Re: Hershey’s Ice Cream’s Precautions and Response to COVID-19 (Coronavirus)

Hershey’s Ice Cream is working with our industry partners, such as the International Dairy Foods Association (IDFA), the Food and Drug Administration (FDA), and the Center for Disease Control and Prevention (CDC), to ensure a safe work environment for our employees and a safe product for our customers and partners. It is important to note that no public health authority has advised of any concern that this illness can be transmitted or has been known to be transmitted via food or drink. The FDA has manufacturing standards already in place to defend against these types of viruses, is confident that dairy foods produced and processed in the United States are safe and wholesome, and that the system in place to ensure the safety and integrity of dairy foods is working as intended.

Hershey’s Ice Cream takes extensive steps in ensuring a clean and sanitized manufacturing space. As a current participant in the Merieux NutriSciences Good Manufacturing Practices and Food Safety Systems Audit and the Merieux NutriSciences Distribution Center Food Safety and Quality Systems Audit, Hershey’s Ice Cream has consistently scored above 98% on these audits- the highest level of food safety expected achievement. We achieve such scores through nightly comprehensive sanitation practices, continuous utilization of Good Manufacturing Practices by all personnel, and thorough Quality Assurance testing protocols.

Further precautions taken as a company include restricting outside visitors to production and distribution facilities, limiting inter-company travel, and suspending non-essential gatherings. Employees, including all Delivery and Sales personnel, showing signs of flu-like symptoms are encouraged to stay home and will not be allowed to visit outside current or potential customers. Any employees who have known exposure to the virus, or to someone who has traveled to a high-risk area, are expected to follow the same restrictions/protocols.

All employees have been educated on the CDC’s recommendations for prevention including,

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Practice good cough and sneeze etiquette
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

We are closely monitoring direction from the IFDA, FDA, and CDC, and will convey any further policy changes to our customers and partners as soon as directed. Thank you.