

Anti-Coronavirus Measures with effect from Feb 1st, 2020

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Kitchen Team

All members of the entire kitchen team have NOT been travelling out of Hong Kong since November 1st 2019. All members are to take down temperature reading before they start their day in kitchen.

Food Preparation

Face masks & hand gloves at all times during food preparation.

As a company policy we do not handle, store or sell raw seafood (e.g. oysters) or sashimi.

In response to the virus outbreak, we have reviewed our supplies and alternative supplies are sourced. Below is a list of the producing country of major ingredients we use wef Feb 1st:

Beef: Australia, Brazil, US

Chicken: Brazil, Thai, US

Pork: Canada

Fish: Vietnam (Sole, Tuna), Norway (Salmon)

Other Seafood: Australia, Vietnam, Japan

Salad Vegetables: Australia, Hong Kong (from hydroponic farms) (stopped our supplies from China)

Vegetables: Corn & Carrot – US, Belgium; Others – Hong Kong, China (all vegetables are triple washed and thoroughly cooked before serving)

Bread & Pastries: Hong Kong

Rice & Pasta: Thailand & Europe respectively

Equipment & Delivery

All equipment including logistics boxes, warmer boxes, trolleys, chafing dishes, heat lamps, risers, clips, tableware & chinaware all cleaned with disinfectants before being placed on van for transportation to client's venue.

All table cloths & skirtings are cleaned with professional laundry before each event.

Storage compartments of all vans we use for delivery are disinfected on a daily basis.

Delivery personnel, food preparation assistant, wait staff

For drop-off only orders, delivery personnel will have mask on plus a new pair of gloves on for each delivery.

Food preparation assistants and wait staff will wear face masks and hand gloves at all times at client's premises. All service staff (both full time and part time) will be checked on body temperature before each service/event.

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Event cancellations

During these uncertain times, we fully understand company's needs to balance between arranging catering for planned events and being able to call off events & catering knowing no form of cancellation charge or penalty will be levied. As such, all catering or events booked with us with event date falling in between Feb 1st 2020 and July 31st 2020 can be postponed until August 3rd 2020, provided that a 4 full working day notice is served to us in the form of an e-mail. All deposits or payments made will be used for the re-scheduled event. Depending on how the situation develops, the August 3rd deadline may be pushed to a further date.

Our usual payment and cancellation policy as follows applies:

PAYMENT

A 70% deposit 5 full working days prior is required; 30% balance payable the day before event (please e-mail us proof of payment). Contact us if a deferred payment term is required.

CANCELLATION

less than 72-hour notice - 20% of total invoice amount; less than 48-hour notice - 50%; less than 24-hour notice - 100%

From all of us at zebratasty, we wish everyone a safe & healthy Year of Rat and may we all pray for the patients, patients families, medical personnel and their families in both Hong Kong and China and a speedy U-turn of situation. Please call +852 3565 4120 or email info@zebratasty.com if you need clarifications or visit www.zebratasty.com to start planning for your next event.