

Dear Valued Customers and Partners,

In response to the continuing COVID-19 pandemic, respective provincial governments and health authorities have issued a “Declaration of Emergency” to help contain the spread of COVID-19 and consequently have closed all restaurants and bars, except for takeout and delivery options.

We wanted to outline the measures that Ozawa Canada is taking to protect our customers and our employees.

As a food distributor we serve an essential role in the supply chain of basic foods to key retail outlets, restaurants and foodservice companies that in turn service the general public. Our priority is to contribute to flattening the COVID-19 curve while continuing to support our customers and operate in a safe yet responsible manner.

To achieve this, we have implemented the following measures:

- Our Executive Team convenes daily (via phone, online or in person) to discuss and assess the risks of the pandemic and our on-going operations.
- Business travel has been suspended until further notice. Business meetings with external clients and vendors will be conducted via telephone, online or video, where possible.
- We have restricted all international and non-essential local travel of all our employees until further notice and have established a policy to self-isolate for a period of at least 14 days and showing no symptoms of the COVID-19 before being allowed to return to work.
- Extra measures have been taken with our cleaners to maintain a robust sanitization program to ensure all touch points are disinfected with extra care and have provided extra hand sanitizers and cleaning tools for all staff to use.
- Provided additional education to all staff about proper hygiene practices.
- Restricted access to our facilities to all non-essential visitors.
- Where possible, we have arranged specific employees to work from home and instructed all employees to practice social distancing as per the government’s recommendations.
- A reduced skeleton team will work in our facilities to ensure essential services are provided for our customers.

With these pre-cautionary measures, we are implementing best practices to ensure a safe and responsible service in these unprecedented times. We assure you that we will remain vigilant in fulfilling your foodservice orders in the safest and most responsible manner as possible.

Sincerely,

Shotaro Ozawa & Masako Ozawa
Ozawa Canada Inc.