



HYGIENE PROTOCOLS & COVID-19

**document version as of 18 May 2020*

AT LIONHEART WE HAVE TAKEN SERIOUS AND DRASTIC STEPS TO IMPROVE OUR PROCESSES IN ORDER TO SAFEGUARD AND PROTECT OURSELVES AND OUR CUSTOMERS FROM THE CURRENT PANDEMIC WE ARE FACING.

WE HAVE IMPLEMENTED **STRICT HYGIENE PROTOCOLS OVER AND ABOVE OUR ALREADY STRINGENT POLICY IN ORDER TO ENSURE WE HAVE CREATED A SAFE SPACE TO CONTINUE DOING BUSINESS IN.** OVER AND ABOVE THE GUIDELINES SET OUT BY GOVERNMENT FOR ALL SOUTH AFRICANS ADDITIONAL MEASURES WE ARE TAKING IN ORDER TO DELIVER A QUALITY PRODUCT MADE WITH LOVE AND CARE TO OUR CUSTOMERS WE HAVE IMPLEMENTED THE FOLLOWING:

1. ALL STAFF ARE REQUIRED TO WEAR A CLOTH MASK OR CLEAR VISOR WHILE ON THE PREMISES AT ALL TIMES ESPECIALLY WHEN HANDLING AND PACKAGING BAKED GOODS, DEALING WITH SUPPLIERS AND CUSTOMERS.
2. CUSTOMERS ARE ENCOURAGED TO NOT ENTER THE PREMISES AND SUPPLIERS ARE LIMITED TO ACCESSING ONLY JUST BEYOND THE FRONT DOOR TO DELIVER SUPPLIES ORDERED. HAND SANITISER IS AVAILABLE TO ALL ENTERING AND REQUIRED TO BE USED.
3. WORKSTATIONS HAVE BEEN SPACED OUT SO THAT SOCIAL DISTANCING CAN BE ADHERED TO WHERE POSSIBLE.
4. USE OF SABS APPROVED PRODUCTS TO ENSURE THAT OUR PREMISES ADHERES TO STRICT HYGIENIC REQUIREMENTS.
5. HAND SANITIZER IS FREELY AVAILABLE FOR ALL STAFF TO USE, EACH HAVING THEIR OWN DESIGNATED CONTAINER TO AVOID SHARING AND TO ENCOURAGE SOCIAL DISTANCING FURTHER.

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6. ALL SURFACES ARE FREQUENTLY SANITIZED USING AN ALCOHOL BASE 70%, QAC OR CHLORINE BASE DISINFECTANT.
7. EACH EMPLOYEE HAS THEIR TEMPERATURE CHECKED BEFORE THEY START WORK BY MEANS OF A NON-CONTACT THERMOMETER.
8. DELIVERY OF ORDERS IS ENCOURAGED AND WE HAVE SUBSEQUENTLY CONTRACTED A DRIVER DEDICATED TO US TO ENSURE STRICT HYGIENE AND SAFETY PROCESSES ARE FOLLOWED. WE ARE ALSO IMPLEMENTING A GROUPED DELIVERY TIME-FRAME PER AREA OF ORDERS AS OPPOSED TO ALLOWING CUSTOMERS TO SELECT SPECIFIC DELIVERY TIMES. TO MAKE DELIVERIES MORE ACCESSIBLE DURING THESE TIMES WE HAVE ALSO IMPLEMENTED A REDUCED DELIVERY RATE OF R10 PER KM INSTEAD OF THE USUAL R11.50 RATE CHARGED.
9. WHEN DELIVERING ORDERS, THE INSIDE OF THE DELIVERY VEHICLE IS SPRAYED DOWN WITH A SANITIZER AND DELIVERY STAFF ARE REQUIRED TO WEAR CLOTH MASKS OR CLEAR VISORS.
10. WHEN DELIVERING, SOCIAL DISTANCING IS ENCOURAGED AND IMPLEMENTED AS MUCH AS POSSIBLE.
11. COLLECTIONS ARE CURRENTLY NOT BEING ALLOWED.
12. UNDER NO CIRCUMSTANCES IS CASH ACCEPTED ON THE PREMISES.

**AS THE SITUATION CHANGES WE WILL CONTINUE TO TRAIN IN
& INFORM OUR STAFF OF UPDATED HYGIENE MEASURES!**

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*thank you for
your support &
assistance in
taking these safety
measures seriously
as we navigate these
challenging times
together!*