



Food Safety

During and After COVID-19

We continue to monitor and update our kitchen and delivery protocols as new information is available.

For the past 25 years, The Lunch Lady has been diligent in its commitment to the preparation and delivery of food safe meals to thousands of children across the country each school day through a network of dedicated nut free Lunch Lady kitchens.

All our facilities are inspected regularly by the Board and Health and also by our own Lunch Lady Food and Operations team to ensure safe food practices are being implemented.

It is necessary to maintain strict protocols in an environment where in addition to preparing regular meals for our children, we are also daily accommodating the special food needs of young ones with food allergies, cultural food requirements and food intolerances. We need to know what is in the meals we are serving from ingredient to delivery, and understand exactly how that meal was prepared. We have a Food and Nutrition Manager on the team who manages our food supply through Sysco, and monitors nutrition requirements and heads our allergy management program.

The COVID19 pandemic may have necessitated a new need for facility and food safety that was perhaps not a major consideration prior. However, at the Lunch Lady, this has always been part of our process.

Further to our already rigorous food safety standards, we have implemented enhanced hygiene procedures, including additional cleaning and sanitation within our facilities. Our team is demonstrating exemplary diligence, by going above and beyond during every step of the process, in order to ensure your health and safety. Some of these steps are as follows:

- Increased hand washing stations have been implemented where possible and all staff required to wash hands more frequently with soap and water for at least 20 seconds.
- If soap and water are not available (for instance on a delivery), using an alcohol-based hand sanitizer of at least 70% alcohol.

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- We have always supported separate work stations within our kitchens, but now it is also important that they be 2 meters apart.
- Increased distance between desks, food preparation tables and workstations.
- Reduced activities that require close physical proximity or contact with people, such as team meetings.
- Use of face masks as needed in our kitchens in addition to aprons and hair nets and gloves as required though our preference is per Public Health frequent hand washing.
- PPE is available for use on deliveries in addition to maintaining a social distance of 2 meters, at a minimum including gloves and masks
- Sanitizer spray is available for staff to use at delivery or drop-off points as required

We encourage team members to follow Health Canada's **preparation** and **prevention** best practices when outside the kitchen, by avoiding crowded spaces, reducing contact with others, staying home as much as possible, stocking up on essentials and having supplies delivered to their homes instead of running errands.

Team members are screened prior to entering the kitchen facility. We do this through contactless methods, including surveys and in-depth checklists, using the guidelines introduced by the WHO and local Public Health agencies.

Most of our facilities are in light industrial parks and are not public facing. Stock is delivered outside the door or into a loading bay area and strict distancing is maintained.

We continue to work closely with our suppliers on a daily basis to monitor food supply

In case of shortages, we may need to make substitutions but in these cases you will always be notified. During these times, no one wants surprises. We appreciate your understanding in this. Our goal as always is to deliver good food and good value to all our customers.

We recognize that Canadians are counting on us and we would like to thank you for your unwavering trust in the Lunch Lady as we navigate these uncertain times together.

As always, please do not hesitate to get in touch with us using info@thelunchlady.ca with any questions or concerns — we are here to help!

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