3-13-2020

Dear Valued HAUSER Team Members and Customers,

We want to reach out with an update on what we’re doing to support you as our global community navigates the personal and business implications of COVID-19. Serving your needs in a safe manner is of the utmost importance to us. Here are three things we are doing to ensure you, your family, and your business have the essentials you need.

We’ve taken proactive steps to ensure our associates and their families are protected, including providing up-to-date guidance from the Centers for Disease Control and Prevention (CDC) on prevention, and putting new policies in place to ensure sick team members remain home. For our delivery drivers especially, we’ve established new measures to keep drivers and customers safe. These measures include arming drivers with sanitizing products, and temporarily not requiring customers to sign for deliveries.

We have augmented our in-office cleaning procedures and increased frequency of cleanings. We are routinely cleaning all frequently touched surfaces in the workplace, such as workstations, countertops and doorknobs. This will be done on a twice daily basis until no longer required. We have provided cleaning supplies so that commonly used surfaces (for example, keyboards, the computer mouse, telephones and headsets) can be wiped down by employees before each use.

We are stressing the importance of staying home when sick, respiratory etiquette and hand hygiene by all employees. We have signage place strategically around our facility emphasizing this. We have tissues and separate waste cans for all employees and ask that each employee empty their own waste cans so to not cross contaminate. We also encourage the use of hand sanitizers and frequent hand washing for at 20 seconds at a time with soap and water. Any employees showing acute signs (i.e. cough, shortness of breath) of the virus will be sent home immediately.

We’re doing everything possible to help you act on the preventative measures advised by the CDC. We’ve seen unprecedented demand and hoarding situations for many products, especially hand sanitizer, toilet paper, toweling paper, N95 masks, gloves, and disinfectants. We are urgently partnering with our suppliers to replenish our inventory of such items and to provide you with alternatives. Employees are welcome to bring any cleaning supplies of their own for personal use.

Relying on the expertise of the CDC and local health officials across the country, we are committed to sharing information as soon as we have it to protect the health and wellbeing of our customers and associates. At the heart of our core values is you, and the HAUSER team members who serve you, and we are here to support your needs in every way possible.

A. F. Hauser, Inc