



HEUSCHEN & SCHROUFF
ORIENTAL FOOD

Landgraaf, March 16th 2020

Subject: Fight against COVID-19 | Measurements Heuschen & Schrouff

Dear all,

Heuschen & Schrouff Oriental Food would like to inform you about our measurements following the urgent situation, the worldwide COVID-19 virus outbreak. First of all, we hope you have been keeping well and above all that you will stay healthy with the virus outbreak affecting our everyday lives. Due to the fast progression of the virus outbreak and the recent national governmental measurements we would like to inform you about the measurements taken within our company. Hopefully these will help to manage the situation and keep our supply chain to our customers going.

Contact

H&S has taken the recent measurements of the national government to heart and to avoid the potential risk of spreading de COVID-19 virus, most of our employees will be working from home. Therefore it might take longer to contact us by phone. We would like to ask you to **contact us by email instead of phone** as much as possible. Our sales representatives will do their utmost to serve you to the best of our ability. Also, we have **cancelled all international customer visits** of our field sales team and are keeping local visits restricted to a minimum.

Delivery

Our truck drivers will try to provide you the best service possible in this situation. But in order to protect our drivers and to avoid the further spread of the COVID-19 virus the following measurements have been taken regarding delivering:

- Our drivers will wear gloves where possible and use hygienic hand gel extensively.
- In case of a loading dock we ask you to unload the pallets yourselves.
- For all possible contact with our drivers, please keep distance and use your own pen to sign the delivery papers.

We are very sorry and ask for your understanding and cooperation in this extraordinary situation. If you have any questions please contact us via your contact person.

Last but not least; stay well and healthy! Hopefully we will conquer this virus as quickly as possible.

*Kind regards,
Heuschen & Schrouff Oriental Food*