



FALL 2020 SERVICE GUIDE

For students returning to on-campus living in the fall, and their parents, Gill Grilling has been working to fulfill the trust you have in us to provide the safest meal plan possible. We have created this document to share our plans with you, and to invite you to work with us in any way necessary to help you in this process.

Gill Grilling Company is a Fraternity and Sorority Meal Service provider founded in 2002. We work on campuses all over the country and chapter house meal plans are all we do. Every fraternity or sorority client has an assigned chef, or team of chefs. These chefs only work at your chapter house, and all meals are prepared on site. All of our recipes are customized to the dietary needs and preferences of the chapter members, and you never have to worry about your food being prepared by someone you don't know.

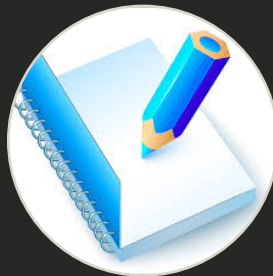
Most Universities are implementing plans that include on-campus living for students. We feel strongly that if students are back on campus, the safest and best possible way for them to eat is through a chapter house meal plan. Chapter house meal plans offer the following benefits, both to residents and non-residents:

- avoids the safety risk of members cooking their own food
- avoids the large crowds at dining halls and restaurants
- dedicated chefs accommodate special dietary needs
- company infrastructure provides a backup plan in chef has a positive test

Sincerely,

A handwritten signature in blue ink, appearing to read "BG", written over a white background.

Brian Gill, President



WHAT ARE THE RISK FACTORS

Despite no evidence of food transfer, COVID 19 still presents real risks that need to be controlled. The main meal plan risk factors are:

- people being near each other, especially inside, especially for a long time
- people sharing the same serving utensils
- less severe: virus transmission on surfaces or through food

The virus is reduced in quantity by soap/water, and ventilated air. It's killed or weakened by sunlight/UV light, solutions of >60% alcohol, and time apart from a human host.

HOW WILL RISK BE REDUCED

-Every day when clocking in, employees will record temperatures and self-report symptoms or exposure to COVID.

-Glove and mask use are mandatory when working with food, interacting with chapter members, and at all times in kitchens with more than 1 staff member.

-Freshly laundered chef uniforms are required every day.

-Hood fans will be left on at all times when kitchen is being operated, and additional fans will be provided as needed to increase ventilation.

-Self-serve buffets, including salad bars, will not be available. All meals will be plated or packaged individually.

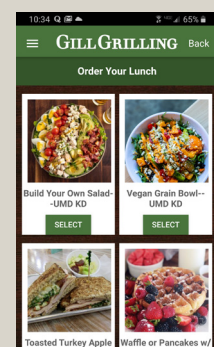
-Condiments, snacks, and beverages will either be available in individual servings, or served with disposable coverings to prevent cross-touch. Signage is available to show proper use.

-Bleach spray of high touch areas conducted after every meal shift.

-In almost all cases, food will be served using disposable plates and silverware.

-Chapter members will use our app-based time slot order system to control group sizes and allow for non-contact service.

The screenshot shows a mobile application interface for configuring meal plans for Monday. At the top, there is a 'Monday' header, a 'Copy from' dropdown menu, a 'Go' button, and a green toggle switch. Below this, there are four meal categories: Breakfast, Brunch, Lunch, and Dinner. Each category has a toggle switch. The Lunch and Dinner categories are currently selected. For the Lunch category, the settings are: Type: Short Order, Start: 11:00 AM, End: 2:00 PM, Spacing: 15 Minutes, and Max: 10. For the Dinner category, the settings are: Type: Buffet, Start: 4:45 PM, End: 7:00 PM, Spacing: 30 Minutes, and Max: 10.



WHAT IF STAFF SHOWS SYMPTOMS

-Staff will be permitted to work as long as no symptoms are shown, and there has not been exposure to a person testing COVID positive in their household.

-When any employee shows symptoms, we activate our protocols. We will assume this means a positive test until proven otherwise.

-When an employee shows symptoms, they are immediately excluded from work and referred for COVID testing. The kitchen is closed for the remainder of the day and we will order delivery food from another location.

-The following protocols will be implemented to reopen the kitchen:

The kitchen is deep cleaned with food grade 80% ethanol sanitizer.

All food exposed to open air is discarded.

Employees have negative test results and/or are symptom free for 24 hours.

Substitute food service will be arranged while we are reopening the kitchen.

REFUNDS AND CAMPUS SHUT DOWNS

-Gill Grilling does not determine the refund policies for individual chapter members. Our contracts are with the fraternity and sorority organizations as a whole. If there is a campus shutdown, or if a specific member has to discontinue the meal plan, please contact your chapter for information on refunds.

RESOURCES AND CONTACT INFO

-Parents (or anybody) looking to enhance the safety and meal experience for their child should check out our marketplace at gillgrilling.com/shop which features same day delivery of PPE, food, and other items.

-Kate Novinger leads our client service. She is available to you as a point of contact for any questions you have.

Kate@gillgrilling.com
937-267-6108

-The [contact form](#) on our website is monitored by multiple team members, including the company President and VP-Operations. Please feel free to use this tool at your convenience.