

# A message to our customers from CEO Chris Wendling



At A.F. Wendling's Foodservice, we recognize the important role we play in providing essential products and services to our customers and our community.

We put the health and well-being of our employees and customers first, and I want to share with you the measures we are taking to serve you as we go through this ever-changing situation together.

Our Emergency Preparedness Action Teams have adopted procedures suggested by IFDA (International Food Distributors Association), the CDC (Centers for Disease Control), and federal, state, and local governments, to ensure we are taking all preventative measures to promote the safety of our employees and customers.

## **A Safe, Informed Staff:**

We're keeping our staff updated regularly with the best ways to keep themselves and their families safe

- Encouraging employees to follow the CDC's best practices for preventing the spread of illness.
- Encouraging employees who are sick to immediately report any illness to their direct supervisor.
- Promoting use of temporary time-off guidelines to give our employees more flexibility.
- Creating a resource pool to answer frequently asked questions, and provide updates for legislation and guidelines.

## **Safe and Clean Retail & Office Environments:**

We're proud to continue our best practices of keeping our public and communal spaces clean and sanitized, with the following additions to our process

- More time spent cleaning and sanitizing our store and offices – especially in high-touch, public areas, with dedicated staff for regular, consistent results.
- Highly visible markers and protective plexiglass screens in our retail store to help maintain social distancing
- Ready access to PPE for internal and external staff including masks & gloves

## **Meeting Supply Challenges to Stock & Deliver the Products You Need:**

We're working closely within our supply network to minimize shortages, and ensure the products you need are there when you need them, even when challenges present themselves.

- Products like sanitizers, gloves, and other high-demand items aren't the only ones affected – producers of all sorts are experiencing shortages due to reduced staffing and other cutbacks. This often means creatively obtaining product solutions from new, innovative sources.
- Sourcing products from alternate vendors to maintain stock levels – this may mean offering brands customer may not be used to seeing in order to meet demand.
- Limiting the number of high-demand products per purchase to ensure more customers are able to get the products they need.

We continue to offer more ways for you to get what you need most – whether it's through online ordering, or providing curbside pickup for our customers

## **Customer Support**

We continue to have staff available to meet the needs of our customers

- Should you have concerns about delivery, product availability, or any other critical business need, we encourage you to contact us at 304-472-5500
- This is an ideal time to talk with us about the future of your business. Our sales team is available for consultations at your convenience.
- Remember – now, more than ever, local businesses are counting on each other for support. Local is what will carry us through the future, and it's how we will come back stronger than ever.

Thank you,

A handwritten signature in black ink, appearing to read "Chris Wendling". The signature is fluid and cursive, with a long horizontal stroke at the end.

Chris Wendling

President and CEO