



March 17, 2020

To our Valued Customers;

As the COVID-19 (Coronavirus) continues to develop and cause more concern within our community, I would like to personally share with you the additional security measures Donini Chocolate L.P. is taking to protecting you, our dear customer.

I wish to stress that the Health and Safety of our staff members, customers and our community have always been - and continue to be – our top priority. We are closely following the latest guidelines and recommendations of Health Canada, The World Health Organization, and the Center for Disease Control.

In addition to practicing Safe Food Handling protocols, which includes mandatory handwashing, employee uniforms, hairnets, and gloves, the following measures have also been implemented within our manufacturing facility:

- Strong hygiene practices that include more frequent handwashing and sanitizing of all workstations, public washroom, common areas, doorknobs, etc.
- Monitor staff for any symptoms of ill health.
- All ill staff must remain at home for a minimum of fourteen (14) days
- Encourage as many staff to work from home as possible
- Social distancing within the plant
- No travel outside of the province is permitted
- No visitors are permitted within the plant.
- all deliveries are to be off loaded by Donini staff only

Our wholesale office is open, and we will continue to ship order as per usual business.

As for our Retail Store, it will remain open to serve our customers until further notice. We have taken every precaution to provide our customers with a positive and safe shopping experience.

Thank you for your continued support and patience as we work through these challenges together. These events are unprecedented, and we will continue to monitor the recommendations of public health agencies and implement these policies as they be deemed necessary. We will keep you, our valued customers informed of any changes that may affect our orders and shipping.

Please feel free to reach out to us should you have any questions or concerns.

Wishing you the best of health from the Donini Team,

Enza Pulla

A handwritten signature in blue ink, appearing to read 'Enza Pulla', is positioned above the printed name and title.

General Manager



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AWARD RECIPIENT

335 Bell Boulevard  
Belleville, ON K8P 5H3  
[www.doninichocolate.com](http://www.doninichocolate.com)

Phone: (613)967 - 2378  
Toll Free: 1-800-727-1932  
Fax: (613)966 - 7806