



# SAFE REOPENING PLAN



## REOPENING PLAN



We look forward to reviewing this information along with a customized site specific plan for your food service operations

## OUR COMMITMENT

The global pandemic caused by COVID-19 has forever altered our daily lives. On behalf of the entire Dana 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.

Dana 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 micro market services in a **safe, responsible and effective manner**.

Safety is the most important aspect of cooking great meals from scratch every day. All Dana food service employees must complete the TrainCan Basics.fst® food safety program. All Supervisors are mandated to complete the TrainCan ADVANCED.fst® food safety program as a supervisor. The proof is in the results.

**Dana operations hold the best safety record for the lowest Lost-Time accidents in the Canadian food service industry.**

We provide monthly and ongoing training on every topic from Food Safety and Health & Safety to new sustainability products and safety enhancement program ideas to keep our culinary teams current.

Dana Hospitality continues our dedication to supporting our hospitals, essential businesses, higher education and private school clients and employees whom we serve every day. Our culture of cooking from scratch is driven by skilled culinary teams who are committed to practicing high Food Safety and Worker Health & Safety standards. This training has helped our teams adapt quickly to being able to operate under extraordinary environments caused by the recent pandemic.

We are proud of our +50 hospital, essential business and university teams that remained open. We celebrate their dedication, innovation and determination to help assist clients in the best way we know how, by creating great meals from scratch every day. Our teams safely provided essential service working guests with freshly prepared comfort foods at a time when the world needed a bit of comfort and normalcy.

You can be assured that, as we have demonstrated in the past, Dana will remain nimble, quick and fast to adapt to any site specific, regional, provincial or federal health recommendations that may change as we navigate together through these unprecedented times to build our new normal.

## OUR PLAN

This document summarizes Dana Hospitality's comprehensive plan for reopening our clients' café, vending and micro market locations. We are communicating this plan with you to provide assurance that we have followed a thoughtful approach to safely reopening your food service operations.

As always, Dana team members will continue to adhere to our clients' established safety protocols and procedures and we look forward to reviewing our plan with you to collaborate on establishing the best practices for your specific location and region.

Dana Hospitality has always strived to provide the highest safety standard possible in every day operations. Safety does not occur by chance, it is the result of ongoing training and careful attention by every Dana employee, from culinary teams and operations directors to office staff. Our company has always, and will always work diligently to ensure that our cafés are safe and healthy places for customers and employees.

Going forward, when any customer walks into one of our cafés, our culinary behaviours will be our demonstration that our company has the highest standards of wellness and safety in place to protect employees and customers from a potential hazards such as COVID-19 type viruses, food borne illnesses and unsafe work practices.

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





**Our reopening plan is to enhance safety measures for our people, the places our guests occupy and our scratch-made products.**



### 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 micro market locations. 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.



**Continually providing effective and frequent communication is critical to the success of our safe reopening plan.**

## 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. Daily and weekly menus will continue to be promoted on your cafés dedicated iCanEat website, on the Eat Fresh Rewards APP and in-café Digital Menu Boards. Your culinary team will continue to provide you with an assortment of made-from-scratch meals using fresh, locally sourced ingredients every day. The menu variety may reduce in the short-term in order to speed up service and balance supply chain shortages. If you have any questions, then please email [changes@danahospitality.ca](mailto:changes@danahospitality.ca)

## TEAM MEMBERS AND CLIENTS

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

WELCOME

This café has adopted some new safety practices

\_\_\_\_\_ is the maximum number of guests allowed in the serving area at one time to ensure proper distancing


 <p style="font-size: 0.7em;">Please wait behind the line on the floor for one person at each station to be served at a time.</p>	 <p style="font-size: 0.7em;">Our preference is to accept Debit/Credit and Dana Card Payments. Please minimize the usage of cash, but it is still accepted.</p>	 <p style="font-size: 0.7em;">Reminder: Please wash / sanitize your hands prior to &amp; after visiting the café.</p>
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Thank you for helping us keep everyone safe


Dana Murray

WELCOME

This café has adopted some new safety practices

 **Please "eat" with your eyes**  
To help reduce "touch" points; for Fresh & Fast, beverages and convenience items, if you touch it then please take it. Don't put it back for the safety of all guests.

 **Please leave your lunch at home.**  
Avoid bringing any containers in from home in order to keep the seating area clean and reduce the risk of contamination to all guests and staff.

 **Questions?**  
Your culinary team will continue to provide you with an assortment of made-from-scratch meals using fresh, locally sourced ingredients every day. The menu variety may reduce in the short-term in order to speed up service. If you have any questions, then please email [changes@danahospitality.ca](mailto:changes@danahospitality.ca)

Thank you for helping us keep everyone safe

Dana Murray





**We are dedicated to continuing to follow the facts. 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 teams across Canada.**



### **GUIDELINES**

As new government guidelines are released, Dana's team will quickly evaluate, adapt and update our standards 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.



**Education is a critical element of our safe reopening plan. New trainings, protocols and procedures will protect our team members and those we serve.**

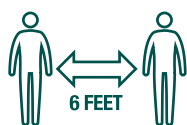
Our COVID-19 Response Team, which includes our Director of Health & Safety, has developed training to prepare our teams for reopening your café, vending and micro market locations. In addition, Dana has detailed operating procedures to ensure that we continue to serve our guests in accordance with our advanced health, food and physical safety standards.

Some of the changes that we are making to our safety processes include:

- Online training portal for all workers. The Portal will provide Infection Control back to work policy, Annual Safety Talks, new worker orientation training resources and we will be able to monitor employee safety training compliance.
- Infection Control Program – Standards, Standard Operating Procedures, tracking reports to ensure the safety of our culinary production and customer service.
- Infection control measures including temperature checking of employees prior to work, contactless cash, social distancing in front and back of the house so that we are able to monitor the wellness of our employees.
- Third party inspection platform to ensure compliance with our safety standards.
- New Personal Protective Equipment protocols including everyday wearing of nitrile gloves, masks, cashier station guards.
- Online TrainCan® food safety training, with proctoring by Julia Fawcett, an independent Food and Workplace Safety Auditor, so that we can ensure that all workers are provided with food safety certification.
- Return to Work Check-in Guide that will ensure that our employees returning to work after the current COVID-19 crisis are well and are provided with information on our new infection control processes.
- Customer facing education program of posters, materials, surveys, etc. that will demonstrate that we are providing our customers with a safe café.

## TRAINING

The Dana safety team has enhanced the training requirements for each Dana Team Member to complete 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

## VENDING AND MICRO MARKET PROTOCOLS

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

## CAFÉ PROCEDURES

Each café will be required to:



- Encourage guests to please “eat with your eyes” rather than touch foods



- Provide visual reminders for guests to please wait behind the line on the floor for one person at each station to be served at a time.



- Introduce and promote the use of our Eat Fresh Rewards APP, so guests can order and prepay meals and dedicate a pickup time so they can avoid all lineups



- Inform guests that to speed up service, our preference is to accept Debit/Credit and Dana Card Payments. Please minimize the usage of cash, but it is still accepted.



- Provide visual reminders for guests to please wash their hands prior to & after visiting the café

## 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 to remove the risk of open touch points as outlined below.

Offer guests	Suspension of
Increased variety of Fresh & Fast packaged sandwiches, snacks and salads with tamper evident labels	Self-serve salad bars
Additional bottled beverages in our beverage merchandisers	Self-serve fountain drinks
Clearly-marked packaged selections	Self-serve pizza/pasta offerings
Full-service experience including complimentary samples served on request	Self-serve soup offerings
Full-service experience made fresh to order	Self-serve grill selections
Items distributed at point of service	Self-serve utensils, condiments, napkins
Full-service experience with single use cups	Self-serve hot beverages/reusable cups
Evaluated on case-by-case basis	Other self-serve stations





## **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
- Temporarily remove microwaves
- 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 Dana 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.**

