



April 8, 2020

Dear Customers, Vendors, and Business Partners,

As an essential service, Fresh Direct Produce continues to maintain a steady flow of fresh, safe produce to quality retailers across Western Canada. Our teams are adhering to critical operational protocols to ensure that a healthy fresh food supply is available to our communities during the current COVID-19 Pandemic.

Some recent developments that we have implemented include new operating procedures as precautionary measures; one is “contact free” delivery to some of our customers to increase physical distancing and to reduce virus transmission opportunities between our drivers and retail store receivers. Another procedure requires visitors at our Vancouver and Calgary locations to complete a Health Declaration Form, and to use sanitizing wipes and spray at our visitors’ areas prior to using our facilities. To minimize risks in our warehouses and offices, a third-party disinfection service will provide extra deep cleansing and sanitization of all high touch areas within our facilities as another cleaning layer above our expanded in-house janitorial services.

On the business side, although BC Ferries suspended their Nanaimo to Horseshoe Bay sailings for the next 60 days due to declining ridership, we are taking extra steps to maintain our delivery levels to our customers in the Nanaimo area.

The Risk Management Response COVID-19 Committee is now reviewing a multitude of contingency plans developed by our Department Managers and key personnel. This includes detailed response plans to help our teams manage a variety of identified internal and external risks, to ensure a continuous flow of fresh and safe produce from our vendors, through our distribution centres, and to our retailers. No issues have occurred to date, and our teams are prepared to respond promptly and confidently, should a situation present itself.

If you have any specific questions for us, or want to share what your organization is doing to proactively manage potential disruption 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