

16<sup>th</sup> March 2020

## **FAMOUS FRESH STATEMENT: CORONAVIRUS (COVID-19)**

To all Valued Customers,

### **Why our drivers and assistants are not wearing masks?**

In accordance with the guidelines of the World Health Organisation as published on their web site I quote their recommendations with respect to the use of face masks, as follows:

***“Only wear a mask if you are ill with COVID-19 symptoms (especially coughing) or looking after someone who may have COVID-19. Disposable face mask can only be used once. If you are not ill or looking after someone who is ill then you are wasting a mask. There is a world-wide shortage of masks, so WHO urges people to use masks wisely.*”**

***WHO advises rational use of medical masks to avoid unnecessary wastage of precious resources and mis-use of masks ([see Advice on the use of masks](#)).***

***The most effective ways to protect yourself and others against COVID-19 are to frequently clean your hands, cover your cough with the bend of elbow or tissue and maintain a distance of at least 1 meter (3 feet) from people who are coughing or sneezing. See [basic protective measures against the new coronavirus](#) for more information.”***

Reference: World Health Organisation, Coronavirus disease (COVID-19) advice for the public - When and how to use masks, viewed 16 March 2020, <<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>>.

We value our staff and our customers and have every intention of ensuring their safety. As such the following procedures relate specifically to our deliveries:

1. Our drivers and assistants are equipped with hand sanitizer on every vehicle, which they are instructed to use both before and after every delivery.
2. Our vehicles are cleaned and sanitised daily.
3. Our vehicle cabs are sanitised daily.
4. Our staff are expected to implement a no hand shake policy.
5. Our staff are expected to implement the recommended cough etiquette, by way of coughing or sneezing into a flexed elbow or tissue in the event of a spontaneous cough or sneeze, and sanitize immediately thereafter.
6. If any of our staff display any symptoms of COVID-19 or the common flu, they are sent home in order to self-isolate and seek medical attention.
7. We are monitoring our staff health on a daily basis whilst at work and whilst on sick leave.

We will continue to update you as the situation changes or further information becomes available. If you have any further specific queries about the products that you buy from us, please contact your sales consultant in the first instance, who will direct your query to the relevant Famous Fresh team member. We will be issuing updates to our statement and Q&A as further information becomes available on our website [www.famousfresh.co.za/COVID19](http://www.famousfresh.co.za/COVID19)

You may also contact Jane Russill, our Quality & Risk Executive at [Jane.Russill@bidfood.co.za](mailto:Jane.Russill@bidfood.co.za) for the latest statements or general advice. The Famous Fresh General Manager, Jannes Kies [Jannes.Kies@famousfresh.co.za](mailto:Jannes.Kies@famousfresh.co.za) is also available to assist where possible.

We thank you for your support and assure you of our best intentions in servicing your business during this difficult time for our Industry, our country and the world.

Yours faithfully,



Brent Varcoe  
Managing Director  
Bidfood South Africa