



## UPDATE Monday, March 16, 2020

The past several days have been a great challenge for everyone in the supermarket supply chain as the COVID-19 situation turned into a national pandemic. The unprecedented demand from consumers at retail food stores has put pressures on grower/ shippers, packers, trucking, distribution centers, not to mention their own businesses, the likes of which we've not seen.

We're all in this together and are committed to keeping fresh food moving.

Our responses to **sustain** store-door deliveries in the coming days and weeks as we head into uncharted waters will continue to be guided by two principles 1) the safety and well-being of our associates, and 2) taking care of our loyal customers so they can feed their communities.

Our hard-working operations and delivery staff may be impacted by extended school closings, by general workload fatigue, or by individuals or communities that might have further quarantining impacts. We are increasing our social distancing measures in addition to the aggressive hygiene and sanitation steps already implemented.

Here are some updated measures, steps, and expectations to be aware of (3/16/20):

1. Customer **order volumes will be capped** to fit within the delivery equipment and staffing bandwidth safely available each night. Many routes may run late or have unexpected case quantity cuts or pro-rates.
2. Please help **keep our Delivery Drivers moving** and protect them from unnecessary exposure by allowing them to drop the order and go. Sign the bills and let them get to the next stop. Our customer reps can help you manage discrepancies.
3. Expect **fill-rates issues** as the supply chain continues to be strained. For example, Potato/Onion shippers cannot produce enough "bagged" packs to refill the national demand, so stores should consider opening up displays on bulk loose Potatoes and Onions if they are available. Focus more on ordering the "staple" items and consider fewer line items to help with efficiency.
4. We are working with area Foodservice wholesalers, who have seen volumes drop, to source extra produce supply.

As the situation evolves, we'll keep you updated on any changes or new developments that can help us all keep fresh food moving, safely. **Thank you** for your partnership!

With appreciation,  
Four Seasons Produce, Inc.