



Real Ingredients. Real Ice Cream. Real Smiles.

Hershey's Ice Cream and the novel COVID-19 (Coronavirus) Pandemic Letter to Vendors, Partners, Customers and Consumers

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Hershey's Ice Cream is working with our industry partners, such as the International Dairy Foods Association (IDFA), the Food and Drug Administration (FDA), and the Center for Disease Control and Prevention (CDC), to ensure a safe work environment for our employees and a safe product for our customers and partners. It is important to note that no public health authority has advised of any concern that this illness can be transmitted or has been known to be transmitted via food or drink. The FDA has manufacturing standards already in place to defend against these types of viruses, is confident that dairy foods produced and processed in the United States are safe and wholesome, and that the system in place to ensure the safety and integrity of dairy foods is working as intended.

Hershey's Ice Cream takes extensive steps in ensuring a clean and sanitized manufacturing space. As a current participant in the **Merieux NutriSciences Good Manufacturing Practices and Food Safety Systems Audit** and the **Merieux NutriSciences Distribution Center Food Safety and Quality Systems Audit**, Hershey's Ice Cream has consistently scored above 98% on these audits- the highest level of food safety expected achievement. We achieve such scores through nightly comprehensive sanitation practices, continuous utilization of Good Manufacturing Practices by all personnel, and thorough Quality Assurance testing protocols.

Further precautions taken as a company to protect our employees and partners include:

- Daily temperature checks for all employees
- Masks and Personal Protective Equipment requirements for all production, sales, and office personnel when social distancing standards cannot be met
- Remote Work arrangements wherever feasible
- Restricting non-essential outside visitors to production and distribution facilities
- Limiting inter-company travel, suspending non-essential gatherings, and adhering to all local and state travel advisories and restrictions
- Employees showing signs of flu-like symptoms are encouraged to stay home and *will not be allowed to visit outside current or potential customers*

For Delivery Personnel:

- Delivery vehicles have been outfitted with hand sanitizer to be used after each delivery and transaction, and nightly disinfection practices
- Delivery personnel are instructed to have the recipient facilities use their own pens when signing invoices
- Our internal Safety Department oversees supply and distribution of PPE and sanitizing solutions to all distribution facilities and delivery personnel

We are closely monitoring direction from the IDFA, FDA, and CDC, and will convey any further policy changes to our customers and partners as soon as directed.

Thank you, and best of luck and health in this difficult time!

A handwritten signature in black ink, appearing to read "J. Holder".

Jim Holder
Human Resources