



Tradex Foods COVID-19 Business Continuity

VICTORIA, BC, March 19, 2020 - We are truly living in unique times. The coronavirus pandemic is impacting everyone from our families, to our businesses, to our first responders who are bravely on the front lines. As the situation continues to affect our world, we wanted to reach out and update you on how we're supporting our employees, our customers, and our vendors and partners.

Above all else, our thoughts are with those affected by the virus, particularly those who are sick. We wish them a speedy recovery, and we remain inspired by our healthcare workers and others who are caring for people around the world.

Supporting Our Employees, Customers, Vendors, and Partners

It is imperative that we take care of our people - including employees, customers and vendors. As such, **effective today (March 19, 2020) Tradex Foods, Inc. has transitioned all employees to a work-from-home environment.**

We previously and successfully implemented this operating plan in our China office in late January 2020 to protect our employees and keep the integrity of our operation strong.

We have been proactive in putting a plan together and executing a work at home IT system for our North American operations since January. We have invested into our IT infrastructure to make sure that we can provide the same great service remotely, as we do at the office, with redundant systems to ensure top level customer service that is required.

Our team is ready to provide you with all of your required products and services without delay.

While the state of affairs of the world has changed in the last few months, the premise of our business has not. Top quality products at competitive pricing, delivered with excellent customer service and dedication.

At Tradex Foods, we take pride in our business and the industry. You can expect the same great offers, deals and service you have always received.

Logistics

We are constantly in communication with our carriers, customs brokers and cold storages. They too have been chosen as partners/vendors of our company because of their high level of competence and reliability.

The transportation of goods between Canada and the USA is dependable and we expect it to remain that way.

We do not rely on any one supplier or country for the products we sell our customers. Be rest assured that we have the supply chain covered and we are well prepared to provide you with the products you require, when you need them.

Supplying food to our customers is not only our business, but our responsibility which we do not take lightly.

Food Safety

Food Safety has always been and continues to be a top priority. Our QC team is led by our QC Manager with over 30 years of experience. In everything we sell, we have a strict QC approval of not only the end product, but the processing plant's functions to conform with stringent food safety controls.

Tradex Foods, Inc. is here for the long haul, to support our valued customers, vendors and employees in these current times and also to help rebuild and restock when the Coronavirus situation impacting us all is resolved.

WE ARE HERE TO SUPPORT YOU

Although nobody will physically be in our offices, all of our lines of communication remain the same. We are still available for you at the exact same phone numbers, the exact same email addresses, and with the exact same level of efficiency as you would expect from us.

Below, please find the direct contact information for each of our employees both toll free and local. As well, we have set up an emergency contact email for 24/7/365 response. Please contact us at emergency@tradexfoods.com in case of emergency. This email will be immediately directed to our key staff members who are trained and have the ability and authority to resolve any situation 24 hours a day, 7 days a week, every day of the year.

Contact Info

Phone: 1-877-479-1355 or 1-250-479-1355

General Inbox: tradex@tradexfoods.com

TradexLIVE Inbox: live@tradexfoods.com

Twitter: @tradexfoods Facebook: www.facebook.com/TradexFoods

Website: www.tradexfoods.com

Employee Telephone Extensions

Alexey Terekhov - 647-746-3211 or toll free 877-479-1355 ext 119

Jodi Radul - 204 230 2263 or toll free 877-479-1355 ext 103

Kirk Stowell - 778-679-7537 or toll free 877-479-1355 ext 117 Ken

Radcliffe - 250-889-3291 or toll free 877-479-1355 ext 105 Kyla

Ganton - 250-208-1236 or toll free 877-479-1355 ext 101 Lucio

Drehmer - 778-316-8566 or toll free 877-479-1355 ext 113 Maria

Filipczak - 604-862-4499

Michael Ho - 250-885-5887 or toll free 877-479-1355 ext 106

Michael Wilson - 250-893-3133 or toll free 877-479-1355 ext 114

Nathan Brown 416-727-6075 or toll free 877-479-1355 ext 108 Paul

Sutcliffe - 250-818-9332 or toll free 877-479-1355 ext 120 Rob

McNutt - 250-516-7927 or toll free 877-479-1355 ext 107

Rob Reiersen 250-589-1355 or toll free 877-479-1355 ext 104

Tasha Cadence - 226-759-3760 or toll free 877-479-1355 ext 116

Tom Prette 250-812-8332 or toll free 877-479-1355 ext 112

Teri MacDonald 778-678-1051 or toll free 877-479-1355 ext 102

Sincerely,

Robert Reiersen
President and CEO
Tradex Foods, Inc.