



Hi,

Mark & Andreas here, Kcal Founders. We would like to take a moment to address the current global battle against the novel coronavirus (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 you receive the highest quality food possible. This goes from the way the food is received, cooked and packed ready for delivery. Our kitchen facilities were custom built to the highest global standards, passing regular audits repeatedly. This is something that we don't often communicate (as much as we should), and something that should be taken seriously when selecting a food service 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:

- ✔ Any employee entering our restaurants is required to have their temperature checked before entering the premises using an infrared thermometer.
- ✔ No unessential visitors are allowed in our kitchens until further notice.
- ✔ We continue to deep clean and disinfect all our kitchens and kitchen equipment regularly as per Municipality requirement, now with extra measures and frequency.
- ✔ We are checking staff temperatures regularly using an infrared thermometer and monitoring their health closely.
- ✔ 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 kitchens and restaurants.
- ✔ All of our drivers are cleaning and sanitising their hands regularly.

Our team 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 significantly impact your Kcal experience and although standard safety measures are sufficient, we believe that adding the above will 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, with horizontal lines underneath each name.