

Dear valued customer,

We wanted to reach out to let you know that our business is open, and we would love to hear from you again soon.

We hope you, your friends and family are taking care. Fresh Balance Catering have been taking various measures as a responsible business considering the current situation. The wellbeing of our customers and our staff is always our top priority. We take the safety of our customers very seriously and have a position on the virus that is based on the current advice from the Ministry of Health (MOH) and other Government Agencies.

As part of our strategy, our teams know to take sick leave and stay away from the business if they are unwell, and in addition to this, we are requiring staff to self-isolate, following MOH advice, for 14 days if they fall have had contact or exposure to a person with a confirmed case of COVID-19.

Our staff are trained appropriately in food hygiene practices, but we have been reinforcing and ramping up our practices to stay vigilant. Along with our routine cleaning, we are taking extra steps to sanitize all surfaces, increasing the cleaning intervals and monitoring the regularity and cleanliness of our premises.

For your reassurance, we are:

- Cleaning all high touch surfaces ~ The high-touch surfaces are surfaces where we touch the most. These include, but are not limited to door handles, door knobs, cutlery, Eftpos machines, toilet flushes, faucets and all other table surfaces.
- Washing and sanitizing food contact surfaces and equipment on a more frequent basis.
- Changing out utensils frequently.
- Making sure your dining area and tables/chairs are disinfected and thoroughly cleaned multiple times a day.
- Providing direction and reducing barriers to ensure social distancing is maintained
- Requiring all guests to register upon entrance
- Ensuring all customers have access to hand sanitiser on entry / exit and at tables.
- Ensuring all hand sinks available to our customers are accessible and available for customers to use with handwash, warm water and paper towels to dry as well as a bin to dispose paper towels in.
- Professionally cleaning the premises as often as possible.

We have also implemented a policy for our suppliers around not entering our premises if they are also considered high risk, as outlined above, and currently supplier interactions with anyone in any of our premises is encouraged to be conducted using electronic communication tools.

We hope that this confirms our commitment to our people – our staff and you, our customers, as well as everyone who enters our premises.

Don't forget that we have various packaging options for individual delivery and will be making available some ready-to-eat meal options for people to enjoy at home. This will include special care for those in need, handled with strict hygienic measures. You can still enjoy our fresh comforts at home.

We will monitor further developments and act in accordance with the MOH guidance and will stay in touch. Thank you for your ongoing support, your understanding is greatly appreciated.

The Fresh Balance Team

