



May 2020

COVID-19 Update

Around the world and within our fresh produce industry, we are starting to emerge from what we hope is the peak of the pandemic. With various countries at different stages of recovery and plans to ease lockdown restrictions we recognize there is still a long way to go.

Business impact

Our ongoing priority remains the safety of our employees and their families, but we have also stayed focused on supporting our customers' needs in this unprecedented time. Our worldwide teams have adapted admirably to new working conditions with little or no disruption to day-to-day business. We are incredibly proud of our team in maintaining 'business as usual' and recognize their dedication and outstanding support, of the business, to each other and to our customers.

It has been reassuring to see ongoing demand from growers, packers and shippers of fresh produce. Our label and machine production has continued to meet demand despite many challenges. Shipping has been challenging with cargo capacity limited and the danger of shipping delivery times increasing due to demand. So far, we can report we have been able to deliver the majority of our orders as required. COVID-19 travel restrictions have also affected our Field Service Teams attending sites for regular machine servicing. Our teams have worked to overcome this challenge, for urgent or immediate service needs, by working collaboratively with customers, using video conferencing technology and providing customer training.

We would like to thank our customers, whose camaraderie and heartfelt support for our teams is appreciated and motivational to everyone at Sinclair. We are also thankful to our suppliers with whom we have worked diligently to ensure we can provide the same high-quality service delivery.

The future

Over the coming months, and near future, we expect COVID-19 to continue to provide new challenges. We will remain vigilant, regularly reviewing our COVID-19 safety protocols to stay flexible in the evolving situation. In this, as we have before, we will continue to follow official COVID-19 guidance from Governments, local authorities and public health organizations.

We remain positive about the future as we have remained competitive by adapting and by adopting new ways of working. Primarily COVID-19 safeguards, these new approaches to day-to-day working could also positively reshape the future of Sinclair. We are reviewing each to see which can positively influence our teams, our customers, the environment as well as our business.

It has been a huge team effort and as always, we greatly appreciate your support and look forward to continuing to serve the future needs of our customers and industry.

Kind regards

Colin Woodward
CEO/President