



## **TriMark Notification for the Coronavirus – COVID-19**

Dear Valued Customer

Thank you for the opportunity to be your preferred supplier in the food service industry. Our dedication in serving this market for over 73 years is demonstrated by our focus on superior customer service to ensure our mutual success. Recognizing the economic risks globally amid the outbreak of novel coronavirus (COVID-19), TriMark is reaffirming our commitment to keeping you informed.

As this is an evolving situation, we are actively communicating with our global manufacturers as well as our North American based suppliers to assess possible supply chain disruptions. TriMark is in discussions regularly with our manufacturers for critical updates on supply levels and any potential shortages so that we can offer prompt information to our customers and take pro-active steps to prevent disruption in fulfillment of your essential supplies to run your business.

The health and safety of our employees, customers, vendor partners and communities are also our top priority. We are evaluating CDC alerts and widespread conditions daily, and examining every aspect of our operations including commercial, product sourcing, procurement, customer service, warehouse fulfillment, and delivery, among other key areas our customers rely on.

As questions and concerns arise as a result of COVID-19 (commonly referred to as Coronavirus), our company has recently taken several precautionary measures to provide the highest level of protection for our valued customers and team.

On a select basis, depending on the country of origin, we are taking the appropriate steps to make certain all incoming products meet CDC guidelines for safety. Furthermore, we have instructed all employees to seek medical attention immediately if they feel unwell and we do not allow sick employees to report for work under any circumstances. We have in stock supplies that may support your preventative measures in this area such as gloves, cleaning supplies and the like. Please reach out to your salesperson to order.

Our primary focus is two-fold: first, maintaining a healthy workplace and secondly, business continuity. We are committed to ensuring reliable service to our customers.

Please be assured that our team remains strong, diligent and thoughtful during this time. Of utmost importance is serving our customers with unparalleled care, because that is what we do best every day.

Marie Ffolkes  
Chief Executive Officer



## **About TriMark**

TriMark USA is the country's largest provider of foodservice equipment and supplies. We proudly serve our customers by providing design services, commercial equipment, and foodservice supplies across a wide range of industries and business sectors. Headquartered in Massachusetts, we have locations across the country which offer foodservice operators an unparalleled level of service by combining our unique design capabilities and our expert market knowledge with the purchasing strength, delivery, installation and after-sales service capabilities of a national company. Our 3,200 employees are focused on creating customized solutions for our customers to ensure they achieve their culinary goals. For more information, visit [TriMarkUSA.com](http://TriMarkUSA.com)