

**MR. DAIRY AND FOOD  
DISTRIBUTING LTD.**



Tel: 416-741-6455 [info@mrdairy.com](mailto:info@mrdairy.com)

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Dear Valued Customers:

Mr. Dairy wishes to inform its clients of the measures and controls put in place in response to the current Coronavirus (COVID-19) pandemic. Mr. Dairy is committed to enhanced hygiene measures for our staff including regular hand washing, hand sanitizing, gloves and masks for all drivers and warehouse staff as well as mandatory report of sickness to management. Anyone that is not well has been instructed to stay home for 14 days.

All of our suppliers and manufacturers have sent us their strategies to minimize the impact associated to inventory disruptions and delivery delays as well as their additional hygiene procedures.

We are continuing to stay current with all the coverage and updates on COVID-19 and we will do our best to minimize the impact of all of this on our clients. This situation is going to be constantly evolving and so we will try to offer updates when we can.

Here are a few things that have changed:

- We have locked our front doors and only Mr. Dairy employees can enter the building.
- Due to reduced staff, we have changed our order desk cut off time to 4 pm by phone and to 3 pm for email orders.
- Any pick-up clients must call in their order two hours before coming to pick-up. Upon arrival, they must call and then wait outside for the order to be brought out to them.
- If for any reason, someone other than a Mr. Dairy employee must enter the building, there is a mandatory hand sanitizer station in the lobby.
- In light of COVID-19, there are no returns on any products. Please check your order while the driver is at your location or while it is being loaded into your vehicle as that once the products leaves our care, you will not be able to return it for any reason.

Thanks for your support and understanding during these uncertain times.

Best Regards,

*Margie Kneeshaw* - Owner