

16 March, 2020

Ottawa Valley Grain Products Coronavirus (COVID-19) **Bulletin**

Dear Customers,

As the global Coronavirus (COVID-19) situation continues to evolve, we want to provide you with some information on our efforts to protect our employees, customers and suppliers while minimizing the risk of disruption to our manufacturing operations and your business.

We continue to closely monitor the rapidly changing COVID-19 situation, globally and particularly in Canada. We are currently working with our food safety consultant from NSF Canada to review and update our emergency response plan to ensure that risks associated with COVID are minimized. This response will include:

- Refresher education and strict enforcement of best practices to reduce the risk of infection. Promote social distancing in line with the Public Health recommendations.
- Restricting access to the production area to one controlled point and prohibiting all non-essential personnel from the facility.
- Establish action plans to identify and address potential impact on our supply chains or workforce availability. This includes carrying a much larger inventory to be self-reliant for an extended period of time.
- Minimizing the employee-to-employee interactions and increasing facility housekeeping efforts to include additional disinfecting of high touch surfaces.

It is important to note that no immediate risks to our supply chain have been identified at this time. We continue to work with our Ontario-based farmers and suppliers to ensure that any potential risks are identified, and contingency plans are put in place to reduce and/or avoid disruption.

Finally, we have also adopted the NSF Canada created "COVID-19 Prevention" poster which is posted in key areas in the workplace to help prevent spread of the virus (and other germs too).

We know this is an unsettling time for many of our co-workers and friends around the world. We are taking reasonable and evidence-based measures to minimize risks to our employees, contractors and clients.

To our customers; this outbreak has also prompted the hoarding of household cleaning products and non-perishable food items. We have felt the effects and are currently experiencing a larger than normal volume of customer orders. We request that purchase orders be submitted a minimum of 3 weeks in advance of your requested delivery date. Forward planning will also assist us in meeting our customer demands

Should you have any questions or concerns, please contact me directly.

A handwritten signature in black ink that reads "Kevin Stewart". The signature is written in a cursive style with a large, prominent initial "K".

Kevin Stewart
Owner/Operator

COVID-19 PREVENTION

You can help protect yourself,
your family and your co-workers!

