



COVID-19 Update – March 26, 2020

Dear Customers, Vendors, and Business Partners,

As an essential service providing critical food to our community during these challenging times, Fresh Direct Produce Ltd. continues to ensure that fresh, safe produce flows from our global supply networks to quality retailers across Western Canada. Our teams and our management are acutely aware of how important a healthy fresh food supply is to our communities during the current COVID-19 Pandemic.

As per our March 16th memo, maintaining food safety is our #1 priority to ensure that products received from our vendors arrive clear of any issues and delivered in the same state to our valued customers and their consumers. Our Risk Management Response Team has continued to identify potential risks and have developed operating procedures accordingly. We have established control points for visitors to our warehouses and curtailed, as much as possible, the need for outsiders to visit. Within our operations, we have further increased the frequency of cleaning and sanitization of high touch surfaces at all of our facilities.

We continue to add new practices to our operations, such as discouraging sharing of food, utensils, and cutlery, and staff working at the office will be eating their lunches at their desks to create more physical distancing. In addition, we have developed team schedules to ensure there are fewer operational staff working at the same time, staggering work shifts and breaks to reduce contact and to create as much physical distancing as possible. Furthermore, we commit to promptly let you know if any of our staff, or staff living with someone in the same household, becomes a COVID-19 case. We will communicate the steps we have taken to mitigate the impact of such an event.

In our last communication, we said we were in the process of developing contingency plans for each of our five distribution centres. Each of our managers has now identified vital contingency issues and has prepared emergency response plans to remedy each situation. While no issues have occurred to date, we know that our teams will respond promptly and confidently to any potential risks.

If you have any specific questions for us or want to share what your organization is doing to proactively manage potential disruptions caused by COVID-19, 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