



Hi,

Mark & Andreas here, Kcal Founders. We would like to take a moment to address the current global battle against the novel coronavirus (C-~~COVID~~-19). These are challenging times and like you, we watch the rising numbers of those infected by the virus across the globe and wish all those affected a speedy recovery. We applaud the UAE authorities for the quick response in handling this and as many businesses are adapting operations as a precautionary measure, Kcal is too.

Kcal has always prided itself on the high levels of hygiene and food safety, we have always taken this very seriously to ensure that your meals are received in the highest quality possible. This goes from the way the food is received, cooked and packed in to our heavily insulated custom cooler bags that your food arrives in. Our new, state of the art kitchen facility was custom built just a few years ago to the highest global standards, passing regular audits over and over again. This is something that we don't often communicate (as much as we should), and something that should be taken seriously when selecting a meal plan provider.

Like many businesses, as a precautionary measure, we have recently stepped things up to ensure your food continues to be received to the quality that is expected. As well as the regular measures, we are adding the following to the business:

- ✔ Anyone entering the kitchen (at any time) is required to have their body temperature using an infrared thermometer.
- ✔ No unessential visitors are allowed in our Kitchen until further notice.
- ✔ All transportation to continue to be cleaned and disinfected on a daily basis.
- ✔ We continue to deep clean and disinfect all Kcal Extra bags as soon as they return to our central kitchen.
- ✔ All of our drivers are now wearing masks & gloves at all times during delivery.
- ✔ We are checking staff temperatures regularly using an infrared thermometer and monitoring their health closely.
- ✔ We will continue our daily sterilisation of the kitchen with extra measures and frequency.
- ✔ We now require any employee that boards an aircraft, to self-isolate for a 14-day precautionary period and submit a government health certificate before coming back to work.
- ✔ We have shared best practice health tips with our team and continue to keep them updated on a daily basis.
- ✔ We have placed extra hand sanitising stations around our kitchen and head office and increased the frequency of our office cleaning.

Our team of 22 dedicated cleaning staff and Quality, Health, Safety and Environment manager will ensure that the above are executed and that we continue to adhere to the strict guidelines of ISO and HACCP. We are confident that the virus will not impact your Kcal Extra service and although standard safety measures are sufficient, we believe that adding the above we give you extra peace of mind.

Kcal was created 10 years ago because we wanted to give the people of the UAE easy access to great quality healthy food to help you achieve your goals, whether its weight related or just to simply live a healthy lifestyle. Now more than ever is when the body needs to be at its strongest so "let food be thy medicine"!

On behalf of the entire Kcal team, we're here for you and please do not hesitate to reach out with any questions or inquiries.

Healthy Regards,

Mark & Andreas
Founders

Handwritten signatures of Mark and Andreas, each on a horizontal line.