

Marketing / Distribution

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Factory

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Unika Str., Industrial Area
P.O. Box 1708, Louis Trichardt 0920
South Africa

17 March 2020

Dear Customers and Suppliers,

While we all are aware of the panic and fear that has been caused by the rapid spreading of COVID-19 globally, and the new regulations set out for our country by government, we assure you that we have instituted additional procedures and controls, maintaining very strict hygiene policy at all times.

The following precautionary procedures have been instituted as well over and above the usual daily procedures:

- Electronic thermometer to scan all employees and visitors before entering premises
- Entry refused to anyone that has a fever and to advise them to seek medical advice
- A register kept of all visitors entering the reception area other than staff
- All visitors required to complete a health questionnaire which will serve as a register for traceability
- Everyone to keep the prescribed distance when communicating
- Company representatives work from the office and do not have face to face meetings

Deliveries:

- All delivery vehicles are equipped with sanitizing spray bottles and masks.
- Staff members have been advised to spray their hands before and after each delivery point.
- To wash their hands, also the back of their hands and wrists thoroughly for 20 seconds with soap and water when available.
- Vehicles are thoroughly washed daily at return to base or before they leave.

General:

- All workstations to be sanitized regularly during the day
- Check all staff member temperatures upon arrival before entering premises
- Regularly remind staff to wash hands frequently
- Quarantine employees who appear to have symptoms of respiratory illness i.e. cough, shortness of breath, fever until they can return home and receive medical attention
- Any staff member who may develop a respiratory illness to be instructed to immediately consult a doctor and provide a medical clearance certificate before returning to work
- All frequently touched surfaces in the workplace such as workstations, doorknobs, phones etc. to be sanitized regularly
- Update all staff on the latest information available on the COVID-19
- Staff encouraged to bring own food for meals and rather to avoid visiting food outlets in order to minimize re-entering the premises numerous times.
- Staff in the production area to adhere to strict hygiene protocol always.



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We have communicated the common known symptoms of the virus to our employees and have encouraged them to thoroughly wash their hand before and after using public transport in order to reduce the chances of contracting the virus, and if possible to carry hand sanitizer with them.

We call on all our customers and suppliers to keep us informed should there be any positive cases identified at your company and how the situation has been handled. We will be pro-active from our side as well as we all need to work together to help contain this pandemic.

We source most of our raw material from local suppliers and approved abattoirs and do not foresee any disruption in the supply. Should there be any change in the upcoming weeks as the situation unfolds, we will communicate with you as soon as possible.

Kind regards

The Dinnermates Team