

What We've Learned

A College Fresh Webinar

This past year has been challenging for all of us. College Fresh wants to thank you, our valued partners, for trusting us and allowing us to continue to serve your members across the United States. We have always guaranteed the highest standards of quality, service, and safety. Due to the onset of COVID-19 this past March we have consistently adjusted our operations to ensure we are adopting the best practices for your chapters and our team members. We continue to adapt to ever-changing guidelines and policies set in place by federal, local, and university officials. Follow along with our webinar here: <https://youtu.be/luteDuRC01M> as we discuss the three areas outlined below: health + safety, operations, and client services. You will learn how we continue to adapt in order to provide exceptional and safe service to our partners during this unprecedented time.

Health + Safety

To help prevent the spread of COVID-19, College Fresh has been requiring 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 have been verifying the following:

- Has the chapter member been in close contact with a College Fresh employee?
(For COVID-19, a close contact is anyone who was within 6 feet of an infected person for at least 15 minutes.) Source: CDC.org
- 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 have been implementing 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

We have limited travel overall among our managers, traveling chefs, and corporate chefs in an effort to help stop the spread of COVID-19. To ensure your chapter receives their contracted meal plan in the event of a chef absence our corporate chefs and traveling chefs will still be available at a moment's notice and are encouraged to travel locally as much as possible. We have limited air travel, but when air travel is necessary, our chefs follow all best practices such as, wearing proper PPE and getting tested when they arrive on campus.

Client Services

Contracts

We know 2020 has offered more than its fair share of challenges and that our chapters and organizational partners are dealing with an ever-growing list of unknowns. As we navigate these unknowns, 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. Thank you for your trust and partnership. Have a safe and happy holiday season and we look forward to being *At Your Service* in 2021.

Questions?

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