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COVID-19 Action Plan

As a company Royal New York is fully committed to do our best to ensure the health and well-being of our clients, associates, our employees and all families. All RNY staffers will be accessing email regularly. Please use this link to find your [RNY Contact](#). Until further notice, we will operate our office and facilities as follows:

Our Sales Office staff will work in the office and at home on a rotational basis. You can best reach your salesperson by email. Calling the office is an alternative, however, if your salesperson is not scheduled for in office duty for that week, you will most likely be referred to email, and those in the office would also notify the proper sales representative of your call.

Outbound Samples and Quality Control will also be operating on a rotational basis, so please account for delays while knowing we will do our best to prepare and send samples as we normally would.

Our Inbound and Outbound logistics group will be working on an abbreviated schedule. Most of the day's business will take place during the morning hours, with later in the day traffic bookings to take place remotely. Again, email may be best, but calling the office will also ensure that any message will be delivered.

Our warehouse operations will be staffed daily. Please be advised that truckers delivering coffee and tea to RNY from the various ports as well as the trucking firms making deliveries to our customers are indicating that they will experience some delays in the course of their business. We urge our customers to take this into consideration when placing orders and planning for your deliveries.

For the safety of our customers and our staffers, all customer pick-ups will be made by reporting directly to our warehouse. Credit card payments must be made prior to arrival and any payments by check can be made upon arrival and handed to our warehouse dispatcher or manager.

We will continue to monitor any developments and will shift policies and protocols as necessary to ensure essential services, with safety remaining paramount to what we do.

What is described above is our plan of action here at RNY, for our family of employees. However, the most important message we can share with everyone is our concern for the safety and health of all.