

Welcome BACK!



B

BEGIN

preparing
People
Places
Products



A

ACT

with
Training
Protocols
Procedures



C

COMMUNICATE

with
Team Members
Clients
Guests



K

KEEP UP

with updates to
Guidelines
Standards
Policies



AVI'S REOPENING PLAN



AVI FOODSYSTEMS^{INC}
THE FAMILY DIFFERENCE IN HOSPITALITY SERVICES

Our Commitment

The global pandemic caused by COVID-19 has forever altered our daily lives. On behalf of the entire AVI family of dedicated team members, please know our hearts go out to all those who have been impacted by this crisis. These are unprecedented and challenging times and we continue to adapt our personal and professional lives accordingly. However, our commitment to providing exceptional service will never change.

AVI truly values the ongoing partnership we have with you and we take our commitment to serve you very seriously. Undoubtedly, COVID-19 has and will continue to change every meal experience and the ways in which we provide service. Our COVID-19 Response Team continues to monitor the changing dynamics of the coronavirus pandemic to ensure we are providing café, vending and Market C services in a **safe, responsible and effective manner**.

As we navigate through these challenging times, AVI will continue working collaboratively with our clients to ensure that appropriate changes to our service delivery and other operational aspects are managed with care and a strong commitment to our customers.

Our Plan

Welcome BACK! is AVI's comprehensive plan for reopening our clients' café, vending and Market C locations. We will continue to adapt and be responsive as guidance from federal, state and local governmental agencies and the Centers for Disease Control and Prevention (CDC) evolves.

We are communicating AVI's Welcome Back! plan with you to provide assurance that we are following a thoughtful approach to reopening our café, vending and Market C services. As always, AVI team members will continue to adhere to our clients' established safety protocols and procedures. However, we also look forward to reviewing our Welcome BACK! plan with you to collaborate on establishing the best protocols and procedures for your specific location.

We thank you in advance for your trust and partnership as we begin to welcome BACK our valued guests!



B

BEGIN

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The first step in our Welcome BACK! plan is to begin preparing our people, places and products for reopening.



PEOPLE

Our team is ready to get back to serving you! As we confirm your reopening date, expected population and hours of operation at your location, we will begin immediately reactivating our workforce with the appropriate staffing levels needed.



PLACES

We will begin by thoroughly cleaning and sanitizing all food production equipment and service areas. Implementation of additional protocols and procedures, detailed on the next page, will ensure a safe and healthy environment in your café, vending and Market C location. Prior to reopening, we will also make any other necessary adjustments to meet new protocols.



PRODUCTS

We are working closely with our supplier-partners to source the necessary inventory of supplies and fresh ingredients we will need to serve our guests and expedite service in a safe manner. We are also significantly increasing inventories of disposable single-use packaging and safety-related products.



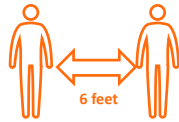
A

ACT with Training Protocols Procedures

The most critical element of our plan is the addition of new training, protocols and procedures to protect our team members and those we serve. Our COVID-19 Response Team, which includes our Director of Safety, has developed training to prepare our teams for reopening your café, vending and Market C locations. In addition, AVI has a robust firstLINE Safety System with detailed operating procedures to ensure that we continue to serve our guests in accordance with our advanced health, food and physical safety standards.

TRAINING

The AVI Safety Department has enhanced the training requirements for each AVI Team Member to review before they are authorized to return to work including, but not limited to the following:



Help Stop the Spread of COVID-19



Required and Proper Use of Face Coverings



Team Member Health Screening Guidelines



Importance of Frequent Handwashing

CAFÉ PROTOCOLS

To ensure the safety of our team members and guests, on-site managers will evaluate our culinary platforms and make adjustments accordingly. We have temporarily revised our culinary service standards as outlined below.



Suspension of:	Offer guests:
Self-serve salad bars	Increased packaged selections in refrigerated merchandisers
Self-serve fountain drinks	Additional bottled beverages in our beverage merchandisers
Self-serve pizza/pasta offerings	Clearly-marked packaged selections
Self-serve soup offerings	Full-service experience
Self-serve grill selections	Full-service experience
Self-serve utensils, condiments, napkins	Items distributed at point of service
Self-serve hot beverages/reusable cups	Full-service experience
Other self-serve stations	Evaluated on case-by-case basis

CAFÉ PROCEDURES



Each café will be required to:

- Frequently disinfect high traffic areas and touchpoints
- Ensure AVI Team Members are wearing face coverings at all times while working
- Indicate with floor markings the social distancing requirements for service and cashier areas
- Display appropriate signage communicating social distancing
- Partner with clients to establish limitations for traffic coming into the café
- Partner with clients to adjust seating to ensure proper social distancing (if permitted to be open)

VENDING AND MARKET C PROTOCOLS

- Increase sanitation of machines and touchpoints
- Ensure stock is replenished during off-peak hours to minimize contact with others
- AVI Team Members servicing accounts will maintain a 6-foot distance when replenishing stock
- Suspension of condiment packets, plates and flatware to reduce touchpoints



C

COMMUNICATE

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Providing effective and frequent communication is critical to our Welcome BACK! plan's success.

TEAM MEMBERS AND CLIENTS

We are continually communicating with our team members on the new operating procedures in our café, vending and Market C locations. We will continue to keep you engaged and informed of our plans and any recommended actions related to your location.

GUESTS

We have developed a series of guest-focused marketing collateral to ensure we welcome back our guests with clear communication of the safety protocols they can expect to experience. We will also display our rotating menu choices to our guests.



K

KEEP UP
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Our COVID-19 Response Team continues to remain active and vigilant in ensuring we provide the most accurate and up-to-date guidelines, standards and policies to our on-site team.



GUIDELINES

As new government guidelines are released, AVI's team will quickly evaluate and revise our standards of operations accordingly.

STANDARDS AND POLICIES

The COVID-19 situation is constantly evolving and we will continue to keep our management team abreast of new standards and policies.

PARTNERSHIP WITH OUR CLIENTS

For the health and safety of your employees, below are additional safety recommendations and safety precautions to consider:

Maintaining 6-foot social distancing in café and break areas by:

- Providing floor markers as guides
- Reducing or eliminating seating in break areas
- Moving microwaves to less crowded areas
- Modifying break times to limit the number of customers in cafés and break areas

Implementing additional safety measures by:

- Providing plexiglass shields between café stations, vending machines and market kiosks
- Physical distancing of vending machines and reach-in coolers and freezers
- Providing hand sanitizer dispensers throughout facility
- Transitioning to cashless payment methods

These are just a few ideas and AVI welcomes the opportunity to discuss in more detail.

We thank you for the opportunity to serve you. Your patience, understanding and partnership is appreciated and valued.