



Let's make good food together!

March 24, 2020

Aloha Valued Suisan Customers,

In response to the rising threat of COVID-19 (Novel Coronavirus), we are making changes to our operations to protect the health and safety of you, our customers, our employees, and our island community.

The following changes will take effect this week:

- Our Sales and Purchasing staff have begun working remotely from home. You may contact them by phone or email.
- In-person visits by our sales staff have been temporarily suspended. Instead they will be contacting you by phone or email to see how they can better service your needs.
- Orders can still be placed by calling or emailing your Sales Representative, or by calling, emailing, or faxing your order to our office.
- Delivery drivers will deliver products to your door but will not enter your facility. There may be exceptions providing your health and the health of the driver is not in jeopardy.
- Delivery drivers will continue sanitizing their equipment and hands between each delivery.
- Will Call pickup procedures will be adjusted to minimize contact between customers, and Suisan staff.

Please notify your Suisan Sales Representative if you will be closing temporarily, changing hours of operations, changing receiving procedures, or making any significant changes to your business. This will help us to maintain our service levels with minimal or no interruption.

We value your continued loyalty to Suisan. Know that your Suisan team is working diligently to ensure the highest level of service you have come to expect, even in these challenging times.

Please stay safe.

Mahalo,

Stephen Ueda
President and CEO
Suisan Company, Ltd.