

April 5th, 2020

Dear Onboard Food Service Community,

At Medina Quality (“**MQ**”), the care and concern for the health, safety and well being of people is not only our top priority, it is embedded in our mission statement. For over 40 years we have relied on scientific knowledge, regulatory analysis and industry expertise to help you understand the risks associated with serving food to people literally around the world. Empowered with this knowledge, together we have developed strategies to avoid these risks and ultimately ensure that every meal served puts the safety of people first.

The global spread of the Severe Acute Respiratory Syndrome Coronavirus 2 (“**SARS-CoV-2**”) and its associated disease known as Coronavirus Disease 2019 (“**COVID-19**”) has become an unprecedented health crisis that is affecting every single one of us personally. It has also created a whole new set of questions for businesses like ours; passenger carriers, onboard catering organizations, food suppliers and the service providers they rely on.

It is now more than ever that we must use knowledge to understand risk and to create strategies designed to protect those we care for. I want to update you on how MQ is doing its part and living up to its mission.

You can find details about each of these initiatives in the Quality & Safety Alliance for Inflight Services (“**QSAI**”) Memorandum (“**Memo**”) on our website titled ‘Risk Assessment and Response Plan’:

1. **Temporary Suspension of on-site Validation Audits**
2. **Protective Measures for MQ Personnel & Head Office**
3. **QSAI COVID-19 Guidance Documents for the Onboard Food Service Community:**
 - Detailed memorandum containing a scientific, regulatory and industry review of SARS-CoV-2 and COVID-19, risk assessment and response plan;
 - Infographics summarizing the main findings of the QSAI memorandum that are easy to read, understand and use;
 - Infographics for crew members containing information about the onboard catering industry’s initiatives to control SARS-CoV-2 and COVID-19 food safety risks
4. **Development of new QSAI Food Processing Safety Requirements:** Designed to address SARS-CoV-2 and COVID-19 contamination risks;

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5. **Development of new QSAI monitoring systems:** Designed to educate facilities and assess their progress of implementing new QSAI SARS-CoV-2 and COVID-19 requirements while ensuring that facilities maintain critical QSAI Food Processing Safety requirements.

Our efforts to deal with this global pandemic and to limit its spread is testing us personally. It is also pressuring our businesses and economies. If businesses in our industry are still open, they are operating with less personnel. Nonetheless, our responsibility to care for the safety of people remains. We must not only continue to be diligent about maintaining existing food safety management systems, we have a responsibility to improve those systems to minimize the new health and safety risks from this viral disease.

These are difficult and uncertain times. However, having personally worked in the passenger travel industry for almost 20 years, I am reminded that we have been tested in the past and ultimately demonstrated extraordinary resilience. If we make decisions together based on caring for the health, safety and well-being of people, I am confident this will be another opportunity for our community to shine.

That is how we have met big challenges in the past and it is how we will rise to overcome this one.

Best regards,

David Medina

Chief Operations Officer

Medina Quality

Tel.: +1 514 485-9552

LinkedIn: [qsaiinternational](#)

