



MIDWEST
FOODS

Industry Alert: Coronavirus Update

March 16th, 2020

As all our lives and business are interrupted by the CV-19 we continue to maintain our mission of providing the safest Food Possible!

We are constantly monitoring the CDC, FDA, WHO and similar resources on the Coronavirus (COVID-19) to ensure the safety of our customers and team. We are a company committed to Food Safety; our facilities are SQF certified.

We are proactively adapting our policies and we would like to share some of these actions with you:

Your food is safe: Currently, there is no evidence of foodborne transmission of COVID-19. Nonetheless, we have placed extra emphasis on our already stringent GMPs (Good Manufacturing Practices) and GDPs (Good Distribution Practices). Every employee handling product is trained on proper handwashing and safe food handling practices.

Company exposure: We have limited or cancelled events, unnecessary meetings, visits, contractor work, and travels. We have interrupted our hiring process and the use of temporary agencies.

Sanitation: We have reassessed our cleaning programs and increased the disinfection frequency.

Our delivery drivers are taking extra precaution: Delivery drivers are equipped with disposable gloves and disinfectant, and have been instructed to use the gloves and discard them after each delivery.

New Return Policy: Your order will be delivered and checked at time of delivery. If you experience any issues during your inspection (mispicks, product quality, over orders, etc.) we will accept the return at this time. Drivers are not allowed to pick up returns after the delivery is made.

Our team: We provide constant training to our employees and keep them informed on the situation and all preventive actions we are taking. This education protects them at work, but also allows them to bring these best practices home with them and share them with their families. We are also continuously monitoring our HR policies to ensure we are providing the resources and flexibility our team members need at this time.

We're working hard to keep your business safe: If some of your activities have been interrupted (salad bars, cafeteria operations, etc.) We have a fresh line of Grab N Go items as well as a line of Self Stable Lunch Boxes that might be helpful during this time.

We will continue to update our health and safety policies in accordance with all national guidelines, and continuously communicate any changes as quickly as possible.

If you have any questions or concerns, please feel free to contact our **Customer Service Line 773.927.8870** or our **Food Safety Line 262.842.7078**.