveling, hiking, and spending time with her family.



Tooling & Precision Main Street

Miguel is our new Arnel is a Sanitation Tooling & Precision Artechnician, who iguel is our new

Miguel comes with three years of experience from the Aerospace industry.

In his free time, Miguel enjoys playing sports, and has played in multiple basketball leagues. His favorite sports are football, basketball, and baseball. Miguel also enjoys watching movies and hanging out with his friends.

Arnel Bestray Sanitation Technician

Arnel will be supporting

Arnel enjoys staying home, watching movies, to volunteer at the spending time with his wife and son and eating at Korean Restaurants.



Gene Cu-Moreno Sanitation Technician 131st Street

ene is a new JSanitation Technician, in the Tableting Department. Gene has been working at Hyland's as a temp in the Tableting department since March 2020. When not at work.

Gene enjoys Skyping with his family in the Philippines. He likes **Midnight Mission** throughout the year. Gene also likes working on his BMW.



Vivian Basulto **Operator 1** 131st Street

vivian is our new Packaging Operator, who has been working at Hyland's as a temp in the Packaging Department since August of 2018. In her spare time, Vivian loves spending time with her son, taking him to the park and the beach. She also enjoys spending quality time with family and loves going on long drives, listening to music and appreciating whatever joy life brings.

Miguel Ozaeta Parts Technician

Parts Technician.

131st Street

will be working 2nd shift in the Tableting Department, Arnel started working at Hyland's as a temp in the Packaging department in 2019. the room turnarounds.

When he's not working,

We're So Proud of Our Hyland's Family Graduates!

Diana Dang from Validation and **Chidi Umeh** from Quality Control recently earned their Masters in Business Administration. Diana graduated from USC's Executive MBA program in May, and Chidi graduated from UC Irvine's Executive MBA program in June. Chidi celebrated his accomplishment with his wife Deborah, and three sons Chidi, Jide, and Arinze, who were his biggest motivators and support system. Diana watched her virtual Zoom celebration with her fiancé Adam, while decked out in "Zoom casual" attire.

Diana and Chidi both benefited from Hyland's GED to PhD program. Starting around the same time, they also benefited by having a peer with whom they shared insights and experiences.

Now that classes and exams are over, Chidi and Diana are eager to lead and continue learning so that they may create value for the company and society over the long-term. They both shared: "The support and flexibility offered by Hyland's GED to PhD program afforded us a huge life and learning opportunity for which we'll always be grateful."

Laura Teolis, Customer Service Director in Sutton, is proud of her daughter Taylor Stone, who is graduating from Massey-Vanier High School where a drive through graduation ceremony was held. Despite her prom cancellation, Taylor dressed up for some beautiful prom pictures, including this one with her horse, Zoe. Horses have been Taylor's passion since the age of four. Her work and post-secondary studies will focus on the equine field. In the fall she will attend the Animal Behavior Institute and Equine Studies at the University of Guelph in Ontario, west of Toronto.

Look for more graduation news next month! If we missed you this time, send yours to beth@hylands.com.





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We're So Proud of Our Hyland's Family Graduates!



Knowlton Academy

JAIDA ELAND







Above: Jaida Eland with mom, Julia Fredericks, Care Team Lead, and Brayden Ewens with mom, Erin Le Febvre, CSR.

In Sutton, one of the local elementary schools, Knowlton Academy held its annual end of year ceremony on June 22, 2020 using social distance precautions. Some of the Sutton employees' children were celebrated for their achievements in athletics, while others are moving on to bigger and more exciting times...High School!

Emma Ann Stone is the daughter of April Greenwood, Customer Service Lead along with Rowan Page, who is Care Team CSR Kimberlea Whitehead's son. Both were awarded the "John Parry Award" for students who passionately invest

2020 Kimberly

Jaida

Above: Brayden

themselves in school sports and fitness, and also standing as a positive role model in leadership, on and off the field. Both students will be going into grade six next year.

In September Jaida Eland, Julia Frederick's daughter and Brayden Ewens, Erin Le Febvre's son will move on to grade seven at the High School.

Naila Sanchez, Label Room Supervisor, is proud of her niece, Kimberly Rodriguez. Kimberly graduated from Port of Los Angeles High School in June. She loves animals, especially her dog Hazel. Kimberly is a kindhearted individual, who has a passion for helping others.

In the fall, Kimberly will continue her studies at El Camino College.

Congrats Kimberly!

KOP Operations Manager, Ed Mansky's grandson Max, graduated from Pre-K via Zoom on June 11, from Shaare Torah in Gaithersburg, MD where he will attend Kindergarten in the fall. Max is a sweet boy who loves his little brother, riding his bike, playing with friends, going to school and anything Pokemon. Max wants to be a teacher when he grows up. Have a fun summer, Max!



Healthy Recipe Swap Recommended by Marie Simpson

Addictive Brussels Sprouts Salad

by Shutterbean.com



- 24 Brussels sprouts, shredded
- 1/2 cup Parmigiano-Reggiano cheese, finely grated
- 1 cup toasted walnuts, in pieces
- 9 tablespoons extra virgin olive oil
- 3 tablespoons apple cinder vinegar
- 2 teaspoons Dijon mustard
- salt & pepper

Shred the Brussels sprouts in a food processor, mandolin or chop with a knife. Toss the sprouts in a bowl, top with toasted walnuts & grated cheese. In a small jar, add the olive oil, apple cider vinegar and mustard with a sprinkle of salt & pepper. Close the lid on the jar and shake it up! Pour the dressing over the salad and stir thoroughly! Best served immediately, although leftovers the still hold up well the next day.

Marie's Hints: "I use Pecorino Romano cheese and it works great too. Just don't use the shelf stable can of Parmesan cheese. And don't burn the walnuts! I don't add all the dressing at once, it could be too much for some people."

Healthy Recipe Swap is a new feature where we can share our favorite healthy recipes. Send yours to beth@ hylands.com



Staying Healthy bv

Strengthening Our Immune System

Good Quality Sleep

Goal: Eight Hours in Darkness

- Do:
- Go to bed early enough to allow eight hours
- Stay consistent it does help
- Get exercise during the day
- Avoid:
- Caffeine after 2pm
- Sugar drives insulin up, melatonin down
- Screens, bright lights two hours before bed

Staying Healthy

Strengthen Your Immune System with Sleep

Turn your bedroom into a Sleep Cave

- * Optimum sleeping temperature is 68°F or 20°C
- * Complete darkness is important try a sleep mask if you are unable to get your bedroom dark enough
- ★ Clear clutter and block noise
- * Make sure your mattress and pillow are suited to your individual comfort and your bedding is fresh/
- *Wear loose fitting natural fiber sleepwear to prevent sweating
- * Choose colors and decor that feel inviting to you

Staying Healthy Strengthen Your Immune System with Sleep **Can't Sleep? Strategies:**

Calming 4-7-8 Breathing Inhale for Four counts
Hold for Seven counts •Exhale for Eight counts • Repeat as needed



Hyland's Face Masks!

With hopes of helping to keep us all safe, Hyland's has had custom face masks made for every employee. We hope you like them and that you'll wear it at work or when you go out in public.

Some LA employees have already received the Hyland's face mask. While the masks in LA were distributed by Joyce Keith and Nancy Ouen, the Sutton and KOP masks will be at those facilities soon. Remote and WFH will arrive by mail. You can expect them to start arriving during the first week of July. If, by July 10, you have not received your mask either by mail or through your facility, please contact Beth via email at beth@hylands.com.

Stay safe and help keep others safe with your new masks.







During these challenging times, let's stay STRONG & POSITIVE!!

Recognize your co-workers for any of our core values, job well-done, teamwork/ support, above & beyond through our new automated online employee recognition platform: hylands.workstars.com



- The Workstars platform is where you can:
 - Make Peer Nominations
 - Make On-the-Spot Recognitions
- Recognize co-workers who go above and beyond
 - Thank co-workers for special efforts
 - Identify innovators

CORNER Scooby-snacks, Anyone?



Our pet feature this month is a new addition

to Pushpinder Marshall's family. Velma is a five month old French Bulldog. Push is the Manager of Quality Engineering at the 131st Street office.

Push and her family adopted Velma when she was 10 weeks old, and named her after Velma Dinkley from the Scooby Doo cartoons.

Velma started training in May and loves to go on walks with the family at the beach, where she digs in the sand and splashes in the surf. Velma even sometimes joins Zoom meetings. Her favorite thing to do right now (she's still a baby) is taking naps with any member of the family.

You can follow the adventures of Velma on her very own Instagram account @ velmathefrenchie.





♥Pet Corner is a recurring feature in *Standard Matters*. Pets are featured by random selection from the ongoing pool of submissions, so send your pictures and stories to Beth Monaco (beth@txoptions.com). We also welcome pictures and news about your kids, special events, or anything you want to share.

WHAT'S NEW IN SUTTON

Regaining Some 'Normalcy' a Little Bit at a Time

by Tiffiny Bonner

There is no denying that the Sutton office has a spectacular view (right). Some employees who were working from home are returning to the office, as restrictions are slowly lifting. There are five to 10 people in the office on any given day; upstairs, six or seven and one to three downstairs. We have split up the teams to share the kitchen and washroom facilities. We have each been given a mask to wear. We are social distancing at all times and wipe down all surfaces when we leave the



Above:Tiffiny's daughter, Sydney with her boyfriend, Marc relax while her son Wil plays giant Jenga with his girlfriend, Leah, at right.



meetings to keep in touch with the staff

members who continue to work off-site.

building. Everyone is very respectful of each other's



Tiffiny also shared her relief about returning to more normal activities at home. Especially, their family tradition of Sunday dinners at Grandma's house or her own, which was suspended during these past months. Since her children don't live at home anymore, seeing them has been difficult during quarantine, particularly during the cold months in Sutton. With the spring warming and the rules a little more relaxed, they welcome a return to traditions. Tiffiny hopes to include extended family soon and "life will feel a little bit back to normal. Trying to keep everyone off their phones!"

Meanwhile in KOP 🕸 🏵 🏵

Neiswander Library News

Empty, and active only on a virtual platform, the library is getting some attention for the first time since mid-March. Our Library Intern, Carly Sewell is back in the library - doing the lonely job of making sure the library is in order - quite literally - shelf reading. This library term means reading the spine labels on each and every of our 4000+ books and making sure they are placed where they are supposed to be. Carly will also continue to diligently catalog the historic journals, pamphlets and booklets in our backlog. This task eventually allows us to remove boxes of library materials from the KOP warehouse. The Neiswander Library catalog of books and other homeopathic materials is a public access library and you can see the records, and in some cases look into the pages of books, and see photos of the homeopathic artifacts in the public domain. Please visit by going to https://opac.libraryworld.com/opac/signin.php the library name is Neiswander Library and no password is needed.





Thinking of Going Out? Here's Some Easy Guidance on Safety

by Joyce Keith



SHC COVID-19 Survey #1

All Hyland's employees were given the opportunity to take a survey from May 18-26 so the company could gain insight into employees' thoughts, feelings and concerns regarding their work and the company during the COVID-19 situation. We are happy to report we had a very good rate of response and are encouraged by the favorable ratings. Thank you to everyone who responded! We especially appreciate the candid comments and are addressing those that we can. We are committed to improvement. For example, we have provided additional training to our onsite employees to maintain their safety and we have also already provided ergonomic training for employees working from home.

This was the first survey, stay tuned for additional surveys in the coming months so that we stay on target to address everyone's needs. The initial data has been quantified and is being analyzed; some of the data are presented below.

Survey Results

- 338 Total Respondents
- Overall 86% Strongly Agree/Agree that we are taking appropriate precautionary measures to deal withe the pandemic (+11% neutral)
- Overall 83% believe we are providing a sense of stability during the pandemic (+13% neutral)
- Primary Opportunities: ergonomics (WFH), consideration pay (onsite), gratitude, team interaction
- Next Steps: communicate pay efforts for onsite teams, create gratitude initiatives and facilitate team activities

	AGREE	AGREE	NEUTRAL	DISAGREE	DISAGREE
My company is taking appropriate precautionary measures to deal with the COVID-19 Pandemic. (e.g. safety, cleaning, new policies, procedures, etc.)	60% 185	26% 81	11% 34	2% 5	2% 5
I believe my company is taking	60%	30%	8%	1%	1%
appropriate steps to maintain our business during the COVID-19 Pandemic.	185	93	25	3	4
I have confidence in my company's	57%	26%	12%	3%	2%
response to the COVID-19 Pandemic.	178	81	37	9	Ę
I believe the leaders at my company	55%	26%	13%	4%	2%
are making effective decisions regarding the COVID-19 Pandemic.	172	80	41	12	Ę
The leaders at my company are	55%	28%	13%	2%	1%
providing a sense of stability during the COVID-19 Pandemic.	172	87	40	7	1
We are receiving timely	55%	26%	13%	4%	19
communications from my company about the COVID-19 Pandemic.	172	81	41	13	3

All Employees

IMPACT @ HYLAND'S N/

by Elyse Boulanger and the Sustainability Committee: Paula Sandoval, Annie Chen, Shauna Traub, Angie Martinez, Matthew Chang, Erica Lau, Mercedes Gutierrez

A team of Hyland's colleagues has been working the last few months on Sustainability. What is sustainability you may ask? The answer can differ because it is multi-faceted and vast. A few common examples of sustainability activities: reduce your water consumption, don't waste paper, use reusable bottles, mugs & bags, don't use plastic straws, use a car-pool, reduce your power consumption, etc.

On a corporate level, it includes enhancing policies and practices pertaining to ethics and transparency, contributing to our employees' financial, physical, professional and social well-being. On a broader scope, it includes polices that contribute to the economic and social well-being of the communities in which we operate, to improve our

overall environmental stewardship, and improve the value we create for our customers through our products and services. We are grouping these activities into 3 general areas: people, planet and progress.

Sustainability efforts and standards have a significant impact on all that we touch, therefore the committee thought of labeling these efforts as Impact @ Hyland's. And we'd like to feature our collective initiatives no matter how small or large, at work or at home, it all counts.

We'll start by sharing some of the committee members' actions with these pictures! More news and photos to come in future Standard Matters articles and Digital Signage. This represents just the beginning!



Erica Lau: "Working from home still requires caffeine - so I got myself a refillable k-cup pod and started using reusable towels for cleaning to conserve on paper towels!"



Angle Martinez: Pledging to Buy Local!



Matthew Chang: "As part of my contribution to sustainability, I subscribed to a Community-Supported Agriculture (CSA) box from a local farm, which provides me with produce that is grown here in Southern California. It supports our local growers and reduces carbon emissions generated by transporting produce from far off locations. I'm terrible at picking produce and this ensures I'm buying something that is fresh and in season. They deliver, but I walk to pick up my box each week."

Left: Paula Sandoval: "Ballona Wetlands is about 5 blocks from out home and the whole family has attended several clean-ups at the wetlands through the years. I have also worked with Heal The Bay on different projects tied to Ballona in the past. Love being a part of this ecological community and on early mornings, walking by to experience this small reserve and the variety of wildlife it brings."



Managed by: California Department of Fish and Game

- Closed to public entry
- No littering or dumping
- No unauthorized vehicle use
- No fires
- No camping
- Dogs prohibited





POLLINATING IDEAS

Introducing the New Look of Hyland's Baby and 4 Kids!

With over a year in the making, we are thrilled to share the new look of Hyland's Baby and 4 Kids medicines. We hope that you love it as much as we do. We also hope that our new look brings moms confidence and joy when their young ones are in need of comfort and care.

You will slowly start to see new packaging in stores starting in July and through early 2021.



Hyland