

Letter to our Customers – COVID-19 Update

March 25, 2020

Dear Valued Customers,

In these unprecedented times, amid COVID-19, FreshPoint's commitment to our people and the success of our customers is as important as ever. We understand that you are facing significant challenges and our FreshPoint teams are dedicated to executing on our commitments to all of you and to supporting you through these challenging times.

While this is clearly a challenging time for you, FreshPoint is also faced with a very difficult operating environment and must slightly alter the way we are managing some current processes and certain aspects of our business. The changes below – effective immediately across our entire U.S. operations - will ensure that we are as efficient as possible, while also providing you the best and most consistent service possible.

Delivery Schedules - In response to the changes in customer ordering patterns and the rapidly declining volumes, FreshPoint will temporarily deploy a more dynamic routing methodology. The new methodology will allow us to optimize our personnel and our fleet while minimizing the disruption in service.

Operating Days – To adjust for the lower volumes, it is necessary for our FreshPoint companies to temporarily adjust deliveries to Monday, Wednesday, Friday, and Saturdays (as needed), effective March 30, until further notice. FreshPoint will continue to monitor the ever-changing mandates/orders and resulting impact on you and adjust our schedules appropriately. We will keep you apprised of further changes.

Order Volume Request – In the current operating environment we are asking for your adherence to no less than 10 cases for delivery. We ask this due to declining volumes and understand in some cases this may be difficult and will make every effort to accommodate your evolving needs.

Will Calls and Hot Shots – All FreshPoint companies will continue to offer Will Call hours Monday-Friday from 8:00 AM to 4:30 PM and Saturday, 8:00 AM to 2:00 PM (your local time). In addition, all FreshPoint companies will continue to offer local Hot-Shot deliveries, when necessary.

We understand that these changes can create potential challenges for your business and we truly appreciate your support as we work together to navigate these challenging times. We will continue to keep all of you apprised in the event of further changes.

Kind regards,

A handwritten signature in black ink, appearing to read 'TB' followed by a stylized flourish.

Ted Beall
Vice President of Sales