

## From the CEO's Desk

18<sup>th</sup> March 2020

### COVID 19 and Feeding Hungry Learners Great Food

Dear Libelle Family,

In the last weeks, you have been bombarded with news, information and updates about COVID19. Our lives are today dominated by the topic and it seems like the noise and intensity around it is going up every few hours.

Firstly, allow me to acknowledge your commitment to the Libelle family purpose – feeding hungry learners. It must be extremely tough to carry on, while all the noise, fear and hysteria is going on around you.

Like most other employers, we have released communication and updates to you directly or via the online platforms. We will continue to do so – even daily, if required – to keep you informed what developments will mean for you personally in tuck shops, canteens, Lunch Orders, hostel and trailer or Portacom kitchens around the Country.

In addition, we have been working on adding some simple but effective measures to processes in our kitchens to help you with super-vigilant food control and personal hygiene practices, including

- Handwashing / sanitizing log
- Kitchen access restriction to Libelle staff only (“closing the borders” to your kitchen)
- Signage to inform and notify
- Decontamination processes at supplier (inward goods) and customer (service delivery) contact points

Finally, one of the main purposes of my message today, is to reassure you that we have clear contingency plans prepared for a variety of potential scenarios at this point

1. Best-case scenario, where we keep doing what we are doing
2. Four other plans that mean adapting quickly within our capabilities to partially or fully reduce or significantly increase production and service delivery

All these plans will be reviewed on a daily basis and we will communicate with you immediately what any decision would mean for Libelle, you and your teams.

Let me just say though, that Libelle Group has the kitchens, the systems, the supply chain, the recipes and the passionate people to make a significant difference in helping New Zealand school kids and potentially whole local communities through the COVID19 crisis. We are qualified food service experts that may well be called on by authorities as an essential services provider.

This is my appeal to all of you – the entire Libelle Family: Be ready.

Don't panic, keep safe, keep informed and let's roll up our sleeves to feed our kids and communities in need, come what may.

One Team Together



Johannes Tietze  
Chief Executive Officer