INSERT COMPANY LOGO OR PLACE ON LETTERHEAD

TEMPLATE: CUSTOMER COMMUNICATIONS COVID-19  
This editable document to help quickly create a customer communication around coronavirus COVID-19.

1. Introduction statements with general company focus, priority action statements.
2. Your commitments/policies/actions specific to *customer locations*.
3. Your commitments/policies/actions specific to *your own facilities and employees.*
4. Closing commitment statement.

Customize: **DELETE BLUE** instructions, **REPLACE RED** with your company commitments, change all **final text to BLACK**.

**[Insert Company Name]**

**Policies & Practices – COVID-19**

**To Our Valued Clients:**

During this challenging time, we want to share with you our policies and actions, as they relate to Coronavirus (COVID-19). Please know that we are taking this situation very seriously and are undertaking all necessary steps to ensure the safety of all our employees, products, and services.

The safety of our clients, employees, and their families, continues to be our top priority. With that, we have implemented enhanced practices while servicing your location, as well as enhanced practices in our own facilities, including our offices, warehouses, and transportation equipment.

Here are the steps we are taking in your location, as of now: (ideas below, delete/edit add to fit your operation)

* At a minimum, weekly sanitization of your micro-market, vending equipment, coffee brewers, and all other equipment provided and maintained by us
* Your Route Driver has the appropriate cleaning products and tools to ensure this sanitization
* Gloves have been provided to all Route Drivers, to be used when servicing your location
* For our management teams, we have minimized client meetings and field visits

Here are the steps we are taking in our own facilities, as of now: (ideas below, delete/edit add to fit your operation)

* Enhanced and increased sanitization by our cleaning staff
* Communications and training on proper hygiene practices, to maintain a safe workplace
* Restrictions on travel, including encouragement of avoiding personal travel where possible
* Employees who feel any signs of illness are asked to stay home, and to contact their health professional
* A “No Handshake” policy has been implemented

We are committed in our continued service to you and will be monitoring the daily updates and changes as they become available. Our goal is to continue to provide the excellent service you have come to expect, while doing so in the safest way possible.

Thank you.

Sincerely,

Your company or contact information