



COVID-19 Update – March 16, 2020

Dear Customer, Vendor, Business Partner,

Fresh Direct Produce (FDP) is constantly monitoring the impact of the Coronavirus disease 2019 (known as COVID-19) for our customers, vendors, and business partners. As such, we wish to keep you informed of the actions that we are taking to ensure the safety of our employees, the food chain, and the well being of the extended FDP community.

Maintaining food safety is our #1 priority to ensure that products received from our vendors arrive clear of any issues to our valued customers and the consumers. In addition, it is critical to our communities that a safe food supply is maintained, particularly under the current circumstances where there will be more people falling ill than what is typical. Please also refer to the attachment from the CPMA link which outlines the health and security of the produce food supply within the Produce industry:

[https://cpma.ca/docs/default-source/foodsafety/covid-19 information for the canadian produce sector.pdf](https://cpma.ca/docs/default-source/foodsafety/covid-19%20information%20for%20the%20canadian%20produce%20sector.pdf)

Within our operations, to help ensure the safety of our employees, we have increased the frequency of cleaning and sanitization of high touch surfaces at all of our facilities. We are also installing additional hand sanitizing stations in all high traffic areas throughout our warehouses and office areas.

We continue to emphasize to our employees the importance of following high standards for personal hygiene. Detailed notices are posted at all facilities reminding employees to wash their hands often, cover their mouth/nose when coughing/sneezing and to regularly clean surfaces and shared items. **As of March 18th, 2020, we will start a screening process to check all customers/visitors (with appointments only) entering our facilities.** Furthermore, we are advising all staff members to stay home if they feel ill as well as to self isolate for 14 days if they have been travelled outside of Canada.

In addition, we are developing contingency plans for each of our 5 distribution centres. If issues arise that adversely impact any of the facilities, we want to ensure normal operations and continuous produce supply. While no issues have occurred to date, we want our teams to be prepared to manage any potential situations.

Finally, all FDP staff are eliminating non essential travel and meetings to reduce the potential impact of COVID-19 exposure until further notice (avoiding flying, large gatherings, etc.). Thank you for your patience and understanding during this challenging time.

If you have any further questions, please reach out to your regular contact person at Fresh Direct Produce, or kindly email Toni Tang, COVID-19 Coordinator at toni.tang@freshdirectproduce.com.

Yours Sincerely,

Jozef Hubburmin
CFO & Chair of Risk Management Response Team for COVID-19