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20th of March 2020

Dear Valued Customer

COVID-19 UPDATE

As we deal with this global issue of COVID-19 we hope you and your families are well and stay healthy during this crisis. Our hearts are with those who have been affected by the outbreak of COVID-19 virus as well as the many communities around the world that are facing extreme measures in the attempt to slow its spread.

For over 60 years, we have been honored by the trust our staff, customers and suppliers place on us to deliver quality foods and outstanding service. As safety remains our highest priority we have introduced additional measures from recommendations by the World Health Organization, Australian Government and Public Health Authorities to do our part in curbing the spread of the virus, securing our business and in turn helping your business:

- All our Branches are receiving ongoing education, briefings and updates on the COVID-19 Virus
- We have suspended all retails sales in our Food Service outlets to minimize unnecessary face to face contact
- We have increased our frequency of cleaning including disinfecting all trolleys and hands prior to each customer delivery
- We have increased our frequency of cleaning and disinfecting all our vehicles, equipment and work areas
- We have increased the deployment of hand sanitizers to every facility and delivery employee
- We are encouraging card payments to avoid cash handling by our drivers
- All employees have been instructed to stay home if unwell
- All employees have been instructed to maintain a social distance of 1.5 meters with others and avoid all unessential contact with persons
- We have introduced a business continuity plan to ensure our ability to supply our customers

As we continue to closely monitor the situation and act on advice of health authorities, we ask for your patience and ongoing support and thank you for understanding in this evolving situation.

Thank you for your support and understanding

Regards

J Ceccato R Ceccato

John & Robert Ceccato



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