



**TO:** Medosweet Customers and Stakeholders      **DATE:** 3/2/20  
**FROM:** Eric Flintoff/President/CEO  
**SUBJECT:** Coronavirus Contingency Plans

Medosweet shares your concerns around the impact of the Coronavirus on your family, business and life. The nature of the virus can cause people and organizations to overreact to it; or conversely not take it serious enough. The purpose of this memo is to convey that we are taking this situation seriously and will strive to strike the right balance of due diligence and proactive actions to mitigate risks to our Stakeholders.

It should be noted that our existing employee/facilities hygiene and sanitation practices are aligned with USDA, CDC and our 3<sup>rd</sup> Party Auditor's standards.

In our efforts to proactively deal with this situation, Medosweet is focusing on 4 areas to mitigate risks associated with the Coronavirus:

1. Personnel Hygiene
2. Facilities Sanitation
3. Employee Support & Precautions
4. Business Continuity Plans

**PERSONNEL HYGIENE/SANITATION:**

Personal hygiene is a key to reducing transmission of the virus. Medosweet will be emphasizing CDC best practices around daily hygiene:

- Routine hand washing
- Medosweet will provide sanitizer and training to all employees, especially our drivers who are out in Public areas everyday
  - **Drivers will ensure sanitation standards are adhered to prior to each Customer delivery**
- Sanitize "common" surfaces Examples: Steering Wheels, Door Knobs, Etc.)
- We will train and emphasize the practice to "cover your cough"
- Visitors, including all deliveries, to Medosweet will visit a sanitation station prior interacting with the facility

**FACILITIES SANITATION:**

- Medosweet will begin immediately, enhanced cleaning and sanitation protocols of all "common surfaces" (door knobs, workstations, etc.)
- Sanitizer products will be made available to all Employees
- We will institute enhanced facility cleaning through our Janitorial service providers
- Medosweet trucks are sanitized daily upon return to the warehouse



**EMPLOYEE SUPPORT & PRECAUTIONS:**

- Employees who are sick or not feeling well will be required to stay home or work from home (as appropriate)
- Employees who become sick at work will be separated from other Employees and sent home (as appropriate)
- "At Risk" Employees will be asked to self-monitor themselves and consult with Human Resources regarding any concerns they have
- Employees who believe they may have been exposed to the virus will be required to consult with company management and follow CDC guidelines for Risk Assessment

One can imagine that if the virus leads to extensive outbreaks; staffing and business continuity will be challenging for Medosweet and all organizations. To continue to ensure our Customers a continued supply of our Products and high level of service, Medosweet will:

- Develop back-up DSD options as necessary & work with Customers on alternate options
- Develop Staffing contingency plans to create personnel back-up support resources (Examples: Supervisors/Managers provide back-up "Line Support") and consider additional staffing resources; etc.
- We will be requesting Supplier Business Continuity Plans to ensure their awareness of the situation and their proactive steps to mitigate risk and business continuity

We will be closely monitoring the situation and providing you updates as necessary. As new learnings are gained on best practices around this situation we will work to implement them (as appropriate) to our business.

Keep in mind that a key factor of our success and your success is YOU. Please take the necessary steps to stay healthy and mitigate risk factors to you through your personal hygiene efforts, making smart decisions if you are not feeling well, and adhering to all appropriate measures that are recommended.

We are in this together, so let's work smartly to manage through this challenge.

**Key Reference Documents for this matter are:**

1. CDC: "Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID – 19), February 2020
2. Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 (COVID-19) Exposure in Travel-associated or Community Settings



**Key Website Links:**

- [Facts about COVID-19 from the CDC](#)
- [Washington State Health Department](#)
- [Public Health - Seattle and King County Coronavirus Information page.](#)