



## COVID-19 Communication – Company Store

To Our Loyal Company Store Customers:

During these uncertain times, Nueske's is committed to keeping you informed by detailing steps we are taking to keep our employees and customers safe during the current COVID-19 event.

We would like to share the current information regarding proactive steps we have taken to minimize service disruptions to you, our customer, and to keep our employees, partners, and products as safe as possible:

- **Call-In Orders and Curbside pick-up are available!** If you prefer not to come in and visit us, please call us at **(715) 253-4059**, during our business hours, to schedule a pick-up and pay for your order. We'll have it ready for you and can bring it out to your vehicle, as requested.
- We ship to all 50 U.S. states. Give us a call at the number, above, and order a delivery for friends, family, or yourself.
- Nueske's Company Store has **temporarily adjusted our hours**:
  - Monday – Thursday: 8:00 a.m. – 5:30 p.m.
  - Friday: 8:00 a.m. – 7:00 p.m.
  - Saturday: 8:00 a.m. – 4:00 p.m.
  - Sunday: Not open
- A maximum capacity of 10 customers will be allowed in our store at any given time
- We will not be placing product samples out for tasting
- Wipes and/or sanitizers are available to employees in all of our common areas and sanitizer wipes are also available to customers, immediately upon entrance to our store
- We have immediately increased already-frequent cleanings of contact surfaces and shared items, such as (but not limited to): credit card machines, temperature readers, contact surfaces at checkouts, registers, calculators, staplers, shopping baskets, bathrooms, door handles, etc.
- We are committed to keeping current with all local, state, and government mandates regarding COVID-19, as they develop
- We are committed to educating employees on healthy behaviors and processes per CDC guidelines

- We are working closely with our supply chain to do our best to mitigate potential service disruptions
- Regarding our scheduling:
  - We have suspended our attendance program to allow flexibility during this time
  - We are developing a flexible schedule to allow us to keep operations running smoothly
  - Any employee who exhibits symptoms will not be allowed in the workplace. Symptoms include: fever, cough, sore throat, shortness of breath. Any employee showing these symptoms, who is already in the workplace, will be immediately sent home.
- We are accustomed to operating in an already-stringent food safety environment, giving us a substantial head-start in dealing with sanitation and cleanliness. Members of our Sanitation and Quality Assurance teams are well-versed in areas relating to disinfecting, sanitizing, and cleaning our facilities accordingly, in addition to keeping our food products safe for all to enjoy.

The last point, above, is of paramount importance to us now and always, as it is part of Nueske's Applewood Smoked Meats' core values. We work hard to provide you with the very best food safety.

Nueske's has what is called a BRC (British Retail Consortium) audit rating of "AA", which is taken very seriously. This rating was earned, again, in December of 2019. BRC audits are amongst the highest rating systems for quality and are certified through GFSI (Global Food Safety Initiative); they are an internationally recognized and standardized third-party, certified audit. Our production facility is vigilant in holding our food safety procedures to the highest standard during this time – as we always do. Whether we are protecting our product and our consumers from foodborne illnesses (COVID-19 is *not* considered a foodborne illness) or protecting our employees from COVID-19, we are accustomed to taking the utmost care in the areas of cleanliness and sanitation.

Our goal is to continue providing you with excellent food safety with as little disruption to service as possible. Our commitment to keeping our employees and others as safe as possible during this unprecedented event is strong, as is our commitment to continue to bring safe, high-quality smoked meats to you, our customer.

From my family to yours, know that we appreciate you and your business and that we wish you safety and health.

Sincerely,



Tanya Nueske  
CEO  
Nueske's Applewood Smoked Meats