

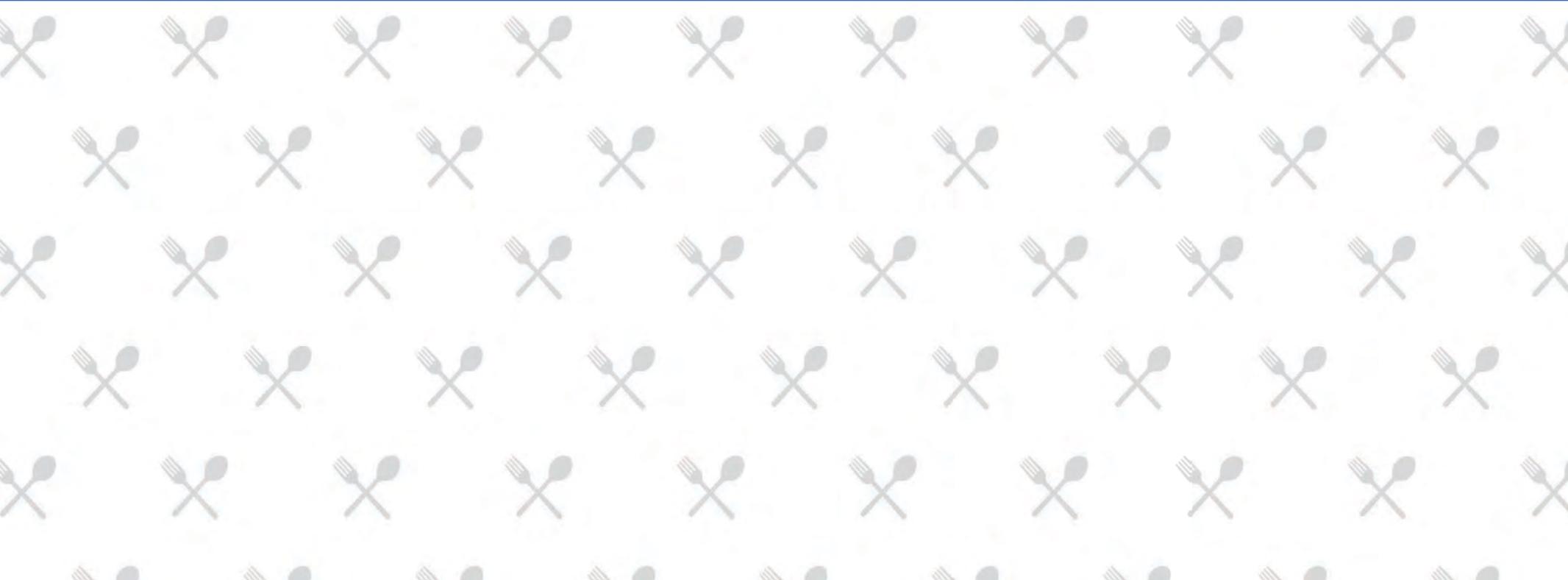
Gathering Safely Together Again

Fall Food Service 2020 and Beyond



WE ARE...

bringing certainty to uncertain times by continuing to provide fresh, delicious meals to your students, reducing risks through preventative measures, and showing compassion to our talented chefs. Of course, that's just the start.



BRING 'EM HOME



OUR COMMITMENT TO CHALLENGES AHEAD

We understand this school year and your chapter house may look and feel different this fall. Like our valued partners, we're committed to making the changes necessary to keep your students and our staff safe while providing healthy, delicious meals—and we're taking steps to make it possible.

We started by creating a COVID-19 Task Force to source quality PPE, review and enhance our sanitization protocols, and implement new processes, including available contactless delivery from vendors. Thanks to this team, we're exceeding compliance requirements recommended by the CDC, state and local governing bodies, Universities, and finally chapter houses. Each organization is utilized in that order to help define the roadmap of regulatory information we are integrating into our service.

Your Board, your students, and their parents will also be relieved to know our staff is working diligently to implement preventative social distancing measures—like our new single serve grab n' go meals, rearranged dining solutions, or expanded training videos and instructional material — to ensure students feel safe and confident eating their scratch-made meals. We understand each house has different needs, and we're happy to design processes and make adjustments based on your members' comfort level.

COVID-19 FOOD SERVICE ROADMAP



FDA ISSUED STATEMENT REGARDING FOOD SAFETY AND COVID-19

“Currently there is no evidence of food or food packaging being associated with transmission of COVID-19. Unlike foodborne gastrointestinal (GI) viruses like norovirus and hepatitis A that often make people ill through contaminated food, SARS-CoV-2, which causes COVID-19, is a virus that causes respiratory illness. Foodborne exposure to this virus is not known to be a route of transmission.” (www.fda.gov)

Although there are no known pathways of transmission from food at this time, GHC is taking a proactive approach and doubling down on sanitation efforts and safe behaviors. Some highlighted areas of importance include

Recertification of ServSafe’s food handler’s course which emphasizes

- Proper handwashing procedure, including when to wash
- Time and temperature control for safety
- Proper cleaning of food contact surfaces
- Proper reporting of illnesses

Periodic digital audits of kitchens conducted with GHC management

- Scheduled cleaning and sanitation regimen
- Proper storage requirements
- Original packaging removed from as many products as possible
- Time logs





Continued and added methods of cleaning around food

- Proper handwashing
- Posted Safety Data Sheets (SDS)
- Provided correct PPE
- Use of peroxide for non-food surfaces
- Use of multi-quat solution for food surfaces

Expanded training from our ECOLAB partners

- Instructional posters provided by ECOLAB and posted in kitchen
- Videos outlining current standards for proper sanitation and prevention

Social-distancing efforts

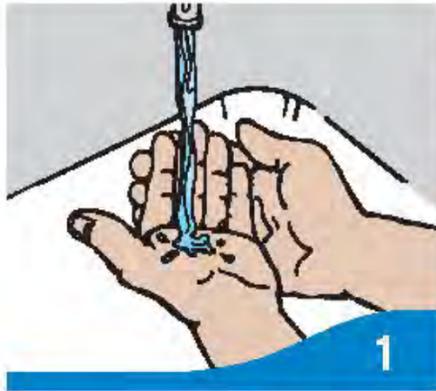
- Contactless deliveries available
- Limited traffic requested in and out of kitchen unless approved staff or assigned members
- Limited employee/student contact during service and in common areas
- Postponed house visits and face-to-face interaction by Zoom presentations and meetings





Proper Hand-Washing

PROCEDIMIENTOS DE LAVADO DE MANOS



Wet your hands with hot, running water (at least 100°F/38°C).

Mójese las manos con agua corriente caliente (al menos, a 100°F/38 °C).



Apply soap.

Aplíquese el jabón.



Scrub hands and arms for at least 20 seconds. Clean under fingernails and between fingers.

Lávese las manos y los brazos por lo menos veinte (20) segundos. Lávese debajo de las uñas y entre los dedos.



Rinse thoroughly under running water.

Enjuáguese las manos completamente con el agua corriente.



Dry hands and arms with a single-use paper towel.

Séquese las manos y los antebrazos con una toalla de papel descartable.



Turn off faucet using paper towel.

Cierre el grifo con la toalla de papel.

Everywhere It Matters.™

1 800 35 CLEAN





Multi-Quat Sanitizer

NO-RINSE QUAT SANITIZER CONCENTRATE

DESINFECTANTE CUATERNARIO CONCENTRADO, NO REQUIERE ENJUAGE

150 - 400 ppm Quat Range

EPA-registered sanitizer for pre-cleaned use on hard, non-porous food prep surfaces and ware, kills foodborne organisms as listed on product label.

Keystone Multi-Quat Sanitizer is a concentrated, no-rinse quat sanitizer that is effective across a dilution range of 0.26 - 0.68 oz per gallon of water.

Rango de eficacia de 150 - 400 ppm

Desinfectante con certificación EPA para la limpieza previa al uso de utensilios de cocina y superficies duras no porosas destinadas a la preparación de alimentos, elimina los organismos transmitidos por alimentos tal como lo indica la etiqueta del producto.

Keystone Multi-Quat Sanitizer es un desinfectante cuaternario, que no requiere enjuague y que es efectivo en un rango de dilución de 0.26 - 0.68 onzas por galón de agua.

Three compartment sink sanitizer
Desinfectante para fregadero de tres compartimentos



Food contact surface sanitizer
Desinfectante para superficie en contacto con alimentos



Directions For Use

Apply Keystone Multi-Quat Sanitizer at proper use solution. Expose all surfaces of equipment, ware or utensils to the sanitizing solution for a period of not less than one minute. Air dry.

Please refer to product label for complete directions for use.

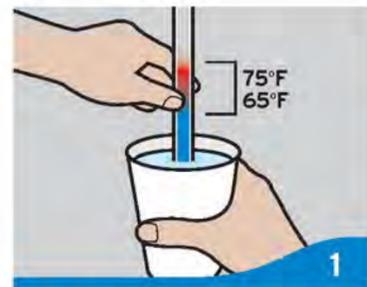
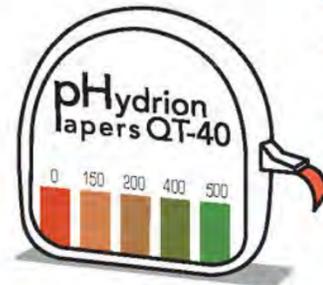
Instrucciones de uso

Aplice Keystone Multi-Quat Sanitizer siguiendo el uso adecuado. Exponga todas las superficies del equipo, el menaje de cocina o los utensilios a la solución desinfectante por un periodo de tiempo no inferior a un minuto. Deje secar al aire.

Por favor, revise la etiqueta del producto para ver las instrucciones de uso completas.

Sanitation Range Testing

Prueba del rango de desinfección



Testing solution should be at room temperature - 65°F - 75°F.

La prueba de la solución debe realizarse a temperatura ambiente, es decir, 65°F a 75°F.



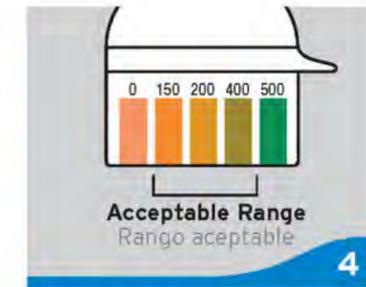
Withdraw and tear off approximately 2 inches of paper from dispenser. Dip paper for 10 seconds. Don't shake.

Retire y desprenda, aproximadamente, 2 pulgadas de papel por dispensador. Moje el papel durante 10 segundos. No lo sacuda.



Compare colors immediately with colors on the test strip package to determine ppm. ALWAYS COMPARE AGAINST PACKAGE SCALE.

Compare inmediatamente los colores con los colores en el paquete de la banda de prueba para determinar la concentración en términos de partes por millón (ppm). SIEMPRE REALICE LA COMPARACIÓN CON LA ESCALA DEL PAQUETE.



Testing solution should be between 150 - 400 ppm.*

La solución de prueba debe estar entre 150 a 400 ppm.*

*ppm = parts per million
*ppm = partes por millón



EPA Reg. No. 1677-198 / Reg. N.º 1677-198 de EPA

1 800 35 CLEAN



CORONAVIRUS

WHAT CAN YOU DO?

Updated 4/15/20

What is COVID-19 Coronavirus?

Coronavirus is a respiratory illness first detected in Wuhan, China, and believed to have initially spread from animals to humans but now is spreading from person-to-person contact. According to the Centers for Disease Control and Prevention (CDC), it's unclear how easily or sustainably this virus is spreading between people. Typically, respiratory viruses are most contagious when an individual is most symptomatic, but there have been reports of the virus spreading when the affected individual does not show any symptoms.

HOW IT SPREADS / SYMPTOMS

COVID-19 Coronavirus Spreads:

- The virus primarily spreads via respiratory droplets produced when an infected person sneezes or coughs.
- It spreads between people who are in close contact (within about 6 feet).

Symptoms may appear in as few as 2 days to as long as 14 days after exposure:

- Fever, cough and/or shortness of breath

For people who are ill with COVID-19, please follow CDC guidance on how to reduce the risk of spreading your illness to others: <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

PREVENTION

Currently there is no vaccine for COVID-19. The best measure is to avoid coming in contact with the virus:

- [Wash hands](#) with soap and water for at least 20 seconds or use an alcohol based hand sanitizer that contains 60-95% alcohol when water and soap are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home if sick.
- [Clean and disinfect](#) objects and surfaces that have been touched (counters, doorknobs, toilets, phones, etc.).
- Cover nose and mouth when coughing and sneezing with a tissue, then immediately dispose of the tissue and [wash hands](#) for at least 20 seconds.
- It's currently flu and respiratory disease season and CDC recommends getting a flu vaccine, taking everyday preventive actions to help stop the spread of germs, and taking flu antivirals if prescribed.
- With its new determination, the CDC says it is a very good practice to wear a mask if you're in public and/or working. See FAQs for more info. [Source](#).

MONITORING

Keeping Employees Safe: What to do if an employee shows flu-like symptoms

- It is highly recommended that any employees who are showing flu-like symptoms should be excluded from the operation until they are symptom free.

Keeping Customer Safe: What to do if a customer shows flu like symptoms in the restaurant

According to the CDC, the spread of COVID-19 occurs when people are in close contact (less than 6 feet) with an infected person. Some basic steps that could be taken are:

- Provide the customer with additional napkins or tissues to use when they cough or sneeze
- Make sure alcohol-based hand sanitizer is available for customers to use
- Be sure to clean and sanitize any objects or surfaces that may have been touched

Bodily Fluid Event: What to do if there is a bodily fluid event

If a customer or employee [vomits or has diarrhea](#) it is recommended (AT THIS TIME) that the operations follows protocols that are in place for Norovirus be used

- Ensure the employee who is cleaning up the area is using Personal Protective Equipment (PPE)
- Segregate the area that has been contaminated
- Dispose of any food that has been exposed
- Ensure any utensils that might have been exposed are cleaned and sanitized
- Frequently clean and sanitize the area to include the floor, walls and any other objects contaminated by the incident
- Properly dispose any of the equipment that was used to clean up the area

For additional recommendations and resources, please visit www.cdc.gov/coronavirus



CORONAVIRUS

Frequently Asked Questions

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Updated 4/15/20

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GENERAL QUESTIONS / TRANSMISSION

Can COVID 19 be transmitted through food?

There is no report from CDC that food is a source of the virus. You should always practice safe food preparation practices to avoid food borne illness as well.

Is there a projected end date to the outbreak?

There is no known end at this time.

Can I catch the virus from a package shipped from overseas?

CDC has no report of risk from objects shipped from overseas and, in fact, DHS is still allowing commerce from outside the United States to be received at our ports.

Can the virus be carried on hair and beards?

Particulate matter coming from coughs and sneezes could remain on any human surface which is why frequent handwashing is desired and if you feel you've had someone cough or sneeze near your face and hair, care should be taken to wash there as well.

Should I take my ServSafe exam again?

It isn't necessary to retest but if you're unsure of daily food safety processes you can purchase the course online and skip the exam. The course can be a good refresher as it is developed according to the most current edition of the Food Code. A link is provided on the resource page.

Should we travel to conferences or do teleconferences instead?

In its most recent guidance CDC has suggested to be wary of and avoid close contact, especially if you fall into one of the high-risk groups. However in their Sunday release the CDC specifically called out cruise ship travel only and, again, the focus was on people with underlying health issues. Links to that report can be found on our resource page.

What would be your ABC/123 priority attack?

1. Revisit employee health policies. Make sure they are in place and communicated clearly and they are in compliance with the federal food code and local health department regulations.
2. Address high touch surfaces within your facility where patrons' hands may hit the most.
3. Look at your operating procedures for sanitizing and disinfecting. Make sure workers responsible have proper training, proper equipment, and proper solutions according to EPA's registry of disinfectants.

How should we handle negative media about visiting restaurants?

As a restaurateur your goal is to provide a good and safe dining experience for your guests. Reassuring them that your team is prepared and trained and that your facility is clean and sanitary is the best communication against negative media. Let your happy guests be part of your communication plan.

What about business continuity plans from a food supply standpoint?

You should be in contact with all of your suppliers to seek input into supply chain interruptions. While commerce into the United States is open it does not mean that the supply chains are able to meet demand. From food ingredients to paper goods, you need to have a good handle on availability and a plan for interruption. Your continuity plan can include isolation but it is a business decision based on your needs.

For additional recommendations and resources, please visit www.cdc.gov/coronavirus



PPE Procurement

CURRENT MARKET TRENDS



01

CHEMICALS

- Currently no issue with supply on bulk disinfectants and sanitizers



02

DISPOSABLE MASKS

- Between \$0.90 and \$1.20 a piece
- Sold in 50 count cases
- Available for immediate purchase in most areas



03

GLOVES

- Nitrile Gloves available for immediate purchase
- Pricing fluctuating, currently between \$55.00 and \$70.00 per case
- Sold in 1,000 count cases

04

Hand Sanitizer

- Most difficult item to source currently
- Bulk sanitizer in stock
 - 80% alcohol content
 - Watery Strong smell
 - 6-half gallons pack size
 - \$92.98 per case
- Cartridge/dispenser/foaming
 - Hopeful for stabilization of stock in July
 - Continue to monitor availability and adjust strategy
 - 6 count – 750 ml cases, or 4 count – 1200 ml cases
 - \$60 to \$100 per case

PPE Procurement
CURRENT MARKET TRENDS



Sanitizer Dispenser Options

- Plain wall mounted dispensers currently available
 - Often supplied for free, if not can range up to \$100 ea for “fancier” models
- Floor stands and “Stations” back in stock in late June/early July
 - \$150 to \$200 per station
- Tabletop pump dispensers
 - \$50 to \$80 each, require bulk sanitizer

Other items your food service should help you procure



Reusable to-go containers

\$3-\$5 EACH

RATED FOR AT LEAST 1000 WASHES THROUGH DISHWASHER



Sneeze guards

SEVERAL OPTIONS AVAILABLE, SOME AS LOW AS \$100 UP TO SEVERAL HUNDRED DOLLARS



Customized sneeze guards





Food Pricing

Work with vendors to forecast price fluctuations due to supply chain issues

Current information suggests:

- Beef prices will remain high for the foreseeable future
 - This is due to the time it takes for cattle to reach maturity
- Pork and chicken should stabilize by fall
- Even experts in the industry are unable to accurately forecast pricing due to ever changing issues
 - Food service should monitor pricing and plan to mitigate effects of high priced protein



Food Pricing

SOLUTIONS

- Ordering alternative proteins and alternative protein cuts
- Ordering seasonal items that are fresh and versatile
- Ordering items and chef training on 100% yield on products
- From scratch made soups, stocks, sauces and dressings
- Proper menu planning and execution overseen by management
- Chef education on the commodity markets and pricing increases
- Communication from the company of hot deals or bargain buys
- Large or bulk quantity purchasing
- Management oversight of the chapter's budgets
- Communication with vendors on product availability
- Work alongside the chapter for solutions that work for everyone



Leveraging GHC's exclusive partnerships

Greek House Chefs is the only foodservice company to have exclusive national partnerships across the board in sanitation and food related purchases. We still love using our local suppliers for fresh ingredients and seasonal produce, don't get us wrong. However we feel one other vendor for the rest allows us to negotiate better pricing, have more advanced purchasing of PPE and other preventive supplies, track and know one company's preventive action plan, and limit the number of unknown touch points during our procurement process.

ITEMS WE SEE AS NECESSARY FOR SUCCESSFUL COVID-19 KITCHEN AND CHAPTER OPERATION ARE:

- Squirt bottles and labels
- Soap and sanitizer dispensers
- Sani-buckets
- Test strips
- Lexan storage containers
- Extra gloves on hand
- Face masks
- Sneeze guards
- Disposable sanitizer wipes
- Food surface and non-food surface chemicals
- Single serve containers

What GHC is expecting from its Vendors

We are working with clients to address concerns during delivery

- We are asking all of our vendors what their COVID-19 policies are
- We are requesting that all vendor drivers and employees be temperature checked at the start of each shift
- We are requesting that all delivery drivers wear masks
- We are requesting contactless delivery options where available



PREVENTATIVE MEASURES

THE BLUE COAT ARMY IS TAKING TO STAY SAFE

Every Blue Coat Chef is part of our family. And we take care of family. Prior to the recent health crisis, Greek House Chefs offered industry-leading compensation, benefits, maternity/paternity leave, and sick leave to our Chefs. And you can rest assured our commitment continues.

DAILY TEMP CHECKS

MASKS

GLOVES

INCREASE USE OF SPECIFIC CHEMICALS

SANITIZER

TIME LOGS

SDS - SAFETY DATA SHEETS

SERVSAFE COMPLIANCE





GREEK HOUSE CHEFS STAFF PROTOCOL

Here's proof

- Each employee will wear a face mask while inside chapterhouse
- We will continue to encourage our Chefs to take sick and family leave as necessary without risk of losing their position
- Employees undergoing additional training to adhere to social distancing policies and heightened cleaning protocols
- Clear, formal instructions on testing procedures, stay-at-home policies, and communication if sick (HIPAA compliant)
- Ongoing policy and procedure reviews and updates as guidelines change
- Continuous uninterrupted service thanks to our traveling Blue Coat Chefs who are available at a moment's notice
- Infrared thermometers for self-health assessments and temperature checks
- Travel chef policy



WHEN YOU HAVE GHC AS YOUR FOOD SERVICE

SOME OF THE TOPICS WE WILL BE DISCUSSING ARE

- 1** BUFFET SERVICE
- 2** STAFFING CONCERNS
- 3** CHAPTER CHANGES TO THE MEAL PLAN
- 4** SNEEZE GUARDS
- 5** MEALTIME STAGGERING PROCEDURES
- 6** GUEST POLICIES
- 7** TO-GO MEAL SERVICE
- 8** CONTRACTUAL CHANGES
- 9** HOUSEBOYS
- 10** TRAVEL CHEF MANAGEMENT
- 11** OUT OF HOUSE MEMBER POLICY

GHC IS WORKING HARD

TO FIND CREATIVE WAYS TO CONTINUE INVOLVING OUT OF HOUSE MEMBERS

We know that throughout all of this change, sororities and fraternities will continue to be gathering places for students to come together and create lifelong friendships and bonds with their peers. We are working hard to come up with creative ways to continue to offer that comradery to out of house members. In addition to the list below, we are working to come up with more ways for the chapter to maintain relationships and come together to eat and have fun.

POTENTIAL GATHERING OPTIONS

- Food scavenger hunt
- Picnics in a campus or city's favorite park
- Outdoor BBQ
- Dessert in the front lawn
- Virtual cooking classes so they can learn recipes virtually and eat along with the chapter





IN A TIME OF UNCERTAINTY, GHC'S BEST ABILITY IS FLEXIBILITY

While the unpredictability of this coming academic year is ever-present – When will the semester start? When will it end? Will the chapter be at full capacity? How many members can be in the house at one time? How will we manage service changes with students? – GHC is more than prepared to take on the operating challenges COVID-19 will present.

A FEW AREAS OF FLEXIBILITY WE SEE AS IMPORTANT TO MUTUAL SUCCESS:

- Contract terms such as decreased membership or level of service
- Termination options beyond normal 30-day clause
- Prorated service start and end dates for billing
- Procurement options
- Service styles

BOTTOM LINE

Enter into agreements that are flexible and easy to terminate if necessary





BRING 'EM HOME



Dear, March 20th, 2020

During these complicated and very uncharted upcoming weeks and months, Greek House Chefs understands the challenges that we are all facing in Greek Life. We understand that contract terms and negotiations have drastically changed. Greek House Chefs would like to work with all our chapters by creating a level of confidence when entering into an agreement with GHC. If at any time, your organization feels that food service will not be an option for your chapter moving forward into the new 2020-2021 academic school year, solely because of COVID-19, Greek House Chefs will waive the 30-day termination clause and honor an immediate termination. We understand that this COVID-19 pandemic may have lasting economic side effects and acknowledge that when we are partnering with your organization, it is in the best interests of both parties to be fair and accommodating of each individual situation.

Greek House Chefs agrees that the contractual numbers can be adjusted at any time during the duration of the contractual agreement. Greek House Chefs acknowledges that the number of members on the meal plan can be determined at a later date. The final numbers and amount billed to the chapter will be negotiated by both parties prior to the beginning of food service. We are committed to being a valued partner to your organization and we will conduct all of our business with fairness and transparency. We want you to feel comfortable and confident when doing business with GHC.



Sincerely,
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FAQ

What happens if an employee is in contact with someone that tested Positive for COVID-19?

1. Instruct Employee to stay home
2. Notify other Employees that an Employee has been exposed to someone being tested for COVID-19
3. Instruct Employees to sanitize items coming into work area (Clothing, utensils, etc.)
4. Request that Employee receive guidance from physician
5. Review correspondence provided to Employer from physician's office
6. Confirm if Employee has exhibited any symptoms
7. Determine course of action based on information received

What is Greek House Chefs doing if an employee tests positive for COVID-19?

1. Instruct Employee to stay home (will be placed on leave in accordance to EPSL/FFCRA guidelines)
2. Request detailed account of all Employees working in close proximity of employee for a prolonged period of time within last 14 days
3. Notify potentially affected employees, send home, follow steps B 4-7
4. Notify all Employees and Clients that Employee (do not explicitly state the employees name) has tested positive for COVID-19
5. Instruct Employees to clean items coming into work area (Clothing, utensils, etc.)
6. Schedule cleaning and disinfecting of all areas used by sick Employee
7. Determine if any employees need to be moved to a different work area temporarily
8. Request potentially affected employees contact physician
9. Determine course of action for potentially affected employees based on information received



FAQ

What if we need coverage for our chef or for a special event?

- Seek pre-approval from chapter leadership for travel
- Require health assessments from designated traveler/s
- Provide a service assessment and communication plan to traveler/s
- Monitor employee compliance to GHC SOPs and policy after arrival

What is GHC's Task Force doing to prioritize student health and safety?

- Identifying proper PPE needs and sourcing high-quality PPE for employees and chapter members
- Evaluating opportunities to incorporate sneeze guards and plexi shields in appropriate areas
- Modifying all delivery processes to implement contactless delivery if necessary
- Reviewing all meal preparation processes and implementing modified services if necessary
- Sourcing EPA registered professional food-grade disinfectants
- Implementing additional cleaning measures and logging each accurately
- Training employees on intensified sanitization processes and procedure



When you are ready and have questions please feel free to reach out and lets talk about your chapters needs and how we can help!



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