

# Coronavirus letter

Tuesday, March 17<sup>th</sup>, 2020

From our Family to yours —

While our communities continue to feel the impact of COVID-19 we want to let you know that we are continuing to take all safety and health precautions seriously. We want to communicate to you our company standards and further implementations which affect your events. At this time the safety of our guests and crew is our primary objective.

As is our standard practice, all of our staff will continue to regularly wash their hands, setup and utilize our sanitizing stations, wipe down all surfaces regularly, monitor food temperature and prep, and continue to deep clean and sanitize our kitchen twice daily. We are also continuing to prevent the spread of any illness by requiring our employees to stay home if they are not feeling well. Please see the list below for all of our current standard practices and precautionary measures. To help stretch the value in these standard practices we are also temporarily rescheduling onsite customer tastings and visits and limiting and restructuring access and interactions with outside vendors. Our kitchen and offices will continue to stay open unless otherwise mandated and communicated.

As you may be aware COVID-19 is not transmitted through food and there has not been any evidence of such related items. The virus is spread by person to person contact. With this information we are confident in the measures we have taken. We do realize that many of our customers do not feel comfortable pursuing larger gatherings at this time and we are more than willing to work with those who have events scheduled in March 2020 and early April 2020 to reschedule. As per our standard practice any event may be rescheduled without penalty to a date within the same calendar year. We will continue to abide by the current cancellation policy outlined in the service agreement. Our company will monitor these events and will continue to work with and be available for questions surrounding these items.

At this time we will not be cancelling our Annual Tasting on April 9<sup>th</sup>, 2020. We will continue to update our guests on this status.

Standard operating procedures:

- Washing hands — This is regularly completed, before starting work, before handling any food, after handling food, anytime after stepping away from and returning to work, and before handling any item that will be utilized in plating or serving of food.
- Gloves — Our staff is required to wear gloves while handling any item that goes onto a table, while preparing food, while handling any item that goes out of our kitchen and into an event.
- Sick — Anyone who is not feeling well is required to stay home and report their symptoms.
- Hand Sanitizer — At the beginning of any food line we setup a hand sanitizing stations and urge our guests to utilize these. We also locate hand sanitizer throughout our offices and urge our employees to utilize them whenever they pass by.
- Food Prep — All of our stations are sanitized prior to preparing any food on them as well as during and after. Our food is washed, separated, and monitored for the correct temperatures.
- Kitchen Sanitization — On top of regularly sanitizing throughout the day we also fully deep clean and sanitize our entire kitchen at the beginning of the day and at the end of the day, everyday.
- Rescheduling — As is our standard policy any event may be rescheduled within the same calendar year of the current date of the agreement on file.
- Cancellations — All cancellations will continue to follow the outlines provided in the service agreement. If you are inclined to cancel an upcoming event please contact your Food and Beverage Coordinator for that process and to help answer any questions you may have.

Further precautions and implementations:

- Serving Utensils — We will be Wiping down and exchanging serving utensils after every 20 uses.
- Pre-Service Handwash — We will be guiding and encouraging guests to wash hands prior to eating. We will also be requesting that all guests work in shifts to wash hands prior to lining up at the food stations.
- No touching — We are a family here at A’BriTin and under normal circumstances we are huggers, high-fivers, and handshakers. We have put into place a policy of air-hugs, air-fives, and no handshakes until further notice.
- Mandatory Sanitization — Twice daily we will be sanitizing high traffic areas such as all door handles, desks, and windows.

Truly,

A’BriTin Catering & Hospitality

# Coronavirus Updated communication

Tuesday, March 25<sup>th</sup>, 2020

To Our Valued Clients and Partners —

As we see how this virus has affected the world, specifically our communities and loved ones, we are consistently making updates and changing the way we work and interact with each other. Facing up with a force majeure is never easy and we are striving to document our actions and learn from the actions of others. This brings our communities together as we lean on each other heavily for guidance, strength, and trust. Guidance on what actions to take, how to react to the news, and how to transition into new daily routines. Strength to stay motivated, to stay connected, and to help those who have been hit the hardest. Finally, trust. We are putting a large amount of trust into our neighbors and businesses to follow the guidelines set in place by our Government and to help when a call for action arises.

We have heard the call for action to Shelter in Place. As the A'BriTin Catering family continues to move forward and modify the way we interact with our community and our clients we have had to make some hard decisions. To better define these changes, we have listed them out below.

1. As excited as we were to meet all of our guests face to face, we have had to make the tough decision to postpone our Annual Tasting scheduled on April 9<sup>th</sup>, 2020. At this time we have not decided on a new date but will keep all of our guests updated with those details.
2. Our physical office and kitchen will be closing its doors during the Shelter in Place. What does this mean? Even though we can't come to our office and kitchen we are still here for you. We have a rockstar team and they have been working diligently from their homes over the past two weeks making sure you and your guests have answers to the many questions that surround your events and what it looks like during the present climate.
3. We are currently working with our clients who have events scheduled in April of 2020 to reschedule their events. We understand that the safety of your family and friends is your first concern and it's our top priority as well. As is our standard policy any event may be rescheduled

within the same calendar year without any penalties. We want to make your big day your best day as well.

a. We love hearing from you and are always willing to have any conversation, from learning your most recent accomplishment (because who are we kidding we love seeing people succeed) to the nitty gritty of your biggest stressors. We want to be your go to.

The first step we are recommending to our clients is to contact your venue.

4. Our cancellation policy will remain in place. We want you to rest assured that no matter what, we will back your decision to cancel or reschedule. We want to help you navigate through your questions and options before making your ultimate decision. If you have concerns about your event reach out to your designated Food & Beverage Coordinator. They are consistently updated on what is going on and as we treat our guests like family we will never provide you with false information. We are here for you.

Truly,

A'BriTin Catering & Hospitality