

College Fresh COVID-19 Update

Spring 2021

College Fresh has always guaranteed the highest standards of quality, service, and safety. Throughout the COVID-19 pandemic, we have consistently adjusted our operations to ensure we are adopting the best practices for your chapters and our team members. During this Spring 2021 semester and into Fall 2021, we anticipate more campuses to gradually return to normal service styles, such as self-serve buffets, salad bars, and chapter houses opening dining areas to half or full capacity. While we make these changes together, we continue to guarantee our flexibility with your chapter's service and safety needs. Now that the COVID-19 vaccine is available, we are encouraging our team members to become vaccinated to help stop the spread. We also continue to closely monitor and adhere to the guidelines and policies set in place by federal, local, and university officials. The following information reiterates our COVID-19 protocols and procedures for the safety of your members and our employees.

Thank you for your continued partnership and trust!

Health + Safety

To help prevent the spread of COVID-19, College Fresh is encouraging all employees to get the COVID-19 vaccine.

College Fresh requires all employees to:

- Stay at home if they feel ill or have a temperature over 100.3
- Complete a daily health check upon their arrival to work
- Wear personal protective equipment (PPE), masks, gloves, headwear, while working inside the chapter house and around chapter members
- Maintain proper physical distancing protocols with staff and members
- Follow all federal and local health department guidelines and university protocols

If a chapter member tests positive for COVID-19, we verify the following:

- Has the chapter member been in close contact with a College Fresh employee?
- Is the chapter member quarantining onsite or offsite? This will determine how we will provide meals to the member.
- Have the common areas been sanitized/deep cleaned? We will work with your chapter to ensure all areas are safe to resume operations.

If a College Fresh employee tests positive for COVID-19, we implement the following protocol:

- If an employee tests positive or has any symptoms of COVID-19 they are required to stay home and quarantine.
- Our Employee Resources team immediately begins contact tracing to identify potential exposures. Any team member that may have been exposed is required to quarantine for 14 days.
- We will deep clean the operational area using CDC approved cleaners and disinfectants.
- We will utilize other chefs and resources to ensure your chapter continues to receive quality meal service.

Operations

Every region and campus is different. Meal services can be easily modified to fit your chapter's safety requirements. We provide the following service styles that can be adjusted within a days notice:

- Chef Served: Your College Fresh chef will plate and serve the meals to the members
- Buffet Style: A self-service buffet line (hand sanitizer and gloves provided)
- Chef Served Buffet: Member walk-through buffet line served by chef
- Contactless/Delivery - Prepackaged items and meals in to-go containers for members to pick up at their leisure

Supply Chain

Currently, there are no known issues with the supply chain. Our Director of Operations works closely with our vendor partners and remains up to date on any potential changes . If you have questions or concerns please contact your College Fresh representative.

Travel

Our managers, traveling chefs, and corporate chefs are slowly increasing their travel, but remain mindful of COVID-19 precautions. While traveling, our employees will continue to follow all COVID-19 guidelines and safety practices; including wearing PPE and social distancing. As always, in the event of a chef absence our corporate chefs and traveling chefs will be available at a moment's notice and are encouraged to travel locally as much as possible.

Client Services

Contracts

As we continue to navigate the pandemic, we do not want our clients to feel trapped in a contract when member numbers and academic calendars are changing drastically. We will work with you to ensure your service fits your organization's specific needs.

Communication

Our goal is to enhance the member experience by providing great, fresh food backed by the best customer service in the industry. This could not be possible without exceptional communication with our partners. Together, we have learned how to adapt and create flexible alternatives that allow us to continue serving your members safely. Please always reach out with questions and concerns. We are *At Your Service!*

Questions?

Jack Dawson/President—jack@collegefresh.net

Jake Waldecker/Director, Client Services—jake.waldecker@collegefresh.net