



Baldor Specialty Foods, Inc.

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4/13/2020

Dear Baldor, Family, Customers and our Community,

I hope everyone is weathering this storm and that you, and your loved ones, are safe and well. It appears we are reaching the peak of this crisis, and hopefully, soon, we will be on the path toward recovery.

As many of you know, we have worked tirelessly to pivot and create a new business: Home deliveries. It has been a challenge, to say the least, but we are getting better every day and we are experiencing more demand than we can handle. I'm extremely excited to say that the new business has allowed us to bring most of our operational employees back to work, is keeping purchase orders flowing to our farmers and manufacturers, and is getting quality food to people, while helping them stay home.

We've continued to operate on a normal delivery schedule, with the exception of moving our order cut off time to 10pm, daily. Please know that servicing our food service establishments remains our number one priority. We will continue to do everything in our power to be the best business partner possible, one that you truly deserve now more than ever.

The health and safety of our customers and employees continues to be our top priority. As a leader in food safety, and as an SQF level 2 certified company, we continue to make sure our rigorous GMPs are strictly followed. Additionally, we have put increased measures into place that include:

Providing photographic delivery receipt options for customers without human contact.

Providing all employees with face masks and gloves.

Equipping our drivers with sanitation supplies and additional protective health equipment.

Our drivers will replace food safety gloves after each delivery.

Reinforcing our existing training on effective handwashing and the use of personal protective equipment.

Reminding team members to stay home from work if they are sick.

Implemented heightened facility sanitation practices, which includes making sure surfaces and work areas are constantly being sanitized.

Installed dozens of additional hand sanitation stations.

We are closing our facilities to any visitors and canceling work trips, events, and outside functions for the foreseeable future.

Deploying alternate working establishments and promoting working from home.

As we've seen over the past couple weeks, there have been supply chain interruptions on imported items and challenges in sourcing common items such as chicken and eggs. We will continue to take necessary steps to provide appropriate substitutions wherever possible.

In March we said, we are in this together and together, we will get through this. As we work through these challenges, please know, we still mean it, more than ever.

Sincerely,

Michael Muzyk
President