



**TO:** Valued Premier Customer  
**FROM:** Steve Guberman, Executive Vice President, Nationally Managed Business  
**DATE:** March 17, 2020  
**SUBJECT:** Update on US Foods Coronavirus Pandemic Preparedness

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Dear Valued Customer,

Given the recent developments around the Coronavirus, or COVID-19, we want to share information around US Foods' business preparedness and response plans.

#### **Pandemic Preparedness**

As part of our emergency and crisis preparedness plans, US Foods has a team of cross-functional experts addressing immediate and emerging concerns related to the Coronavirus. This team is closely monitoring the situation, assessing risks and potential mitigation efforts, developing supply chain contingency plans and managing communication needs. As we activate our plans, we continue to draw upon a variety of resources such as the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) to make informed, fact-based decisions.

If you are interested in learning more about our pandemic preparedness planning, we are happy to share an Executive Summary of our Pandemic Preparedness Plan with you upon request.

#### **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.

#### **Business Continuity**

As you know, our healthcare customers such as Premier are considered high priority in times of crisis. We know you play a critical role in supporting the most vulnerable community members during this time

and we take our role in supporting you very seriously. At this time, we have not experienced significant disruptions in our supply chain. As this is a quickly evolving situation, our teams are meeting daily to review product supply and demand to meet the requirements of our customers. We are also monitoring our supplier's ability to produce and deliver these supplies. And finally, if you are seeking masks, ventilators, respirators and other medical products please note that we do not carry these items as part of our general product catalog, and we are not set-up to source these items from vendors.

**Customer Delivery Requirements**

We understand 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.

Our top priorities are the health and safety of our employees and 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. If you have specific questions, please reach out to your US Foods representative.

We appreciate your continued partnership and support.