



## Regarding COVID-19 & Our Commitment To Food Safety

During this time for concern, **we are proud to provide a community-based platform that can help alleviate hardships for both consumers and the talented cooks in our community.** We are also *extremely* proud of our certified shefs, who are going above and beyond to continue serving our community with safe and wholesome food.

**As more individuals stay in and avoid crowded places, we have seen a substantial increase in demand for homemade food delivery.** All shefs selling on the platform are incredibly grateful for your support during this difficult time, and they take their responsibility to provide you with safe, wholesome, and nutritious food very seriously. To that end, we will continue to uphold the platform's strict safety standards and take any preemptive measures needed to ensure the safety of our community.

**Since launching, Shef has always put food safety first.** In addition to standard safety protocols, we also do the following:

- Every shef is **food safety certified and receives additional training** prior to selling on Shef.
- Every shef is **extensively vetted** and must pass a strict, multivariate **food quality assessment** before they're approved to sell on the platform.
- Every shef is subject to **anonymous audits** on a weekly basis.
- Every shef is required to wear a **face mask, hairnet and gloves** when cooking.
- Every shef is required to **use a thermometer to take their temperature prior to food preparation**; anyone who has a temperature above CDC guidelines or exhibits any other symptoms is prohibited from cooking on the platform.

**Food safety is – and always will be – our #1 priority.** Our community of certified shefs appreciates your support, and we will continue to provide the safest possible service to you and your family.

If you have any questions, you can always email us at [support@shef.com](mailto:support@shef.com) or call/ text (415) 639-4535.

Be well & stay safe,

**Joey Grassia**

Co-founder | Shef

**Additional Reminders:**

**Note on limited supply:** Each chef has a limited supply for each delivery day and tends to sell out quickly. If you'd like to order from your favorite chef, we recommend ordering early. We are doing our best to onboard more certified chefs as quickly and safely as possible.

**Requesting no-contact delivery:** If you would like to request a no-contact delivery, you can do so by simply updating the "Delivery Instructions" section at checkout. Please be sure to state "No-contact delivery requested" and provide the necessary instructions to the driver, including exact drop-off location. When the driver contacts you during your delivery, please remind them of your request and consider sending a photo of the drop-off location.

Our partner drivers are working extremely hard to ensure the safety of our community, and we appreciate their diligent work. We encourage you to send them words of thanks as well.