

Los Angeles Cold Storage Company

Earning Your Trust since 1895



March 13, 2020

To our Valued Customers:

We are all dealing with an unprecedented experience with the Coronavirus (Covid-19) and we wanted to communicate our assurance we are taking extraordinary steps to help ensure our ability to meet the challenges of this evolving situation.

Protecting the well-being of our employees, customers, drivers and vendors is our highest priority. In addition, we understand our responsibility to help our customers operate their businesses under these difficult circumstances.

To that end, we've instituted a pandemic plan across all our departments that include health and safety protocols based on best practices recommended by the CDC.

- We have stopped any group meetings in enclosed spaces and have instituted a plan of "keeping people at a distance." In addition, all "skin to skin" touching (such as shaking hands) is not allowed.
- We have restricted lunchroom seating to limit people allowed in an enclosed space at one time.
- We have added sanitizing stations at all warehouses for employees, customers and drivers. We have also instituted a sanitizing requirement for everyone coming into our facilities.
- We have added sanitizing wipes at all work stations and instructed our employees to sanitize their areas on a regular basis.
- Our housekeepers have increased their cleaning regiment with appropriate disinfectant.
- We have instituted an expanded paid leave policy for anyone who exhibits any symptoms of illness.
- Everyone has been alerted to stay home if they feel sick and all supervisory personnel have been instructed to isolate and send home anyone who exhibits symptoms. We have identified isolation rooms to be used in such a case.

In addition to these steps, we want to describe the steps we have taken to prepare for an unusual employee absenteeism condition.

- Over many years, we have endeavored to cross train many of our employees. In both our offices and warehouses, we have a significant number of employees who can competently work in other departments as needed.
- We are prepared to institute an altered work schedule to meet the demands of our business.

We understand that the current situation is fluid and can change in a short period. We are closely monitoring the latest reports from the Centers for Disease Control (CDC), The World Health Organization (WHO) and the City and County of Los Angeles.

We continue to assess the situation on a daily basis, to better ensure we are addressing the current needs of our employees and customers. Please contact us if you would like further information on our plans to address this extraordinary situation.

Sincerely,