



### **Important Policy Update on COVID-19 - 3/11/2020**

Upper Crust Food Service is staying on top of the daily changes in the COVID-19 situation. The decisions that Universities will make regarding the safety of their campuses will have a direct impact on Fraternity and Sorority housing.

The policy of Upper Crust Food Service is that we consider our employees essential workers since we are providing basic nutritional needs for your members. This means that Upper Crust Food Service will continue to serve your members in your housing even if classes go from in person to online. We have increased our training and employee awareness around proper cleanliness and controlling the spread of germs through food service.

In a worst-case scenario where our Customers are forced to completely close their facilities Upper Crust Food Service plans to work directly with these chapters to find a mutually agreeable solution. We pride ourselves on providing the highest possible quality of food and service and the talented employees that we have trained are the backbone of our business. Our goal will be to create a situation where the staff can continue to remain employed during any downtime so that when a quarantine is pulled that we are ready to once again operate your kitchen immediately upon your members moving back into the facility. If groceries do not need to be ordered during the down time of the kitchen a discount or credit will be issued to our Customers for that portion of their billing.

We are going to have to work together to protect the safety of our members and employees, reduce the financial impact to your members and our company, and maintain the high quality standards we have enjoyed together upon the return to your kitchens. Thank you for the trust that you put in Upper Crust Food Service to serve your members. Your partnership is very important to us.

Adam Guy

A handwritten signature in black ink, appearing to read "AG", is placed below the name Adam Guy.

President

Upper Crust Food Service

[adam@uppercrustfoodservice.com](mailto:adam@uppercrustfoodservice.com)

573-874-3033