



March 17, 2020

To our Valued Customers:

We understand that there are ever increasing concerns surrounding the COVID-19 outbreak and what potential impact this could have on our customers, employees and consumers.

Food Safety and the safety of our employees is at the heart of what we do at Ippolito Fruit & Produce.

At this time, there has been no indication that the virus has been transmitted via food surfaces. COVID-19 is not considered a foodborne pathogen by the Centers for Disease Control and Prevention (CDC) or the U.S Food and Drug Administration nor the Canadian Food Inspection Agency (CFIA) and the Department of Health Canada (Health Canada) and, therefore, the safety of our products is not a concern at this time.

We continue to follow all food safety protocols as dictated by our adherence to HACCP and GMP principles as required by our SQF certification.

As always for Consumers, it is good practice to maintain sanitary conditions while preparing food, separate raw and cooked foods, and keep food at safe temperatures to minimize all risks.

To maintain the continued health and safety of our employees, customers and our extended families, Ippolito Fruit & Produce Ltd., has taken the following steps:

- Engaged our cross-functional Critical Response Team to guide our daily response to on-going situational changes.
- Contacted our supply chain partners to safeguard the necessary supplies to continue production.
- Supporting remote work for our employees where it is possible.
- Isolating various functional groups and production facilities from one another to preserve redundancy in our operations.
- Banning all business travel; respecting Health Canada guidelines on self-isolation for any employees returning from travel.
- Restricting visitor access to our facilities to production-critical suppliers who conform to our safety measures.
- Increased the frequency and intensity of sanitation efforts for all our physical environments.
- Conducting internal and external meetings remotely using work share technology.
- Communicating frequently with staff on protocols to follow in various scenarios as this situation unfolds.

Ippolito Fruit & Produce Ltd. is committed to remaining vigilant in this constantly evolving situation. We will continue to monitor the risks to our employees and customers by following the information provided by the World Health Organization (WHO), Government of Canada, Ministry of Health Ontario, Public Health Ontario, Toronto Public Health and Canadian Food Inspection Agency (CFIA). We will keep you informed as necessary. If you have any questions or concerns, please email us at: salesteam@ippolito.biz.

Regards,

Ippolito Fruit & Produce Ltd.

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