



August 10, 2020

To our Valued Clients,

As we approach the beginning of the school year, we remain thankful to each of our valued clients, and the thousands of Frontline Leaders we have the privilege of working next to. Creating safe environments for students, families, staff, and faculty is our key focus. While everyone continues to lead through the ongoing uncertainty, please know Taher, Inc. is here to work alongside and provide solutions for all possible scenarios that lie ahead.

With that commitment, we have and continue to invest in each of our team members to be prepared for the ongoing fluidity and the safety measures required. Please know, our COVID-19 plans are rooted in training, follow through, and consistency. Over the last few months, we have developed a series of resources, trainings, and updated our operating processes to match the current environment. ALL employees have either completed or are required to complete prior to coming back to work our COVID-19 Return to Work web-based training AND in partnership with National Restaurant Association their COVID ServSafe webinar class. Both trainings require completion of a set of retention questions and a certificate of completion to ensure thorough participation.

At the beginning of COVID-19, We took immediate measures to split our staff to reduce the risks of full teams being quarantined, eliminated all non-essential visitors to locations, and provided the necessary Personal Protection Equipment (PPE). We also went a step further to create a team dedicated to keeping our resources, policies, and practices current with the ongoing change in information. With that, every unit is receiving a digital Operating Manual that includes Operating Procedures, the Communication Tree & Decision Tree, an updated Employee Screening Form, other forms and posters to include the most updated guidelines from the CDC, and other essential information resources.

Operationally, we recognize there are a number of different scenarios and each client is approaching it with the best interest of their respective communities in mind. First, we applaud your continued focus on your community! Secondly, our team remains prepared to work with you to provide food service solutions to match your needs. Our Culinary Centers remain open and serving as support for thousands of meals per day. Our teams have created specific menus to assist in feeding, whether it be all distance/remote learning or delivery & eating in the classrooms, a hybrid of remote learning and in-school, or students coming through the cafe in a socially distanced fashion; our team is prepared with the tools to work with you and create the right solution for your community.

Moving forward, please know Taher, Inc. remains committed to safely serving your students and community. Your trust is something we take pride in and value!

Thank you for your continued trust and partnership!

A handwritten signature in black ink, appearing to read "Shawn B. Taher". The signature is written in a cursive, flowing style.

Shawn B. Taher
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Taher, Inc.

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