



March 13, 2020

Dear Valued Customer,

Given the recent developments around the coronavirus (COVID-19), we would like to share what US Foods is doing to support the health and safety of our associates and customers.

### **Pandemic Preparedness and Response**

We have a senior cross-functional team managing our response and working to address immediate and emerging needs. This team is closely monitoring the situation and developing action plans for both associate and customer needs, drawing upon many resources including the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) to make informed, fact-based decisions.

### **Health & Safety**

Keeping our associates and our customers safe is our top priority and we are employing several measures to support their continued well-being. These include:

- We are continually reinforcing CDC Illness Prevention Guidelines to all associates. We have directed all associates not to report to work if they have symptoms that are consistent with CDC guidance and to contact a medical professional. We are instructing all associates to comply with CDC guidelines if the associate is returning to the United States from countries identified by the CDC as having widespread sustained transmission.
- Our Human Resources team is working closely with our distribution centers to provide oversight on these protocols, including return to work decisions.
- We have implemented enhanced cleaning procedures and are providing additional sanitation products to all locations.
- We are limiting non-essential visitors at all locations.
- We have enacted business travel and event attendance restrictions aimed at limiting travel, attendance at large events and in-person meetings when alternatives are available.

We understand that you may have additional business or delivery requirements during this unprecedented situation, and we will work with you to make adjustments wherever we can. Please alert your sales representative if you need to adjust your delivery instructions to reduce human interactions. If you are requesting that US Foods drivers submit to temperature screenings or complete health questionnaires, we will review your request with the driver and confirm whether he or she is comfortable with the request. If the driver is not comfortable with providing their health information, we will make alternative arrangements for the delivery.

Please be assured that our top priorities are the health and safety of our employees and our customers, as well as maintaining a high level of service to you, our valued customer. As the situation evolves, we will continue to modify our plans as needed to deliver on those priorities.

We appreciate your continued partnership and support.

Sincerely,

Steve Guberman  
Executive Vice President  
Nationally Managed Business

Jay Kvasnicka  
Executive Vice President  
Locally Managed Sales and Field Operations