



March 23rd, 2020

To our Trading Partner,

Emergent Cold is actively monitoring and assessing the impact of the COVID-19 outbreak. As the situation evolves, we are adjusting our approach to ensure we safely navigate this situation while continuing to serve our customer requirements.

Our focus right now is on precautions, preparation and planning. This includes following all aspects of the Government's announcements and ensuring that our people follow travel restrictions and self-isolation requirements as necessary. As a part of the essential services industry for refrigerated food distribution, we are continuing operations to service our customers and ultimately the end users, the consumers, are receiving food. Other steps that we have implemented include:

Our People

- Reinforcing the need for personal hygiene and hand washing
- Asking all our people to remain at home when unwell, regardless of symptoms
- Postponing large gatherings and conducting these via videoconference where possible
- Offering customers, the option to participate in meetings via audio or video conference
- Being fully prepared to move to a remote working environment should the need arise
- Each site providing for additional cleaning and sanitising services
- We have arranged bulk deliveries and redistribution of sanitiser materials for sites.
- Sites have pre ordered consumables should a shortage occur
- Visitors, contractors and drivers entering any site are required to answer a questionnaire re COVID 19 and entrance will be denied if symptoms exist.
- We are maintaining a country wide log for our sites to track and maintain preparedness to manage the COVID 19 situation
- Closely monitoring the situation and evolving our potential response from the Department of Health, World Health Organisation and other leading health bodies

Business Continuity

- Limiting or rotating shifts
- Staggering breaks and locations of breaks
- Offering additional support with our resources to those customers in need
- Identified our additional resources (fleet, MHE, staff, shift coverage) we have in the network to support our customers in these challenging times
- We are not experiencing any abnormal absences or labour shortages; however specific sites have commenced inducting and training extra labour hire to meet any shortage
- Working with our Industry body that is in contact and participating in government discussions around our Industry's essential services

We have a strong Emergency Response Plan in place per site should an event occur and are confident that we will continue to deliver an exceptional standard of work to our clients throughout this period. Careful consideration has been given to minimising the operational impact to our customers while actively protecting our employees.



We acknowledge this is a challenging time for many of our customers, colleagues and friends. We greatly value your business, and we look forward to working together to ensure our people and mutual customers are serviced safely and exceptionally.

If you have any further enquiries, please contact your Account Manager for further information

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Hogarth'.

Jeff Hogarth
President & CEO, Emergent Cold