



Memorandum

To: Tri-Star Catering Clients

From: Tri-Star Catering Management

Date: March 12, 2020

Subject: Adjustments to standard operating procedures in response to COVID-19 (Coronavirus).

As an additional precaution, all Tri-Star Catering staff (culinary & delivery teams) will comply with the following adjustments:

- Heightened hand health:
 - All staff must wear new, disposable gloves when handling any food, beverage, or service equipment, both on and off-site.
 - Ensure all employees are EXTRA diligent with washing and cleaning of hands.
- Extra meticulous monitoring of health of all staff:
 - Any staff exhibiting cold/flu-like symptoms will be sent home and may only return with letter from a physician.
- Sanitization practices:
 - Increase sanitization of service equipment to 3x daily (versus 2x). All service equipment and surfaces must be washed and sanitized with quaternary solution.
- Contact-less Delivery
 - When requested, delivery staff will drop off order to a secure drop spot and connect with client to inform of delivery.