

RE: Coronavirus & Flu Prevention

March 4, 2020

Dear Wasserstrom Customer:

The world health community continues to monitor closely the emergence of the SARS-CoV-2 virus and the disease it causes, named “coronavirus disease 2019 (COVID-19). At this time, no one knows how severe this outbreak will be. Given this uncertainty, and the fact that the seasonal influenza (flu) virus is also widespread, we are taking proactive steps to address a number of business concerns.

Our planning takes into consideration the possibility that a widespread Coronavirus outbreak would create distinctive challenges for the foodservice industry.

Areas for action include:

- Education for Wasserstrom associates regarding coronavirus, its transmission and practices to reduce the possibility of infection.
- Implementing social distancing (enforcing safe distance between colleagues) and limiting handshakes and face-to-face meetings.
- Restricting non-essential business travel. Effective immediately, Wasserstrom is halting all international travel on behalf of the company. Additionally, we are discouraging any non-essential domestic travel where possible. This potentially affects customer visits, trade-shows, etc. If you are unsure what is deemed “non-essential” travel, please discuss with your Wasserstrom sales representative. In recent years, Wasserstrom has renovated many of its facilities with state-of-the-art teleconference rooms. We are happy to join your meeting or event remotely when possible.
- Inventory Concerns. Wasserstrom has conducted extensive conversations with our largest vendors, who represent the majority of our sales volume. So far, they have reassured us that there is enough inventory on most items to supply demand during this outbreak. However, that isn't to say that we may not see some issues with individual sku's. Your Wasserstrom sales representative will continue to address those as they would in any backorder situation.

In the event of a general health emergency involving an infectious disease such as coronavirus, Wasserstrom will continue to operate in accordance with our established service continuity plan, which includes:

- Updated business continuity scenarios that consider both client issues and Wasserstrom responses.
- Workforce planning, including skills inventories, alternatives to traditional office models and disease prevention measures.
- Validation of data protection and technology backup systems.
- Identification of a crisis management team.
- Client and colleague communication strategies.

It is important to note that the coronavirus situation is on-going and rapidly changing. Rest-assured that Wasserstrom is continually monitoring the situation.

Please contact your Wasserstrom sales representative with any questions or concerns.

Thank you for your continued partnership.