



Pratts Wholesale Food Service Head Office  
101 Hutchings Street, Winnipeg, Manitoba  
204-949-2800  
[www.pratts.ca](http://www.pratts.ca)

March 16<sup>th</sup>, 2020

To Our Valued Customers,

Effective immediately, the following policies and procedures are in place at all Pratts Wholesale Food Service Distribution Facilities to address concerns surrounding Covid-19 and the impact it may have on our operations.

1. Any employee feeling ill is to stay at home. If exhibiting symptoms such as, but not limited to, shortness of breath, fever, cough, or significant aching, immediately contact your local health professional for further direction and then notify your direct supervisor.
2. All staff are not to greet coworkers or any others with handshakes or hugs. Instead, offer a verbal "hello" with no person-to-person contact at all.
3. All employees are required to wash hands repeatedly throughout the day with soap and water. Person-to Person contact is to be eliminated all together. All department supervisors will have meetings or conference calls to discuss personal hygiene including:
  - Regularly washing hands with soap and water for at least 20 seconds or the use of hand sanitizer if such is available.
  - Shielding coughs and sneezes with a tissue or elbow and not coughing or sneezing openly or in to bare hands
  - Maintaining a minimum of 2 meters a part from one and other and eliminating prolonged, close quarter interactions at all times.
4. Enhanced cleaning and sanitizing protocols are now in effect throughout our operations. Maintenance staff will be disinfecting all entrances/office doors/handrails into warehouse and office areas at least 3 times per day.
5. Until further notice, all warehouse staff, first floor staff, second floor staff, and Fine Foods staff, will be kept in their respective areas of our buildings with no person-to-person interaction permitted. First floor lunchrooms will be accessible to warehouse staff only.
6. All employees entering or working within our warehouses must wear protective gloves at all times. Further direction concerning this procedure will be provided by Shift Supervisors.
7. Pratts delivery drivers will be provided with disinfectant spray to be used on common delivery surfaces. They will also be provided with disposable gloves that will be changed between each and every delivery.

8. Vendors were notified by letter on Monday, March 9<sup>th</sup> that they are not be permitted to visit our premises for any reason. Signs to that effect have been posted on all entrances through out our facilities.
9. All events scheduled at our Bistro facilities in Manitoba and Alberta have been postponed until further notice.
10. All Pratts related out of Province business travel has been suspended until further notice.
11. Any employee choosing to travel out of province by any means, on or after Monday, March 16<sup>th</sup>, will be subject to a 14 day mandatory personal quarantine. Management approval will be required in order to return to work.
12. In person sales calls are to be at the mutual discretion of both the Pratts salesperson and the customer. It is the company's expectation that all customers normal, day to day service requirements are met. However, should these requirements place either the customer or salespersons health at jeopardy, alternate arrangements will be made immediately. Please consult with Management for guidance if unsure for any reason.
13. All customer pickups are suspended until further notice and without exception.
14. Return of product, for any reason is strictly prohibited due to health concerns at this time.
15. Many of our products now have maximum order quantity controls in place. This is to prevent excessive demand over and above normal purchasing volumes. For our retail customers, we strongly suggest you consider similar action.

We realize that this is uncharted territory for all of us and that the climate is changing at an extremely fast and fluid rate. Our priority is the continued operation of our company, as well as the health and safety of our customers and employees. Following these procedures will help ensure this priority is protected to the best of our ability. If you have any questions, comments, or concerns, please contact your Pratts Sales Representative.

Thank You for your continued support during these difficult times. We will all get through this together.

Sincerely,

The Baranyk Family