

### To Our Valued Partners:

As you help your campus safely resume its operations this fall, decisions about adjusting your dining and refreshment services for current conditions must be based upon the best advice available. As your dining and refreshment partner, we are here to identify the state-of-the-art best practices for delivering our services in a COVID-19 world, and to work with you to custom- implement the necessary changes for your unique campus community.

Our family has been in the food and hospitality business for nearly eighty years, including many of our nation's greatest crises. During that time, we have evolved and adapted with our changing environment, and often led our customers and our industry along that path. Always, we have been guided foremost by the safety of our employees and customers.

Now more than ever it is essential that you know who is behind the wonderful employees of American Dining Creations and American Food & Vending, and what we are doing to again honor our ongoing commitment to our customers, our employees, and our own standards. These pages address some of those ideas, representing the latest and best information in the industry.

We thank you deeply for your partnership during this time and we offer our sincerest support in protecting you and your families' and campus communities' health and safety.

The Wells Family  
Owners  
American Food & Vending  
American Dining Creations

## POST-PANDEMIC OPERATIONAL BEST PRACTICES

The safety of our workers and your campus community is of paramount importance to us. As we develop innovative solutions to the current challenges, safety will remain at the forefront of everything we provide. Perhaps more than ever before, dining and refreshment will play a critical role in supporting your rapidly-evolving campus community. As you re-imagine your campus for the new environment, we are here to provide you with the latest and best expertise on dining and refreshment operations in the post-pandemic world. The pages to follow will outline our innovative solutions to ensure that we continue to provide the level of service you have come to expect from us during these ever-changing times. The end of this document we will outline a number of steps that we must take together to combat the spread of COVID-19. We will also provide links to additional resources referenced throughout this document.

### SAFETY

- Pandemic Plan
- Sanitation Guidelines
- Employee Screening

### SOCIAL DISTANCING

- Communication & Signage

### DINING

- Cafe
- Coffee Bar
- Catering

### REFRESHMENT

- Micro Market
- Vending
- Office Coffee & Water



Every on-site manager is required to be ServSafe certified and has to be recertified every 3 years. Developed by the National Restaurant Association, ServSafe is the dining service's "gold standard" for safety and sanitation training and is recognized by the health departments in all 50 states.



COVID-19 PANDEMIC EMERGENCY RESPONSE PLAN  
Our plan has been developed following the guidelines of the CDC, FDA, NRA and state and local health regulations. The outlined protocols in this manual contain a wealth of resources and represent the industry best practices to prevent the spread of COVID-19.

### EMPLOYEE SCREENING

The first line of defense in preventing the spread of the virus is proper screening and quarantine.

- Employees will receive guidelines for stay at home and returning to work. *See attached "employee health"*
- Touchless temperatures will be taken at the start of each shift and a log will be posted and monitored by our on-site manager. *See attached "employee screening"*
- Following CDC guidelines, employees with a fever higher than 100.1 will be sent home.

### PERSONAL PROTECTIVE EQUIPMENT (PPE)

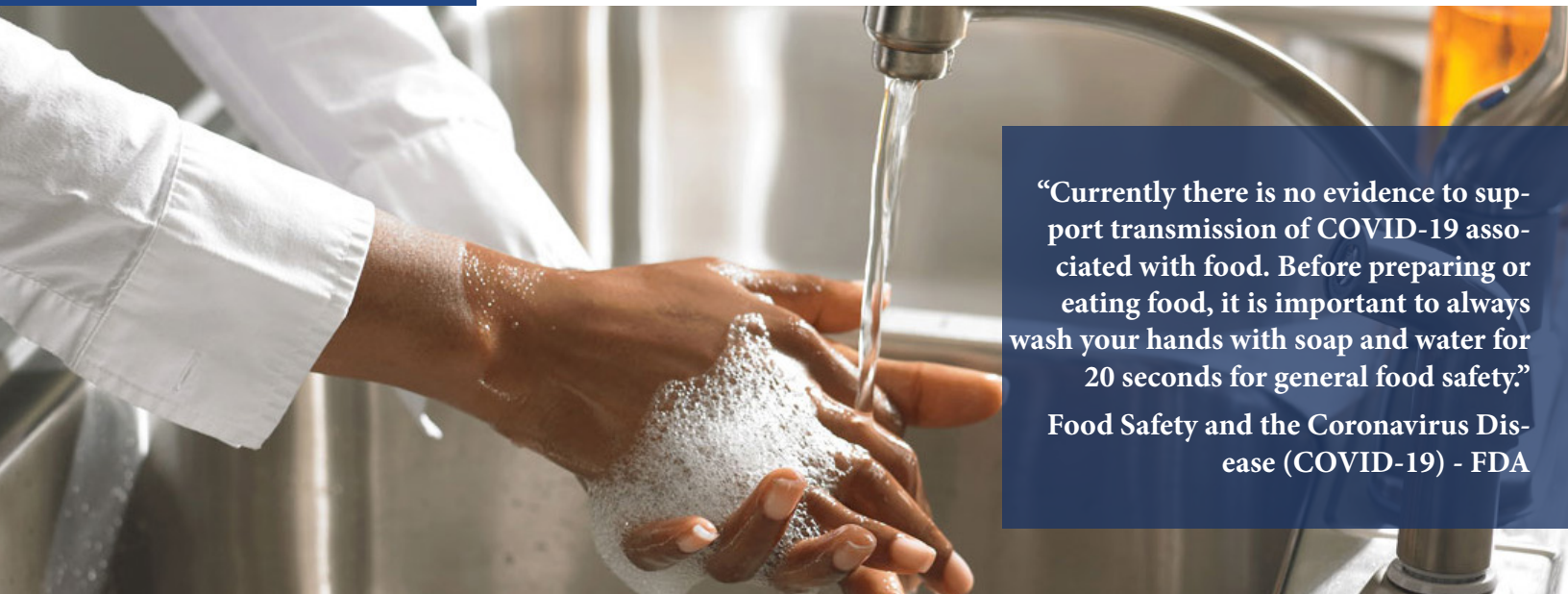
All employees will be issued and required to wear PPE, including:

- Face Masks
- Disposable Gloves

### SANITATION

Enhanced sanitation protocols and recommended cleaning supplies are outlined in greater detail in our Pandemic Plan and include:

- Hand sanitizer available to employees at all points of contact.
- Work with you to ensure proper cleaning and sanitation of café and seating area prior and after each service.
- Clean and sanitize all vending machines, markets and coffee/water break areas per service. *See attached "COVID-19 Pandemic Energy Response Plan"*



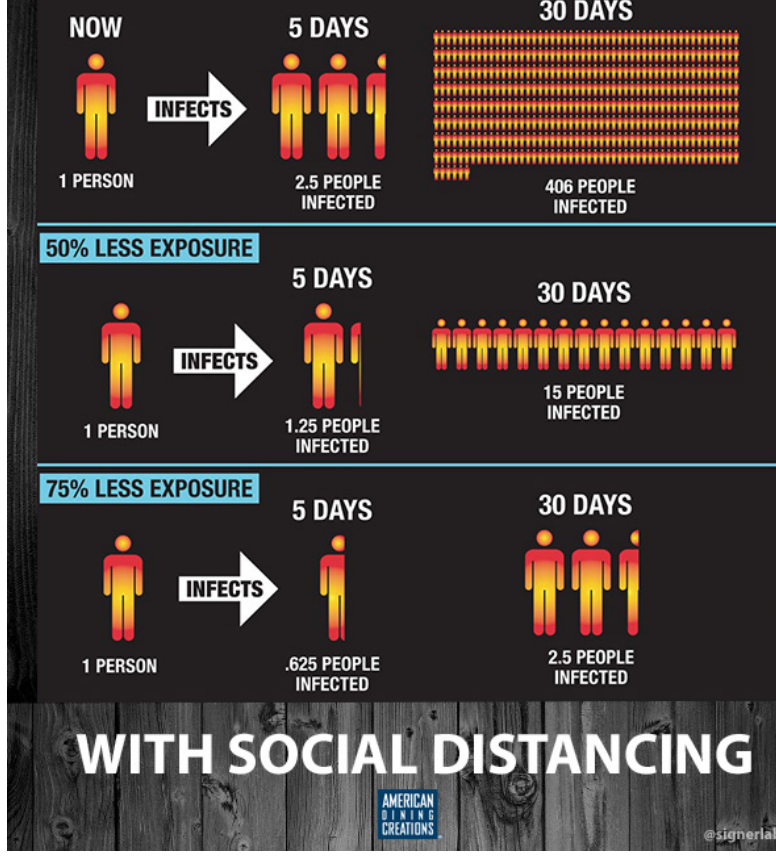
**"Currently there is no evidence to support transmission of COVID-19 associated with food. Before preparing or eating food, it is important to always wash your hands with soap and water for 20 seconds for general food safety."**  
Food Safety and the Coronavirus Disease (COVID-19) - FDA



### SOCIAL DISTANCING RECOMMENDATIONS

Following CDC recommendations we propose to work with each campus to implement an effective and comprehensive social distancing strategy. Our plan will include:

- Posted signs in cafe and seating area to encourage social distancing
- Place floor signs in the cafe servery to mark appropriate social distancing
- We recommend redesigning seating areas to ensure at least six feet of separation between tables.
- We recommend controlled access to dining rooms by scheduling meal times and limiting the number of students per table to the “maximum approved level” as approved by the CDC or local and state government.



## PRACTICE SOCIAL DISTANCING



### Why practice social distancing?

The CDC recommends to stay 6 feet from other people. COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs.

*Social Distancing, Quarantine, and Isolation CDC Website: [www.cdc.gov](http://www.cdc.gov).*

### CAFE RECOMMENDATIONS

As part of our global plan for reopening we have several recommendations and guidelines for our dining services. Our plans include:

- **Third-Party Vendors:** To address the risk of having unknown vendors and their employees on site with unknown safety and sanitation protocols for handling and transport of food, we recommend the elimination of third-party (retail) food drop-off.
- **Fountain Beverages:** Eliminate fountain beverages unless dispensed by a hospitality associate ; we will enhance your selection of bottled beverages.
- **Condiments:** Eliminate bulk-dispensed condiments. Replace with portion-control/single-serve packages.
- **Salad Bar, Soup & Coffee:** Eliminate these options as self-service.
  - Replace Salad bar with Tossery or pre-made, packaged grab-and-go.
  - Replace self-serve soup station with soup served at Deli station or Tossery or pre-made, packaged grab-and-go.
  - Replace bulk-dispensed coffee with either served or single-cup.

- **Grill, Deli and Entree: adjusted service.**
  - When staffing levels allow: will offer limited made-to-order options off a “core” menu.
  - In order to enhance speed of service, reduce crowds, and increase spacing, limited core menu and grab & go menus will be our focus in most locations.
- **Pizza:** offer both pizza by the slice and personal pizza (pre-packaged, in a box).
- **Grab & Go:** enhance these offerings with a wide variety of fresh food selections.
- **Full Meal Solutions:** offer quick-serve, full meal solutions and combos at all stations.

### A Custom Plan

The recommendations and guidelines above are provided as an overview of our general reopening plans. To create a custom plan for your location please contact your on-site General Manager and District Manager. Together they will craft a plan uniquely suited to meet your individual needs.

### THE FRESH DIFFERENCE & A LA MINUTE PRODUCTION

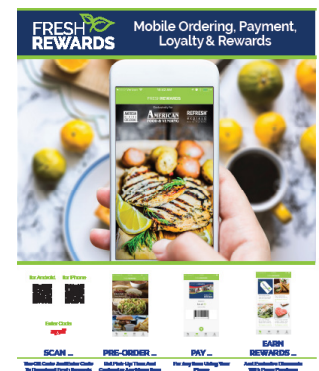
Our *Fresh Difference* culinary philosophy has always placed emphasis on scratch cooking, fresh ingredients and menu items made-to-order. The COVID-19 pandemic will not diminish this commitment. At stations and areas where appropriate, menu items will be prepared and served made-to-order.

### SELF-PAYMENT KIOSK - TOUCHLESS PAYMENT

To further reduce person-to-person contact, we recommend that manned registers in retail spaces be replaced with self-payment kiosks in all locations where appropriate. We further recommend that students use digital student IDs or our FreshRewards app as a “touchless” mobile payment option.

### MOBILE ORDERING & REWARDS

We have always pioneered the use of hospitality technology for retail dining on campus. Our innovative FRESHrewards app or GET app incorporates mobile ordering with an array of loyalty and rewards programs. Using FRESHrewards or GET, we can allow students to stay at their dorms and classes and place a custom order for easy and safe pick-up.







## COFFEE BAR

In larger locations, the coffee bar may be the first point of service to open. We can capitalize on this with an enhanced program including:

- **Grab & Go:** the flexibility of our coffee bar makes this an ideal location to feature our enhanced Grab & Go program.
- **Limited Food Service:** with the main cafe potentially closed, the coffee bar should provide an enhanced food program including hot breakfast sandwiches, deli options, panini, salads, etc...
- **Mobile Order & Pick-Up:** our coffee bars are the ideal location to implement and/or promote our mobile ordering capabilities.
  - Locations which already have mobile ordering should promote this service as they reopen.
  - Locations without mobile ordering should work with their American Dining Creations District Manager to determine if mobile ordering is appropriate for their location.



## PACKAGING

Our new cafe, catering and coffee bar programs will rely heavily on to-go containers. To support this transition we have sourced a new array of paper and disposable containers. These new products will be carried by our broadline distributors and will be available in every market.

## CATERING

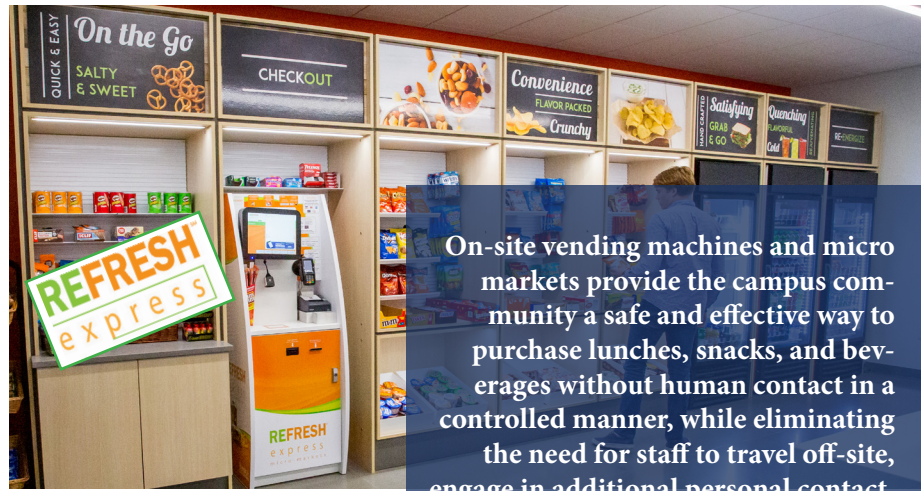
Despite the challenges ahead our standard of service will not be compromised. These are the recommendations that we have for service adjustment:

- In order to eliminate multiply touch points, buffet service style should be discontinued and replaced with individual boxed or bagged meals.
- Bulk self-serve beverage stations should be eliminated and replaced with individually packaged beverages. For large hot beverage service needs, we recommend an attendant be present to serve your beverages.
- Our fresh Artisan Direct program with assorted sandwiches and salads is a great solution for your catering needs during these times. We have expanded this program to include individually boxed hot breakfast and lunch options and snack boxes. These house made meals have everything packaged in a sealed box including beverage, packaged silverware, napkin, condiments and an alcohol wipe.
- Eliminating all outside catering coming on site will help to reduce safety risks and our in house catering services ensures that everything is being produced and delivered under the strictest safety standards as outlined in this document.

**STONEWALL MARKET AND REFRESH<sup>EXPRESS</sup> MICRO MARKET**

Our innovative Stonewall Market and REFRESH<sup>EXPRESS</sup> micro markets will be the backbone of our refreshment services on campus. These are the recommendations that we have for service enhancement:

- **Sanitation:** Markets will no offer self-serve coffee and only offer single-cup options brewed at 200 degrees. Our kiosks will be cleaned thoroughly at every service. *See attached “cleaning methods of self-payment kiosk”*
- **Touchless Payment:** using digital student IDs, Students can scan and pay for items without touching the kiosk.
- **Enhanced Culinary Options:** to support the added demand for fresh options, we will enhance our fresh food selection already packaged in tamper-evident containers.



On-site vending machines and micro markets provide the campus community a safe and effective way to purchase lunches, snacks, and beverages without human contact in a controlled manner, while eliminating the need for staff to travel off-site, engage in additional personal contact, and risk returning to campus and further exposing their colleagues or themselves.

*National Automatic Merchandising Association*



**Safe, Touchless Mobile Payment, Loyalty & Rewards**

**How To Get Started**



SCAN ...

The QR Code To Download Fresh Rewards

**How to Load Funds**



**CREDIT OR DEBIT**  
 You can use credit or debit to load funds on your fresh rewards app



**LOAD FUNDS ONLINE**  
 You can load funds on the app or online at www.freshrewards.com



**RELOAD ...**  
 You can add a credit card to the app for simple reload or use the online portal.

**Safe, Touchless Payment Using Fresh Rewards**



**SELECT PRODUCTS**  
 Scan products in the cafe or market



**SCAN & PAY ...**  
 For Any Item Using Your Phone WITHOUT TOUCHING THE KIOSK



**EARN REWARDS ...**  
 And Exclusive Discounts With Every Purchase

**VENDING**

These are the recommendations that we have for service enhancement at our vending units.

- **Sanitation:** our vending units will be cleaned thoroughly at every service.
- **Mobile Payment:** we propose to expand the number of vending machines offering mobile payment through credit card readers and PayRange mobile payment and rewards technology.
- **Fresh Food:** where appropriate, fresh food merchandiser will be added to supplement available grab and go options.







## OFFICE COFFEE

As we move forward our break room services will continue to be of critical importance. We have programs in place to ensure that our services remain safe and we will offer an array of new and innovative products.

- **Sanitation:** our office coffee equipment will be cleaned and sanitized thoroughly at every service. We additionally recommend the use of sanitizing wipes between service.
- **Cups:** we recommend that clients eliminate the use of personal mugs.
- **Products:** So that you do not have to choose between your health and our planet's health, we offer a wide selection of sustainable disposable products and we are offering an array of additional products to help mitigate the spread of COVID-19 including:
  - Sanitizing wipes
  - Sanitary cup and lid dispensers
  - Social distancing signs and dividers
  - Sanitary single-use creams and sugars

See attached "keeping your work place safe"



## WATER FILTRATION

Our bottleless water coolers are safe and sanitary. We strongly recommend that all locations that have not converted to a bottleless solution, do so right away.

### THREE STAGES OF PURIFICATION

- Multi-Stage Filtration
- UV Light Sanitation
- BioCote Sanitation



Although not yet tested on COVID - 19. BioCote and UV Light have been proven effective on viruses, including the flu (a COVID virus).



## UNSANITARY BOTTLED WATER

At least 5 people touch your bottles before they get to your break room



Old-fashioned 5 gallon water bottles and dispensers do not provide the most safe and sanitary solution. Please contact your American Food & Vending representative for more information on bottleless water coolers.

### WE ARE IN THIS TOGETHER - APART

We are proud to be your hospitality partner and we are eager to get back to learning with you. If we are to prevent the spread of COVID-19, we must work together in the same spirit of partnership that we always have. As we have provided our response, many of the actions items mentioned will be taken by American Dining Creations and will require no assistance from you. Other items can only be accomplished together in partnership. Here is an outline of such actions and additional resources:

### SANITATION & SOCIAL DISTANCING

- We recommend that the entire campus community wear PPE (gloves/masks).
- We recommend that the entire campus community wash / sanitize hands before and after visiting any food / refreshment service location.
- We recommend that your janitorial / facilities team increase sanitation of high-touch areas in any food / refreshment service location and other areas according to CDC disinfecting guidelines.
- We recommend that you increase hand sanitizer stations in and around any food / refreshment service location.
- We recommend working together to post signs and floor decals to mark off proper social distancing in and around any food / refreshment service location.
- We recommend working together to rearrange the seating areas / break areas to maximize social distance and to designate additional spaces for break time.
- We recommend that employee time in break areas / cafes be limited and the break time be staggered to limit person-to-person contact.

### ADDITIONAL RESOURCES ATTACHED

**COVID-19 PANDEMIC  
EMERGENCY PLAN**

**EMPLOYEE  
SCREENING**

**KEEPING YOUR  
WORK PLACE SAFE**

**COVID-19  
INFORMATIONAL  
SIGN**

**COVID-19 MANUAL**

**EMPLOYEE HEALTH**

**RECOMMENDED  
CAFE LAYOUTS AND  
MENUS**

**CLEANING METHODS  
OF SELF-PAYMENT  
KIOSK**

To access these files, open the attachment panel on the left of the program as shown below

