



To our fellow cookie lovers,

Our simple message is this: we are open and operating our online delivery business with the highest of safety standards.

We are still busy baking up cookies and cupcakes and anything it takes to deliver comfort and smiles at a time when friends and loved ones need it most.

We get it. We know cookies may not seem all that important right now, but in the next few months, finding joy will be – and we'll be ready to do our part.

Currently, Public Health authorities suggest that COVID-19 cannot be transmitted via food; however, we are still taking every precautionary measure to keep our food, our team, and our customers safe. In addition to the usual rigorous standards we maintain in accordance with Toronto Public Health safety standards, we've implemented the following measures:

- The installation of hand sanitizer stations at the entrances to both our bakery and office sites with no one permitted entrance until hands have been sanitized
- Meticulous and frequent hand washing in conjunction with the mandated use of disposable gloves when handling any product or packaging material
- Frequent and thorough sanitization throughout the day of high-contact surfaces including bakery equipment, door handles and sink handles
- Open communication and understanding with our team that supports and encourages anyone experiencing symptoms to remain at home. Our team is small, allowing us to monitor any changes in health conditions and to take necessary action immediately.
- Adherence to social distancing policies in the workplace (ie. minimizing the number of staff and proximity) in accordance with the Public Health Agency of Canada (PHAC)

During this time, all deliveries and service will continue as normal until further notice.

Please note we are also offering a **no-contact delivery option**. If you'd prefer to have your order left at the door, please indicate as such in the delivery instructions at checkout and we'll advise our drivers to leave the package in the space you designate. To the best of our abilities, we will ensure all recipients will be informed when a package has been left.

We welcome any input, questions or concerns you may have; please contact our team directly at info@sweetflour.ca.

As always, we appreciate your support and wish you all good health in the months to come.

With much gratitude,

Kim Gans
CEO
Sweet Flour