

LUCKY CAT BAKERY

Dear Valued Customer,

During this unprecedented and challenging time, Lucky Cat Bakery has enacted numerous protocols, effective immediately, to protect the health and safety of our staff, customers, and the community at large. The following is an overview of steps being taken both within our production facility and by our team members that have direct contact with our customers and/or their facilities, and the general public.

Within our facility, all team members have been notified of and agreed to the following protocols:

- All team members will have their temperatures taken using an infrared temperature thermometer upon arrival for a shift. Any employee that exhibits symptoms of mild fever will be sent home immediately. Through coordination with the employee and based on further medical examination, a decision will be made by Management as to when the employee can return to work.
- All team members are required to self-report immediately to any supervisor or manager if they experience any common symptoms of COVID 19, have had contact with anyone who has tested positive for COVID 19 or is exhibiting symptoms, or is experiencing symptoms of any illness or circumstance that threatens the immune system.
- All team members are expected to strictly abide by our handwashing policy, which requires for hands to be washed with soap twice before re-entering the production floor; once in the employee restroom, and once in the public sink on the production floor

All team members that have direct contact with our customers and/or their facilities have been notified of and agreed to the following protocols:

- To comply with preliminary, non-invasive health screenings such as infrared temperature readings or questionnaires required by customers
- To provide, in writing, answers to the following questions with a Yes or No:
 1. Whether the associate has recently traveled to a CDC-designated Level 3 Affected Country/Area, which currently includes China, Iran, Italy and South Korea
 2. Whether the associate has been in close contact with a person diagnosed with the COVID-19

3. Whether the associate is experiencing any of the following symptoms: fever, sore throat, cough and shortness of breath.

Only if the answer to all these questions is 'No' will the associate continue to carry out his or her customer relation duties. Documentation of these answers is available upon request from the team member.

Our delivery drivers have the most contact with the customers, their facilities, and the general public. To protect the health of our delivery drivers, customers, and the general public, our delivery drivers will be following these additional protocols:

- Hand sanitization using a company provided sanitizer solution upon reentering the delivery vehicle after each delivery
- Sanitizing all delivery crates on the loading dock of our facility prior to the crates re-entering the facility. Crates will be left with sanitizer solution on them to air dry.
- Sanitizing the steering wheel, arm rests, door, and dashboard of delivery vehicle prior to locking it for the evening

We will monitor recommendations or regulations issued by local, state, and federal agencies, and revise this protocol if/when necessary. Thank you for the opportunity to continue to provide you with high quality wholesale bread products during this difficult time for our community and our nation.

Regards,

Lucky Cat Bakery
