



HEUSCHEN & SCHROUFF
ORIENTAL FOOD

Landgraaf, June 1st 2020

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

Dear customers,

As our valued partners in business we would like to update you about our ongoing measurements to continue the fight during the worldwide COVID-19 virus outbreak. Again, above all we hope you have been keeping well and that you will stay healthy! The following measurements are taken within our company. Hopefully these will help to manage the situation further so we can gradually return to a new 'normal' situation.

Contact

H&S has taken the measurements of the national government to heart and to avoid the potential risk of spreading the COVID-19 virus, employees will continue working from home. Therefore it might take a little bit longer to contact us by phone. We appreciate your understanding for this. Our sales representatives will do their utmost to serve you to the best of our ability.

Gradually we will start to continue with customer visits of our Field Sales Team. Of course only if mutually agreed upon. The international customer visits by plane are still postponed.

Promotions

From of June we will start to continue with our monthly H&S Promotion, so please check out www.hsorder.com for our special promotions, prices and new product introductions.

Stock situation

Unfortunately the pandemic has affected our supply chain and a number of items are currently out-of-stock. This is caused by the temporary lockdown of a few of our Asian suppliers and also by delayed logistics. However the situation is recovering and we hope to receive the items soon.

Delivery

Our truck drivers will continue to provide you the best service possible in this situation. In order to protect our drivers and to avoid the further spread of the COVID-19 virus the following measurements will be continued 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.
- For payments cash is not accepted anymore, as communicated before. Please use the applicable wireless bank facilities.

We ask for your patience and cooperation in this extraordinary situation. If you have any questions please contact us via sales@heuschenschrouff.com.

Stay well and healthy! Hopefully we will conquer this virus as quickly as possible and can return to our everyday lives.

*Kind regards,
Heuschen & Schrouff Oriental Food*