



HEUSCHEN & SCHROUFF
ORIENTAL FOOD

Landgraaf, February 1st 2021

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.

Contact

H&S has taken the measurements of the national government to heart and to avoid the potential risk of spreading COVID-19, 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.

If possible we will continue with customer visits of our Field Sales Team, this depends on the current situation per country. The international customer visits by plane are still postponed.

Stock situation

Due to higher sales volumes than anticipated and also due to the ongoing restrictions in some of our resource countries, our stock situation remains unstable. Our entire Purchase Team is working around the clock to ensure availability but out-of-stocks are inevitable. We will do our utmost best to shorten that period as much as possible for you.

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 together very soon.

*Kind regards,
Heuschen & Schrouff Oriental Food*