

CLIENT UPDATE ON COVID-19

UPDATED: MARCH 6, 2020



OUR APPROACH

There has been much information in the news lately about the spread of Coronavirus and this may be causing some concern with our associates, clients, consumers and employees. As with any public health-related concern, we are taking the spread of this virus seriously and are closely monitoring the situation. Although the risk of transmission remains low, we are following guidance issued by the Centers for Disease Control and Prevention (CDC).

According to the CDC, most people get infected with viruses at some point in their lives. Although COVID-19 is a new strain of Coronavirus, it is believed to be transmitted much like a flu virus. Coronavirus is a respiratory illness so symptoms include shortness of breath, cough, and fever. Practicing good hygiene may be the best way to help limit the spread of the disease. To reduce your risk for exposure, the CDC recommends the following precautions:

- **Wash hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.**
- Avoid touching your mouth, nose, and eyes, with unwashed hands, as much as possible.
- Avoid close contact (kissing or sharing eating utensils) with people who are sick.
- **STAY HOME when you are sick and do not return to school/work until you are fever-free for at least 24 hours without using fever-reducing medication.**
- Cover coughs and sneezes with a tissue or the inside crook of your elbow.
- Get a flu vaccine – there is no specific vaccine for coronavirus at this time.
- Also, the CDC does not recommend that healthy people wear masks.

As always, please know that the health and safety of our team and clients is one of our top priorities. We will continue to update you as additional information becomes available.



LFSM OPERATION SUGGESTIONS

The ideas below are to reduce the customer touch-points.
Cross Contamination is the leading cause of all foodborne illnesses.

POSSIBLE ELIMINATION OF ALL SELF SERVE ITEMS TO AVOID CONTAMINATION

- Replace salad bars with pre-made salads (dressings and toppings)
- Soup and hot breakfast cereals
- Pizza stations
- Make sure all baked goods are individually wrapped (cookies, muffins, pastries, rolls, etc.)
- Make sure all hand fruit is individually wrapped (apples, pears, banana's, etc.)

RECONFIGURATION OF STATIONS

- Offer Grab N Go items with prepackaged dressings and condiments.
- Pizza Stations to be offered from behind the serving line or temporarily eliminated.
- Baked goods need be pre packaged or individually wrapped in house.
- Condiment stations replaced with pre packaged offerings.
- Hand Fruit needs to be individually wrapped.

SANITATION

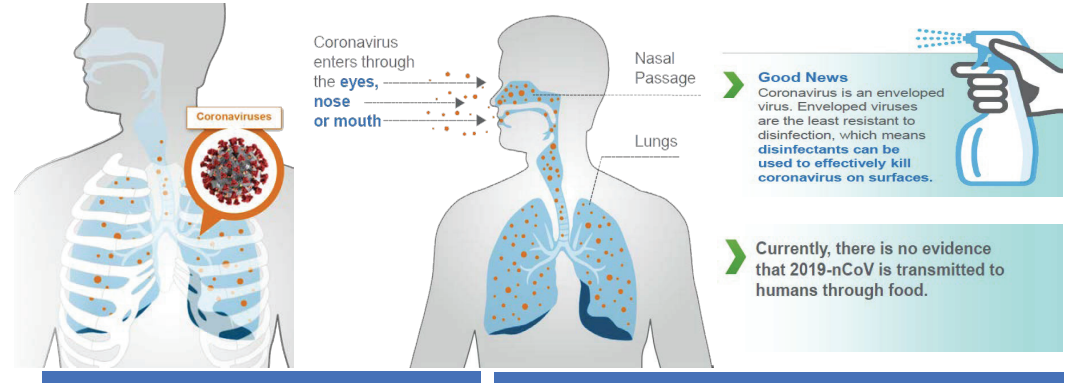
- Foodservice providers will be required to increase the frequency and expand their cleaning of the foodservice operation.
- Sanitizing wipes will need to be made available at all self checkout locations.
- Frequent glove changes.
- Increased janitorial services throughout the day.
- Regular and frequent wiping of customer contact areas with sanitizer wipes. Coffee water spouts, air pot coffee pots, any beverage push buttons, levers for smart stock flat ware dispensers, self serve cooler handles including beverage coolers, ice cream coolers, grab and go cooler handles, self serve salad bar utensils (customer contact points. Self serve soup station or oatmeal stations ladle handles. Condiment pumps, bulk condiment bottles (hot sauces etc)
- Changing over the salad bar or soup station utensils a couple of times per meal period.
- Cashiers regularly using sanitizer wipes on credit card equipment and cash register surfaces.
- Routinely cleaning and sanitizing all work areas and to heighten the awareness of regularly changing the sanitizer buckets.

PLEASE CONTACT YOUR REGIONAL MANAGER FOR ANY ADDITIONAL QUESTIONS OR CONCERNS

CORONAVIRUS FACTS

WHAT IS CORONAVIRUS?

Coronaviruses are a large family of viruses that cause illness ranging from a common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). A novel Coronavirus is a new strain that has not previously been identified in humans. Common signs of infection include respiratory symptoms, fever, shortness of breath and trouble breathing. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.



HOW DOES CORONAVIRUS SPREAD?

- Human coronaviruses are most commonly spread through respiratory droplets, when someone with the virus coughs or sneezes, and you breathe it in.
- Close personal contact, such as touching or shaking hands, is also a predominant way in which the virus is passed from person to person.
- It might be possible to get coronavirus by touching a surface or object that has the virus on it and then touching your own mouth, nose, or possibly your eyes before washing your hands, but this is not thought to be the main way the virus spreads.

HOW TO PROTECT OTHERS

If you have cold-like symptoms, you can help protect others by doing the following:

- Washing your hands often.
- Wearing a mask.
- Staying home while you are sick.
- Avoiding close contact with others.
- Covering your mouth and nose with a tissue when you cough or sneeze, then disposing the tissue in the trash & washing your hands.
- Seeing a doctor immediately if you suspect you may have symptoms of the virus.
- Cleaning and disinfecting objects and surfaces.

COMPANY ACTION PLAN

Your food service establishment can help protect others by doing the following:

- Follow local public health recommendations
- Reinforce personal hygiene throughout the establishment
- Provide hygiene materials such as soap, alcohol-based rubs and hand sanitizer stations.
- Clean and disinfect surfaces and high-touch objects with approved disinfectants.
- Ensure availability and proper training of gloves.
- Minimize close contact with people who have symptoms of respiratory illnesses.

HOW TO PROTECT YOURSELF

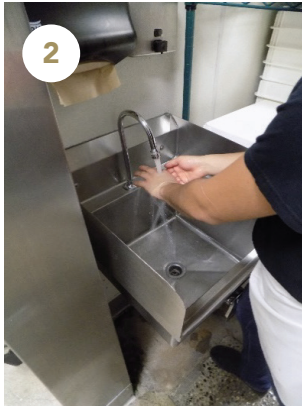
There are currently no vaccines available to protect you against human coronavirus infection. You may be able to reduce your risk of infection by doing the following:

- Wash your hands often and correctly.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Avoid close contact with people that are sick.
- Avoid areas where live animals are being sold or raised in regions where excessive cases are being reported.
- Wear a mask and seek medical advice immediately if you have fever or other symptoms after traveling. Tell the doctor where you have traveled.

PROPER HAND WASHING HELPS PREVENT FOODBORNE ILLNESS!



1 Turn on hot water – as hot as you can comfortably stand



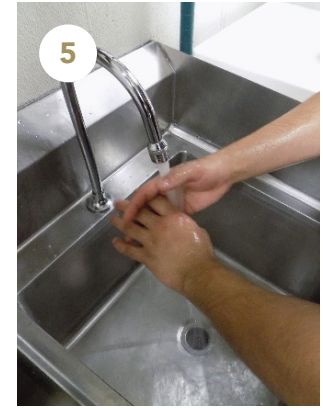
2 Wet hands thoroughly



3 Apply one pump of soap to hands

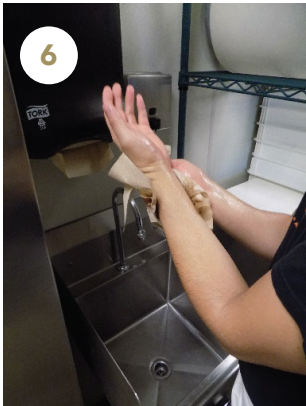


4 Lather hands, wrists, and forearms for a minimum of 20 seconds to kill all bacteria & germs

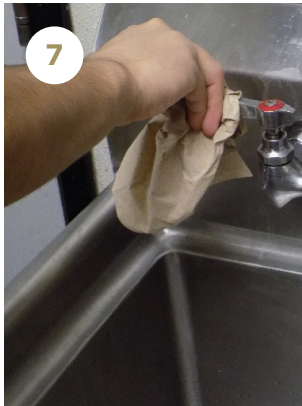


5 Rinse hands

TIP: Sing "Happy Birthday" or "Row, Row, Row Your Boat" TWICE while lathering your hands!



6 Use two paper towels to dry hands



7 Turn off water using the paper towels that were used to dry hands



8 Discard paper towels and put on gloves, if necessary

BE SURE YOU ARE WASHING YOUR HANDS CORRECTLY!!

WEAR GLOVES THE RIGHT WAY

- 1 Wear food service gloves or use sanitary utensils when handling ready to eat foods.
- 2 Always wash your hands before putting on gloves.
- 3 Change your gloves any time you would need to wash your hands.
 - After touching your body
 - After using the toilet
 - After eating or drinking
 - After handling dirty equipment or utensils
 - After handling raw food
 - After any other activities that contaminate your gloves
- 4 Remove your gloves before washing your hands.

