



FVF: COVID-19 RESPONSE TO CUSTOMERS

March 22, 2020

Valued Customer,

Let us first say - that we are hopeful that you, your staff and your families have stayed healthy during these challenging times. We know that you have questions – so let us do our best to answer them.

Is Fox Valley Farms Operational?

Yes, for now. As of March 22, 2020, we will continue taking orders and making deliveries. However, at least two scenarios could prevent us from operating: a). continued economic contraction and/or b). restrictions placed on us by federal or local authorities. If our ability to operate changes, we will let you know.

To sustain deliveries, we have consolidated routes and made driver changes. These changes may impact *when you receive your delivery and by whom your order is delivered.*

What Are We Doing to Remain Open?

We are hopeful that our efforts to ensure the long-term sustainability of the business will allow us to continue service through this crisis. However, our typical service-level may be modified to accommodate operational and staffing changes.

How Healthy is the Supply Chain?

Currently, our suppliers report that they have the raw materials to produce. However, there is concern that staffing shortages, caused by infection rate increases, quarantine stay-at-home requirements, and family care needs, may impact production. If product shortages do become more prevalent, it may be necessary to limit the quantities in which a product may be ordered.

We too are concerned that increased rates of infection could adversely impact our staffing levels. If staffing shortages occur, your deliveries could be delayed.

What have we done to protect you, our products, and our employees?

- We have increased the number of employees working remotely
- All our employees are required to use social distancing techniques
- We have increased the frequency of our cleaning and sanitation practices
- Route drivers have been instructed to wash their hands whenever possible and to adhere to all hygiene practices required by our customers

We recognize the stress this event is causing you and your business. Please know that we will do everything we can to support you now - and as we return to normalcy.

Regards,
Dan Walker & Dave Schuett