



COVID-19 Customer Billing Update

Upper Crust Food Service is staying on top of the daily changes and fluid nature of the current COVID-19 situation. We want to thank our customers for their communication and support during these unprecedented times. We are dedicated to working together to keep your members and our employees safe while maintaining the basic nutritional needs provided through our food service operation.

We have begun to receive many questions regarding how billing will be handled for Universities who are making changes to normal learning environments. The information provided below is meant to be a guideline of our updated policies when it comes to billing during this unusual time. Our goal is to find a solution with every customer that is fair and provides your members with value while also maintaining our organizations operational efficiencies so that we are prepared to return to your kitchens when any social distancing policies are lifted. We realize that one solution does not fit every customer, but the policies below will outline our teams' attempt to get the conversations started.

Situation 1 – University has moved from in person classes to online classes, but University Dorms and Dining Halls are remaining open and students can stay on campus.

-In this situation we have found that most all fraternity and sorority houses have elected to stay open and our staff is dedicated to continuing to serve your members. We would ask that if you have members not returning to the house that you ask them to continue to honor their food plan since it is still available to them per their housing agreement and that they are voluntarily deciding not to participate. This stance is due to the fact that we must continue to pay your kitchen staff and management team. If the number of members drops substantially please reach out to us so that we can have conversations about a reduction of the food cost portion of the billing since we will not be feeding all members on the meal plan.

Situation 2 – University has moved from in person classes to online classes, but University Dorms and Dining Halls are closing for a period of time following spring break. Campuses may continue online classes for the remainder of the semester but will allow students to return to campus on a designated date.

-In this situation we have found that most fraternity and sorority houses are closing their facilities during the period that students are being asked to stay away from campus. These houses plan to open their facilities back up on the designated date that students can return to campus. Essentially instead of closing for a one-week spring break many houses will be closing for a 2-4 week spring break period. This extended break creates a

staffing and operational challenge for Upper Crust Food Service and we are asking our Customers to pay a reduced or pro-rated billing amount based on the fact that operational expenses and labor will continue but food purchases will not need to be made. We hope that Customers will consider that if you were independently operated you would likely continue to pay your staff during this downtime so that they were ready to step back into action when asked. This proposed solution will allow our Customers to offer a pro-rated discount to members to satisfy any requests that they receive. Although this solution is far from making Upper Crust Food Service whole it will allow us to be prepared to begin serving your chapter again when your account opens back up. We are asking that any discounts or credits be reflected on the May billing cycle so that we are confident in the dates affected and total discount offered.

Situation 3 – University has moved from in person classes to online classes, but University Dorms and Dining Halls as well as Customer chapter house are remaining closed for the remainder of the semester.

-This is the worst-case situation that we have seen reported so far. If the university is not allowing students back on the campus for the remainder of the semester or mandating that your chapter house close, we must work together to find a mutually beneficial solution. If your chapter falls under this situation, please contact us so that we can begin a dialogue about campus closing and how to work together to create a mutually beneficial financial outcome.

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.

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