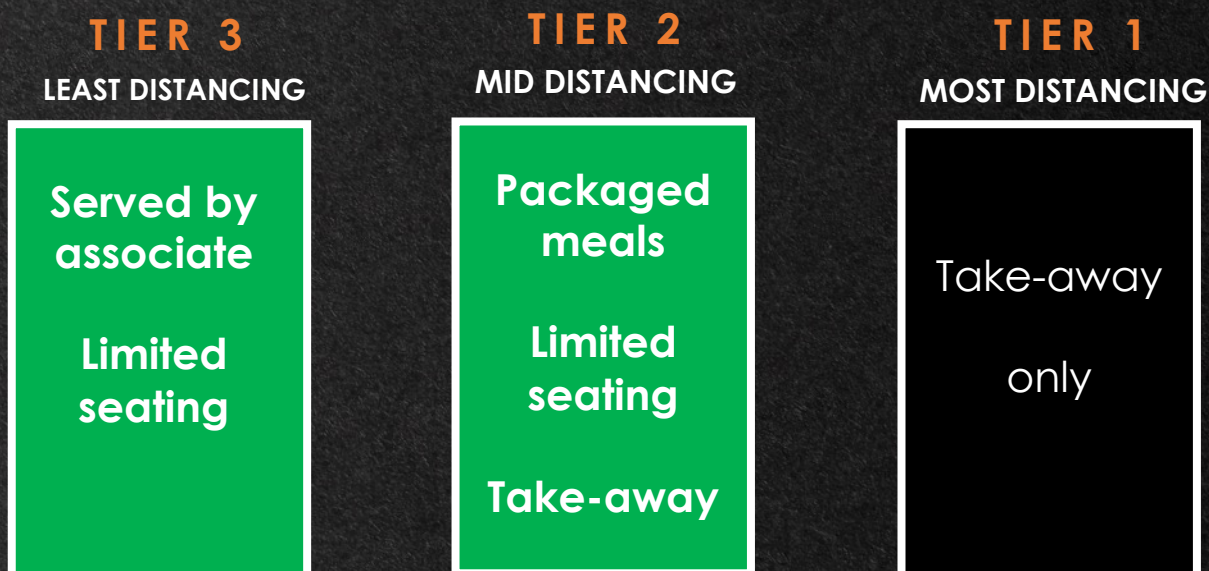


In order to support re-opening with a range of options for appropriate distancing, we've classified solutions into a three-tier model.

We have crated this plan for Saint Mary's University with social distancing approached within the **2ND + 3rd** tier, and retain the ability to evolve as necessary.

The impact to service models, required equipment, hours of operation, safety enhancements, menu modifications and a plan for student and parent communications is outlined.

The basic safety standards will not vary, but will be used across all campus venues.



Safety Standards and Requirements – all locations



Safety Across the Business

The safety of the Saint Mary's campus community, our guests and our associates remain our top priority. In this time of social distancing, we have adapted our procedures to include associate wellness checks. We have also increased the frequency of sanitization procedures, introduced new PPE and implemented social distancing signage.

SAFETY + TRAINING

path to
OPEN
by Chartwells

Safety Procedures Across Campus

At all locations, the following enhanced safety standards will be in place daily.

ASSOCIATE SAFETY

Daily Wellness Checks

- ✓ Every associate will receive a wellness check to include self-reported illnesses and a contactless temperature check.



Personal Protective Equipment

Face coverings will be provided and expected to be worn at all times by associates.

We recommend **guests wear masks** as well, except when eating.

Gloves are worn at all times when handling food.

Plexi health shield barriers used at all registers and points of service.

What is the difference between cleaning, sanitizing, and disinfecting?

Cleaning is the removal of debris. This is done with our standard surface cleaners to remove the presence of food and beverage particles.

Sanitizing is the removal of pathogens, such as those known to cause foodborne illnesses.

Both cleaning and sanitizing protocols exist within the USDA Food Code guidelines Chartwells has always followed.

Disinfecting is the killing of specific pathogens, such as COVID-19. CDC guidelines were updated May 20, 2020 to reflect new COVID-19 transmission understanding that high contact surfaces are not a primary source of infection.

CLEANING AND SANITIZING

- ✓ Associates wash hands and change gloves every 30 minutes, or less.
- ✓ Associates continuously cleaning tables, chairs and all high-touch surfaces with sanitizer.
- ✓ Sanitizer stations are available for guests to use at the entrances and exits and in the production areas for associates.
- ✓ Upon closing for the day, the team will disinfect the entire facility utilizing Diversey disinfectant.
- ✓ Back of house cleaning procedures will take place every 30 minutes. The culinary team will clean and sanitize surfaces and high-touch areas.
- ✓ Restrooms will be sanitized every 30 minutes.



"Normal routine cleaning with soap and water will decrease how much of the virus is on surfaces and objects, which reduces the risk of exposure."

CDC Guidelines for Reopening

https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf

EVERY 30 MINUTES



Diversey
Suma Pan
Clean or
Suma Light
Detergent



Diversey
J512
Sanitizer

DAILY / DOWNTIMES

#1



Diversey
Virex II 256
J-fill
10 min

OR



Diversey Virex
RTU Spray
3 min

OR



Oxivir Wipes
1 min

Disinfectants

SOCIAL DISTANCING AND ASSOCIATE TRAINING

Social Distancing

WALK THIS WAY



- ✓ One-way traffic management to help guests navigate dining and seating areas.
- ✓ Social distancing in our kitchens and other back of the house areas.
- ✓ New capacity thresholds for each dining location.
- ✓ Elimination of cash handling.
- ✓ Signage visible at all hand washing sinks and time clocks.
- ✓ Floor decals and signs for guests to follow proper distancing and flow of service.

PLEASE KEEP 6 FEET APART

Thank You For Practicing Social Distancing



Trainings

ServSafe COVID-19 safety training for both managers and food handlers.

Ongoing trainings will be covered at pre-shift meetings and provide the most up-to-date procedures.

Close coordination with local health departments on best practices.

Working through its purchasing company, FoodBuy, Chartwells will ensure that vendors follow similar safety protocol for their drivers and other associates and, delivery drivers will be discouraged from entering buildings and required to wear masks.

Plan associate training to cover all COVID-19 policy changes including:

- Mask, hand wash and glove requirements
- Tobacco & cell use policies
- Cell phone use policy
- Cough and sneeze etiquette
- Guest interactions
- Cleaning policies and procedure changes
- Social distancing expectations of associates
- Symptoms/temperature checks process

Residential Service Model Tiers 3, 2, 1

TIER 3 LEAST SOCIAL DISTANCE

EXPERIENCE:	CHANGE:	MODIFICATION:
DINING ROOM	Open	Cleaning every 30 min
FOOD STATIONS	Open	Served by associate, no self-serve
BEVERAGE	Fountain open	Cleaning every 30 min
DISHWARE	Available	Served by associate
FLATWARE	Used but protected	Served by associate

TIER 2 MID SOCIAL DISTANCE

EXPERIENCE:	CHANGE:	MODIFICATION:
DINING ROOM	Open with restriction	Tables arranged for social distancing
FOOD STATIONS	No self serve	Associates serve pre-packaged or pick-up window
BEVERAGE	Limited fountain/bottles	Bottled/disposable cup
DISHWARE	Support take-away service	To-go packaging
FLATWARE	Used but protected	Handed out by associate, no self-serve

TIER 1 MOST SOCIAL DISTANCE

EXPERIENCE:	CHANGE:	MODIFICATION:
DINING ROOM	Closed	To-go only
FOOD STATIONS	No self-serve	Associates serve pre-packaged or pick-up window
BEVERAGE	Limited or no fountain	Bottled/disposable cup
DISHWARE	Not used	All disposable
FLATWARE	Not used	All disposable

Retail Service Model Tiers 3, 2, 1

EXPERIENCE:	LEAST SOCIAL DISTANCE	MID SOCIAL DISTANCE	MOST SOCIAL DISTANCE
SEATING AREA	Normal set up. Tables and high contact surface areas sanitized every 30 minutes.	Tables arranged for effective social distancing. Entrances and exits separated.	Closed, pick up only. Ghost kitchens.
LOCATIONS	Normal operations. All associate served. National brands to follow their policies.	Possible limited menus or rotation of what is open for line management. All associate served. National brands to follow their policies.	Limited menus with frequent rotations.
IMPULSE ITEMS	Individually wrapped, associate served.		
DESSERTS	Individually wrapped, associate served.		
BEVERAGES	Customer self-serve, sanitized every 30 minutes.	Bottle/can beverages encouraged, limited fountain possible, associate served.	Bottle/can beverage only.
COFFEE	Customer self-serve, sanitized every 30 minutes.	Associate served only.	
COFFEE CONDIMENTS	Customer self-serve, sanitized every 30 minutes.	Individual servings, associate served.	
FORKS, KNIVES, SPOONS	Reusable utensils or disposable in dispenser or individually wrapped.	Pre-packaged or wrapped disposable eating utensils, associate dispensed.	Pre-packaged or wrapped disposable eating utensils, associated served.

Specific Toner Dining Hall Mapping Plan

We are pleased to present our COVID-19 specific and customized plan of service following CDC, local and state guidelines

This plan serves as a baseline given current CDC and NRA restaurant guidance on COVID-19.

Local state or health department regulations may necessitate modification to this plan, so please check with your local health department.

The Basics

Toner Dining Hall: Toner Dining Hall Tier 2+3

Anticipated guest capacity campus-wide is: 110pp, with another 40pp Fac/Staff

Number of total associates – both FT/PT: 20 at a time Through out Hall and Kitchen

Location COVID-19 Safety Manager is Curt Coshenet

Front of the House

STEP 1: The Dining Spaces

If offering Dine-In or take out

- ✓ Determine safe seating capacity
 - ✓ Main dining Hall=Seating 110pp—Still Discussing
 - ✓ Tent Outside being discussed for overflow or alternative seating 100.
 - ✓ Faculty/Staff Dining Room(Only) seating 40pp
 - ✓ No self serve
 - ✓ Associate serving food
 - ✓ Customer determines if they want to eat in or take out when they arrive
 - ✓ Customer will be encouraged to eat one entree and one drink.

Specific Toner Dining Hall and Cardinal Club Retail locations Mapping Plan

STEP 2: Guest Entrance Requirements

All Dining Locations

- ✓ Sanitizer stand
- ✓ Plexi health shield barrier for cashier and servers
- ✓ Associates in gloves and mask
- ✓ Signage for guests that masks are strongly advised
- ✓ Sanitizing hands is required for entrance to facility (guests and associates)
- ✓ Payment methods (options) Discussion has begun to have contactless swipe of cards
 - Contactless check-in (preferred where available)

STEP 3: Service ware Solutions

Toner Dining Hall

- ✓ Cutlery
 - Pre-wrapped kit
 - Touchless dispenser
- ✓ Dishware
 - Disposable to-go packaging
 - Dine-in plates, cups, etc.

Cardinal Club Retail

- ✓ Cutlery
 - Pre-wrapped kit
 - Touchless dispenser
- ✓ Dishware
 - Disposable to-go packaging
 - Dine-in plates, cups, etc.

Specific Toner Dining Hall Mapping Plan

STEP 4: Toner Dining Hall

To support safety, the operation of the following stations have been altered and the following practices have been put into place:

- ✓ Allergen Station – identify how are you continuing to address special diets
- ✓ Salad bar/Deli bar – No self service-made to order only
- ✓ Ice cream machine – No self service-LTO's specials
- ✓ Cereal bar - Individual assorted prepackaged bowls
- ✓ myPantry-breakfast breads, condiments - Pre wrapped/PC's
- ✓ Hand fruit may be individually wrapped
- ✓ No unprotected food available for self serve-everything must be served or individually packaged
- ✓ Milk – Self serve individual cartons
- ✓ Beverages - Self-serve if glasses are distributed by associates from behind the line
- ✓ Condiment stations - PC's handed out at stations

Beverages

- ✓ Fountain to-go – Glasses distributed by associate at line.
- ✓ 16.9 oz water bottle – Discussion in progress
- ✓ Fountain dine-in – Glasses distributed by associate at line.

*Beverage area will be monitored and cleaned continually during the meal period

Specific Cardinal Club/Coffee Shop/Market Mapping Plan

STEP 5: Retail Locations Plan

To support safety, the operation of the following stations have been altered and the following practices have been put into place:

- ✓ Common impulse buy areas have been minimized
- ✓ Common condiment areas are all done by PC's over the counter

Beverages

- ✓ All beverage service in Retail is now going to be individual bottle service
- ✓ The Coffee Shop will distribute by made to order drinks by cup

Guest Ordering, Service Style and Menus Mapping Plan

STEP 7: Guest Ordering

Toner Dining Hall

- ✓ Served by Associate
- ✓ 6-ft distance, plexi health shield barrier,
- ✓ One-way traffic flow to stations or in and out of locations
- ✓ A heightened level of Hospitality

Cardinal Club Retail

- ✓ Made to order
- ✓ 6 ft distance, plexi health shield barrier, mobile, kiosks, etc
- ✓ One-way traffic flow to stations or in and out of locations
- ✓ A heightened level of Hospitality

STEP 8: Service Styles and Menus

Toner Dining Hall

- ✓ Service style will be served only, no self serve.
- ✓ They will have the choice of dine in or take out
- ✓ Menus will be determined by Chef and approved by the client
- ✓ A heightened level of Hospitality

Cardinal Club Retail

- ✓ Service style will be made to order.
- ✓ All will be on disposable.
- ✓ Menus will be new implemented by new venue specs.
- ✓ A heightened level of Hospitality

Specific Toner Dining Hall and Cardinal Club Retail locations Mapping Plan

STEP 9: Plexi Health Shield Barriers

Plexi health shield barriers will be placed at all registers and points of service

Toner Dining Hall

- ✓ Client will install and be paying for barriers through all serving venues

Cardinal Club Retail

- ✓ Client will install and be paying for barriers through all serving venues

STEP 10: Seating Modifications

If seating areas are open, identify necessary table and chair modifications to facilitate social distancing based on CDC recommendations and campus requirements.

Toner Dining Hall

- ✓ Remove tables/chairs as necessary or place signage where seating is open.
- ✓ Tables arranged to fit required social distancing
- ✓ Encourage outdoor dining if feasible.

Cardinal Club Retail

- ✓ Remove tables/chairs as necessary or place signage where seating is open.
- ✓ Tables arranged to fit required social distancing
- ✓ Encourage outdoor dining if feasible.

All food venues Mapping Plan

STEP 11: Hand Sanitizer Stations

Freestanding touchless sanitizer stations for guests to use should be available at all entrances and exits and in the production areas for associates.

- ✓ 3 each Sanitizing stations in Toner Dining Hall
- ✓ 3 each Sanitizing stations in Cardinal Club + Other Retail locations
- ✓ Sanitizer station for Caterings

STEP 12: Guest Signage

Our signage package is designed to communicate important safety information throughout the guest experience.

With the help of our District Marketing Director—Abel Valencia, we've established a clear protocol of signage to help the guest navigate and inform them of standards and procedures

STEP 13: Labor

Toner Dining Hall

- ✓ Cleaning Concierge
 - ✓ We are designating (2) associates to clean tables and serve beverage area

Cardinal Club Retail

- ✓ Cleaning Concierge
 - ✓ We are designating a associate to clean tables and area