

EST. 1992

FIREHOOK

• BAKERY •

Dear Customers,

We are hopeful that the negative impact of the COVID-19 outbreak can be minimized if we all take effective proactive measures.

Firehook has a Safety Team of experienced managers including trained and certified food safety managers. For the last few weeks, the Safety Team has been taking steps to ensure the safety of our employees and customers. We encourage anyone to reach out to our Safety Team (safety@firehook.com).

- **Cleaning & Sanitation:** We increased the frequency of our cleaning protocols including -- disinfecting all store & cafe surfaces, door handles, check-out registers and restrooms.
- **Hours of Operation:** Our **locations** will close earlier each day to provide our teams more time to properly and safely clean and sanitize all surfaces.
- **Safer Spaces:** We have taken steps to modify, or in some cases eliminate all together, our customer seating to provide safer distances between our customers.
- **Food Safety:** In addition to following all local & state food safety laws and directives, Firehook's bakery teams follow the GFSI (Global Food Safety Initiative) standards to ensure the highest levels of food safety and security.
- **Team Support:** Firehook employees have access to paid sick leave. Firehook will also increase the amount of paid time off as well as other benefits to minimize the financial impact on our team members.

For your convenience and peace of mind, Online Ordering on www.firehook.com will be expanded to include both pick up at any Firehook and **free local delivery**. Firehook's customer service team can also be reached 7 days via phone or text at 202-684-7400.

We truly appreciate your loyalty and patience and we look forward to seeing you soon!

The Firehook Team

Thank you for supporting local!
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