

# SIMPLY SAFE DINING

## our re-opening plan

### OUR TOP PRIORITY IS TO ENSURE THE SAFETY AND WELL-BEING OF OUR CUSTOMERS AND TEAM MEMBERS.

As partners with your school district, Whitsons' priority is to ensure a safe environment for all those we serve. While Whitsons has formulated options and can offer assistance in our operating plans, the CDC, health authorities, Governor's orders in each state and individual district directives are what will ultimately set the guidelines on how we manage the school nutrition program for your district. However, below are some general guidelines you can expect from our team as we prepare to re-open school dining services this fall.

Whitsons appointed a special **Re-Opening Task Force**, comprised of executives and top school nutrition management professionals, to help develop a safe re-opening plan and to ensure safe operations thereafter. Many of our managers and executive team have also taken the ServSafe pledge and have received a certificate for their commitment to providing a safe dining environment.

All customers and team members will be expected to **remain socially distant**. We will be able to ensure this in our food production areas by increasing team member separation and restricting visitors to essential service personnel only. We are encouraging the installation of food shields in serving areas, separation of tables by at least six feet and displaying of floor stickers to remind customers to remain six feet apart at all times. Safety reminders will be posted in all of our serveries to reinforce our safety procedures, including face coverings, social distancing, CDC health mandates and more. We will supply resources for these materials.



Our plan of service has been modified to eliminate all self-serve and cook-to-order stations, as required. We have increased our offerings of convenient, **safe grab-and-go options** and will be providing recovery menus to accommodate a quick change in service without sacrificing quality or innovation. We also encourage the use of technology, such as cashless and/or pre-paid systems, to minimize personal contact.

### OUR OPEN AND ONGOING COMMUNICATIONS WILL KEEP OUR COMMUNITIES INFORMED AS CHANGES AND NEW REGULATIONS DEVELOP.

Social distancing and safety efforts will continue to remain our priority. We have collected and created a vast library of COVID-19 best practices, signage, documentation and guidance that provide the most up-to-date resources available for our team. As such, we have already taken the following additional measures to help reduce the spread of COVID-19.

- Enforcing strict adherence to Whitsons' Illness Reporting Policy for team members.
- Requesting that all team members and guests complete screening questions daily.
- Requiring team members to follow all protocols and take heightened sanitation and personal hygiene measures, including promoting good respiratory and hand washing hygiene.
- Introduced an enhanced visitor policy to include strict guidance for outside guests and visitors.
- Developed a branded training program, "Together Six Feet Apart", to ensure that our team members are educated in the latest COVID-19 safety practices.
- Providing personal protective equipment (PPE), safety tools and CDC approved cleaning agents.
- Ensuring that our team members continue strict adherence to food safety and sanitation protocols by reinforcing the sanitation standards set forth by the CDC, USDA, FDA, Department of Health and National Restaurant Association's ServSafe.
- Maximizing virtual platforms for meetings and trainings where possible to prioritize safety and instruct team members on COVID-19 specific safety and sanitation requirements.
- Requiring all managers and executive level staff to be National Restaurant Association ServSafe re-opening certified.
- Prepared an extensive pandemic preparedness plan for re-opening and ongoing service management under pandemic conditions.
- Recommending and encouraging technology upgrades to promote cashless and/or pre-paid systems to minimize personal contact.
- Created a partnership with our technology developer to introduce an online pre-paid ordering system that works seamlessly with our FD Mealplanner menu system, which includes linked nutritional information and access to allergen and ingredient data.
- Planned recovery menus and modified service options that include repackaged options and the removal of self-service stations.
- Developed a suite of marketing tools that include signage and important messaging to continuously promote social distancing and safety.

**OUR COMMITMENT TO PROVIDING SAFE AND HEALTHY DINING ENVIRONMENTS REMAINS OUR TOP PRIORITY.**