March 12, 2020

Dear Valued Customer,

The flu-like respiratory disease known as 2019 Novel Coronavirus (COVID-19) has now been designated a global pandemic by the World Health Organization (WHO) and shows signs of active transmission in parts of the U.S. and Canada. As a result, officials suggest it is likely we will see the growth of transmission and confirmed cases of COVID-19 in our service area. In response, Gordon Food Service and our cross-functional crisis management team continues to closely monitor developments and implement our Pandemic Preparedness Plan.

As with any crisis event, Gordon Food Service takes our role and commitment to our customers, employees, and communities seriously. Our comprehensive response plan follows guidelines provided by the [International Foodservice Distributors Association](https://www.ifdaonline.org/getattachment/Issues-Advocacy/Education/Coronaviris/Pandemic-White-Paper-BOOK_v2.pdf.aspx?lang=en-US) (IFDA) and the [U.S.](https://www.cdc.gov/flu/pandemic-resources/pdf/pan-flu-report-2017v2.pdf) and [Canadian](https://www.canada.ca/en/public-health/services/emergency-preparedness/public-health-response-plan-biological-events.html) federal governments. Components of our plan include:

* ***Onsite Customer Visit Precautions (from GFS)***
  + GFS employees will ask customers if they have specific procedures for allowing delivery and non-delivery visits within their facility, including reasonable alternatives, provided such procedures or alternatives do not compromise our product quality and food safety standards.
  + Use of anti-bacterial wipes before and after each use of any shared hand-held devices, pens or shared check-in computers.
  + Use of clean gloves when delivering product and use of hand sanitizer, or handwashing with soap and warm running water for 20 seconds, between each customer visit.
  + Practice social distancing, maintaining a 6’ distance between individuals when possible.
  + GFS employees have been instructed to stay home if they are experiencing flu-like symptoms including fever, coughing, shortness of breath, or difficulty breathing.
* ***Product Supply Chain Continuity***
  + At this time we have not experienced any disruption to our business, including internationally sourced products, with the exception of hand sanitizing products. We are working diligently to resolve this issue. We will continue to monitor for any future potential impacts within our global supply chain as well as our domestic operations, but for now, our people’s efforts remain focused on continuing to deliver great service to our customers.
* ***GFS Operational Continuity***
  + During a pandemic emergency, Gordon Food Service customers providing emergency response and healthcare will be given the highest priority. If a state of emergency is declared at the local, state, provincial or national level, Gordon Food Service will abide by the specific directions of the authorities.
  + In the event of an extended operational shut down of a distribution center, Gordon Food Service will first look to service affected customers from the nearest alternate DC. For larger chain accounts, other regional DCs may already service these same customers, potentially easing such transitions. Substitute products for proprietary items may also be necessary in order to provide supply flexibility. Where capacity or distance prove a challenge for the closest alternate DC, other solutions will be considered on a case by case basis.
* ***GFS Employee Travel Restrictions***
  + All business travel outside of North America is suspended until the end of March, at which time we will evaluate this further. If an employee has recently returned or been in close contact with someone who has recently returned from a CDC-level 2 or 3 designated high-risk location, or been in close contact with someone who has, they are required to self-isolate for 14 days.
  + Based on the growing risk and prevalence of the virus in multiple locations throughout the US and Canada, we are further restricting business travel through the end of March, at which point we will further evaluate.
* ***GFS Visitor Restrictions***
  + All visitors to Gordon Food Service facilities must sign-in when they enter the facility and be prepared to disclose their travel history. If they have traveled to or been in close contact with someone who has visited a highly affected area defined as a level 2 or 3 risk by the CDC, they will be asked to reschedule.
* ***GFS Employee Expectations***
  + We have established an internal site to ensure communication and understanding of both the above expectations and more specific employee preventive actions, including:
    - Encouraging flu vaccinations for seasonal influenza
    - Avoidance of close contact with people who are ill
    - Staying home when sick, even if symptoms are relatively mild.
    - Fully covering nose and mouth with a tissue when coughing or sneezing, or into elbow if necessary.
    - Thoroughly cleaning hands with soap and warm water, and use of hand sanitizer.
    - Avoiding touching of eyes, nose, and mouth.
    - Practicing other good health habits, like cleaning and disinfecting frequently touched surfaces at home and work, getting good sleep, exercise, managing stress, drinking plenty of fluids, and eating nutritious food.
    - Where appropriate, we are supporting work from home.

***Our request to you, our valued customer:***

* ***If you are limiting visitors to your organization, we respectfully request copies of your written policies or procedures that would impact changes to Gordon Food Service deliveries, sales visits, and chemical/beverage preventative maintenance.***
* ***Please partner with us and communicate any significant changes in your expected product needs to your sales representative, so we can plan appropriately... such as limited menus, moving to disposables, prepackaged products, etc.***

You can count on Gordon Food Service to continue to strive to provide your business with the excellent service and product quality that you have come to expect, even as we operate in a complex and sometimes uncertain environment. If you should have further questions, please don’t hesitate to contact your sales representative. As always, thank you for the continued opportunity to serve your business.