RECOVER AND REOPEN
REOPENING GUIDANCE FOR YOUR OPERATION
ABOUT ENTEGRA

Entegra provides procurement management solutions serving thousands of North American purchasing sites, including restaurants, lodging, leisure and senior living.

With no fees to join, we partner with our clients to strategically deliver procurement services with value-added member access to over 800 national manufacturers and an additional 1500+ local and regional vendors.

Through data analytics, on-program offers and industry intelligence, we help our clients deliver on business goals in meaningful ways for them and the communities they serve.

DISCLAIMER STATEMENT – COVID-19 is a rapidly evolving situation. The guidance contained in these materials was created using the best information available to entegra (and its parent company Sodexo) as of May 8, 2020, which includes guidance published by the Centers for Disease Control and Prevention and other public health and government agencies. These protocols are designed for use by Sodexo at Sodexo-managed locations and complement other practices currently in place at Sodexo. The protocols used by Sodexo may not be suited for facilities not managed by Sodexo. Please consult with the Health and Safety team at your facility to confirm the suitability of Sodexo protocols for your individual site.
A LETTER FROM ENTEGRA’S CEO

Since the beginning of the COVID-19 crisis, entegra has been working to ensure our clients have the right tools and information to reduce the risk of virus transmission and provide the best for their customers. Our number one priority is and has always been to protect the health and well-being of the communities where we, our clients and our supplier partners do business.

At entegra, we constantly collaborate with our supplier partners to develop the most valuable and applicable information and offers for our clients. That legacy is more important now than ever. That is why we are prepared for recovery reinforcement as the industry emerges from this crisis and begins to reopen businesses across the continent. Our dynamic COVID-19 public webpages on entegraps.com, are being updated every day with new and helpful supply chain information, tips for foodservice operations and offers to help you manage this crisis and to move into recovery mode.

In collaboration with our Beyond Prime suppliers, we offer you this guide on best practices for reopening your business to the public with suggestions to make sure your employees and customers remain healthy and feel safe in your establishment.

At entegra Procurement Services, we are grateful for the opportunity to help you recover and grow your business.

Best regards,

Damien Calderini
President & CEO
entegra, North America
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GENERAL OPERATIONS

EMPLOYEE AND CUSTOMER HEALTH

PHYSICAL DISTANCING

- Employees and customers should be advised, with use of signage, to practice physical distancing by standing at least six feet away from other groups of people who are not with them while standing in lines, using elevators or moving around the facility
- Arrange tables, chairs and other physical layouts to ensure appropriate distancing
- Place barriers between workspaces, close or modify common areas

entegra suppliers of physical distancing products: Ed Don, Grainger, Home Depot Pro, Hubert, VGS, American Hotel, Trimark
HAND SANITIZER

- Hand sanitizer dispensers, touchless whenever possible, should be placed at key customer and employee entrances and in common areas such as reception desks, lobbies, entrances, elevator landings and dining or lounge areas

**entegra suppliers of hand sanitizer and dispensers:** American Hotel, Ed Don, Hubert, Cintas

PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Instruct employees to wear masks when appropriate or required by law
- Display appropriate signage outlining proper mask usage and current physical distancing practices

**entegra suppliers of masks and other PPE:** American Hotel, Ed Don, Hubert, BBJ Linen, Grainger, Home Depot Pro, Drapes for Show

THERMOMETERS

- Non-invasive temperature checks should be conducted for employees and/or customers when appropriate or required by law

**entegra suppliers of human thermometers:** Ed Don, Hubert, Office Depot, Sprint Monitoring

SIGNAGE

- Health and hygiene reminders should be posted throughout the property including the proper way to wear, handle and dispose of masks, wear gloves, wash hands, and cough or sneeze properly
- Signage should be posted if a limited number of people are allowed in an area

**entegra suppliers of signage:** Ed Don, Hubert, VGS
EMPLOYEE-SPECIFIC

- Hand-washing is recommended (or hand sanitizer when a sink is not available) frequently and after using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

  **entegra suppliers for hand-washing needs:** Ecolab (current clients only), Network

- Provide specific training to all employees on COVID-19 safety and sanitation protocols with more comprehensive training for staff with frequent customer contact.

- Appropriate PPE should be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE should be mandatory.

- If required by state or local regulations, every employee entering the property should be provided a mask and required to wear that mask while at work. Provide gloves to employees whose responsibilities require them as determined by medical experts.

  **entegra suppliers for PPE products:**
  American Hotel, Ed Don, Hubert, BBJ Linen, Grainger, Drapes for Show
PUBLIC SPACES AND LOBBIES

- Increase the frequency of cleaning and sanitizing in all public spaces with an emphasis on high-touch surfaces, including, but not limited to, counters, desks, elevators and elevator buttons, door handles, public bathrooms, door keys and locks, ATMs, stair handrails, hard floors, carpets, rugs, chairs, and dining surfaces.
- Sanitize all public touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops.
- Modify high-touch surfaces (for example use push doors instead of door handles and install no-touch trash receptacles).

**entegra suppliers of communal area products:** American Hotel, Rubbermaid, Tennant, Karcher, Cintas Carpet and Tile, USA Clean, Daniel’s Sharpsmart

SHARED EQUIPMENT

- Shared tools and equipment should be sanitized anytime the equipment is transferred to a new employee as well as before and after each shift.

**entegra suppliers for sanitizing chemicals:** Ecolab (current clients only), Network

FACILITY SYSTEMS

- Increase the frequency of HVAC system cleaning and air filter replacement to maximize fresh air exchange.

**entegra suppliers of air filters and HVAC cleaning services:** American Airfilter, TriDim, Cintas Hood Cleaning (ServePro)

- Increase the frequency of pest control servicing, taking microscopic pests into consideration.

**entegra suppliers for pest control:** Ecolab, Rentokil Steritech
SECURITY PROTOCOLS

CLEANING AND SANITIZING PROTOCOL

- All contact surfaces should be sanitized at the completion of an incident
- Shift managers should assign specific sanitation responsibilities and ensure proper protocols are followed
- Holding rooms, handcuffs and all related equipment and contact surfaces should be sanitized before and after each use

**entegra suppliers for sanitizing chemicals:** Ecolab (current clients only), Network

PHYSICAL DISTANCING PROTOCOL

- Security officers should assist with enforcing physical distancing protocols in customer queuing areas as required (restaurants, casino floors, registration areas, elevator lobbies, etc.)
- Follow the standard protocols of six feet distancing unless a specific incident requires more invasive contact (i.e., a medical emergency)

**entegra suppliers of physical distancing products:** Ed Don, Grainger, Home Depot Pro, Hubert, VGS, American Hotel, Trimark

CUSTOMER CONSIDERATIONS

Security officers should familiarize themselves with hand sanitizer and mask distribution points for customers and coworkers.

**entegra suppliers for security badges:** The Badge Company, Imprint Plus
RESTAURANTS AND CAFETERIAS

CLEANING AND SANITIZING PROTOCOL

- Host podiums, including all associated equipment, should be sanitized frequently
- Service stations, service carts, beverage stations, counters, handrails and trays should be sanitized frequently
- Condiments should be served in single use containers (either disposable or washed after each use)
- Menus are recommended to be single use and/or disposable
- Sanitize trays (all types) and tray stands after each use
- Storage containers should be sanitized before and after each use
- Food preparation stations should be sanitized after each use
- Kitchens to be deep cleaned and sanitized at least once per day
- Food and beverage items being prepared should be transferred to other employees using contactless methods
- Ensure dish machines are functioning properly and up to temperature
- Sanitize beverage stations and soda fountain equipment frequently

Entegra suppliers of restaurant and cafeteria products and equipment: American Hotel, Chef Works, Ed Don, Georgia Pacific, Rubbermaid, Hubert, Perfect Clean, Hobart

DINING
PHYSICAL DISTANCING PROTOCOL

- Hostesses and managers should supervise physical distancing at entries, waiting areas and queues (in addition to signage)
- Tables and booths should be utilized with appropriate physical distancing between each dining group (six feet or as otherwise advised by local authorities)
- Reduce bar stool count to provide appropriate physical distancing
- Manage the line flow at quick serve outlets to ensure coffee and food pick-up areas remain appropriately distanced
- Add quick-serve coffee options based on demand and length of physically distanced lines
- Consider sneeze guards at cash registers
- Avoid self-service
- Consider closed system fry oil management and CO2 services
- Limit the number of employees on each shift
- Redesign workflow if needed

entegra suppliers of physical distancing products and signage: Ed Don, Grainger, Home Depot Pro, Hubert, VGS, Trimark, RTI, Airgas
**BARS AND LOUNGES**

- Limit number of customers allowed into the space
- Increase standing room
- Change floor plan to keep tables six or more feet apart
- Ensure beverage prep area and fountain equipment are cleaned and sanitized frequently
- Check with local liquor control for any new regulations
TAKEOUT AND DRIVE-THROUGH

- Maintain social distancing and reduce the number of touch points between preparation and delivery of food
- Use clear lids to be able to see the food after it is packed, which helps employees verify contents before delivery
- Use sticker systems to help identify orders without reopening packages
- Seal bags and boxes with stickers

entegra suppliers of takeout packaging, associated labels and services:
Hubert, Ed Don, Party Rental, VGS, Trimark, Food Fleet, Curtis 1000

IN-ROOM DINING

- Remove printed menus from rooms
- Consider alternative menu options such as online webpage version, emailed document, scrolling on an in-house tv channel, etc.
- Suspend minibar service by locking them and removing loose product, include appropriate signage of suspension
- Make items available upon request from dining service
- Set food trays in hallway and notify guest when the order is outside of the guest’s room (plate covers remain) – guests should retrieve their own food.
- Request that guests notify the dining service when finished with their meal and place tray in the hallway outside of their room

entegra suppliers of guest consideration products:
American Hotel, Ed Don, Hubert
CATERING AND BANQUETS

CLEANING AND SANITIZING PROTOCOL

- All shared equipment and meeting amenities should be sanitized before and after each use, or be single use if not able to be sanitized
- All linen, including underlays, to be replaced after each use
- Clean and soiled linens should be transported in sealed single use plastic bags into and out of the meeting rooms

entegra suppliers of linens and cleaning:
BBJ Linens, USA Clean, Cintas Carpet and Tile, Karcher, Perfect Clean

PHYSICAL DISTANCING PROTOCOL

- Consider suspending buffet and self-serve style service
- Develop examples of physically distanced floor plans for banquet staff
- Review seating capacities and floor plans per event to ensure appropriate physical distancing that follows local and CDC guidelines
- All food and beverage items should be individually plated and served
- Coffee and other break items to be attended and served by a server
- Flatware to be provided as a roll-up or individually packaged kit
- Serve condiments in individual containers

CUSTOMER CONSIDERATIONS

- Provide individual bottled water in lieu of water carafes on meeting tables and at water stations
- Develop examples of physically distanced floor plans for set-up staff
- Create modified menus to showcase styles of service and items currently available

entegra suppliers of guest consideration products: Ed Don, Hubert, Network, Grainger, Home Depot Pro
COMMUNITY AND CHARITY FEEDING

- All food and beverage items should be individually plated and served
- Buffet and self-serve style events should be suspended until further notice. If buffets are resumed, they should have a staff member serving food behind a plastic shield
- Coffee and other break items to be attended and served by a server
- Provide flatware as a roll-up or individually packaged kit
- Serve condiments in individual sanitized containers
- Develop seating capacities and floor plans to ensure appropriate physical distancing

**entegra suppliers of physical distancing products:** Ed Don, Grainger, Home Depot Pro, Hubert, VGS, Trimark
GUEST ROOMS

- Clean and sanitize guest rooms, with attention to high-touch items including television remote controls, doorknobs, toilet seats and handles
- Upon completion of cleaning the room, consider additional measures using a sanitizing mister
- Discontinue print magazine and newspaper services in the rooms and offer a digital alternative
- Guest packages delivered to the rooms should be placed outside the guest room, the delivery person call the room and then wait six feet away to ensure the package is retrieved
- Housekeeping carts and equipment should be sanitized at the start and end of each shift

**Entegra suppliers for guest room products:** American Hotel, Rubbermaid, Tennant, Karcher, USA Clean, ServePro, Perfect Clean

FRONT SERVICES

- Frequently sanitize high-touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts, porte cocheres and drop-off/pick-up waiting areas
- Offices, desks, counters, workspaces and related equipment (including iPads and radios) should be sanitized at least once every four hours or upon a new employee using the equipment
- Scooters, wheelchairs and other guest amenities to be sanitized after each use
- Baggage doors should be sanitized every hour
- Baggage belt divider tubs, bell carts and related equipment should be sanitized after each use
- Bell cart carpets should be covered with a cleanable, non-porous or disposable surface
- Back of House (BOH) elevator buttons should be sanitized at least once per hour
- Vending machines (break room and taxi tunnels) should be sanitized at least once per hour

LAUNDRY

- All bed linen and laundry should be washed at a high temperature and in accordance with CDC guidelines
- It is recommended that dirty linen be bagged in the guest room to eliminate excess contact while being transported to the laundry facility

**Entegra suppliers for laundry equipment and detergents:** Milnor Laundry Equipment, Ecolab Chemicals
BUSINESS SERVICES, BACK OFFICE, LOST AND FOUND

CLEANING AND SANITIZING PROTOCOL

- In-house mail vehicle should be sanitized after each use
- Consider adding a sanitization kit to each locker bank with instructions on how to properly clean the terminal screen and locker box
- Sanitize internet stations and post sanitation signage for guest reference

entegra suppliers for back of the house: Rubbermaid

PHYSICAL DISTANCING PROTOCOL

- Employees should use separate counters and have individual stations to eliminate shared equipment
- Maximum of two employees at a front counter
- Credit card swipe moved to front counter
- For outgoing mail, guests/residents should be requested to place packages directly on the scale and then onto the conveyor
- Enforce six-foot physical distancing minimums with common carriers
- Encourage the use of email for all guest/resident transactions
- Offer Internet Stations for printing and completing any documentation instead of at counter
POOLS AND HOT TUBS

- Chaise lounge chairs should be sanitized after each use
- Cabana contact surfaces should be sanitized after each use
- Towel desk, entry kiosks and all other desks and counters should be sanitized at least once per hour
- Lifeguard stands should be sanitized upon rotation
- Chaise lounge chairs should be set with appropriate physical distancing

TRANSPORTATION

- Vehicles should be thoroughly cleaned before and after each use
- No more than four guests recommended per SUV
- No more than two guests recommended per sedan
- No guest recommended in the front passenger seat
- Scooters, wheelchairs and other guest amenities should be sanitized after each use
- Consider suspending Valet parking
- Use third-party transportation services

entegra suppliers for transportation cleaning and services: Grainger, USA Clean, Curtis 1000, Instawork, First Class Workforce Solutions
SALES AND CONVENTION SERVICES

- Sanitize conference room doors, tables, chairs, light switch and other equipment after each group use.
- Seating capacities and floor plans should be reviewed on an event by event basis to ensure appropriate physical distancing that follows local and CDC guidelines (in coordination with Catering and Banquets).
- Provide an example of physically distanced floor plans.
- Post signage outside of meeting and events reminding guests of appropriate physical distancing.

**entegra suppliers for cleaning sanitizing chemicals:** Ecolab (current clients only), Ed Don, Hubert, Network, Grainger
**SPAS AND SALONS**

- Consider use of a touchless infrared thermometer to check the temperature of each client who enters the salon.
- Limit the number of people in the salon.
- Consider eliminating walk-in services and see clients by appointment only.
- Consider having employees wear masks or face shields and gloves during treatments.
- Each client should be draped with a clean cape. Capes should be laundered between each client or salons/shops may consider using disposable capes.
- Employees should change their smock to a clean one between each client.
- Use protective neck strips around the neck of each haircut client.
- Wash hands thoroughly between every client.
- Before opening, disinfect all surfaces, tools, and linens, even if they were cleaned before the salon/shop was closed.
- If available, wrap shampoo bowls in plastic and replace plastic between each client.
- Remove and discard any products that could have been contaminated by improper unsanitary use or left uncovered.
- Empty all wax pots and disinfect before refilling them with new wax.
- Use single-use applicators.

**FITNESS CENTER**

- Provide disinfecting wipes and request that guests use them to sanitize equipment after each use.
- Consider offering alternative exercise options including in-room and outdoor wellness programming.
RETAIL AND STORES

CLEANING AND SANITIZING PROTOCOL

- Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces should be sanitized at least once per hour and upon a shift change
- Sanitize carts and mag liners before and after each use
- Sanitize handles, knobs, cage locks, cages and stock room surfaces

Entegra suppliers for cleaning sanitizing chemicals: Ed Don, Ecolab (current clients only), Hubert, Network, Grainger, Perfect Clean

CUSTOMER CONSIDERATIONS

- Displays and retail assortments should be limited to essential items during phase one to include sundries, toiletries, pre-packaged food and beverage
- All merchandise should be served or handled by a retail attendant; no self-serve available in any category
- All sales should be final until further notice (including phone orders)

PHYSICAL DISTANCING PROTOCOL

- Signage should be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines

VENDING

- Vending machine buttons and touchpads should be sanitized every two hours
- Ensure the machine is switched OFF before completing any cleaning tasks
- Clean and sanitize with non-linting cloths
- If a scraper is needed, use plastic and not metal
- Use glass cleaner or similar for cleaning windows on vending machines
- Do not put any of the machine’s internal parts on the floor

Entegra suppliers for cleaning sanitizing chemicals: Ed Don, Ecolab (current clients only), Hubert, Network, Grainger, Perfect Clean
GOLF OPERATIONS

CLEANING AND SANITIZING PROTOCOL

- Golf carts should be sanitized before and after each round by a designated cart “pit crew”
- Loaner clubs should be sanitized before and after each round
- Locker rooms and foyer area should sanitize at least once every four hours; guest contact areas in each sanitized after each use
- All employees should be provided personal size hand sanitizer and wipes to keep on them during their shifts and while on the course
- Employees should wash hands or sanitize hands after touching any guest equipment, including clubs, bags or shoes

| Entegra suppliers for cleaning and sanitizing chemicals: Ed Don, Ecolab (current clients only), Hubert, Network, Grainger, Perfect Clean |

PHYSICAL DISTANCING PROTOCOL

- One player per cart unless they are immediate family members and/or following updates on guidance from local authorities
- Consider addition of inserts into golf hole cups to allow easy removal of balls
- Space tee time to 20-minute intervals
- Every other bay should be utilized for warm-up area
- Caddies should refrain from handling guest tees, markers, scorecards, pencils and other small equipment
- Remove sand and seed bottles from carts; employees will handle between rounds
- Remove rakes from bunkers; one rake per golf cart to only be handled by the caddie

CUSTOMER CONSIDERATIONS

- An attendant should provide service at coffee and fruit station, avoiding self-service
- Preset the cart with a welcome packet of tees, ball markers, a scorecard and pencils for player use
**THEATERS**

**CLEANING AND SANITIZING PROTOCOL**
- Theater seating and public areas should be sanitized at the conclusion of each performance.
- All equipment (cash registers, ticket scanning stations, etc.) should be individually assigned to the employee to eliminate equipment sharing.

**PHYSICAL DISTANCING PROTOCOL**
- Theater seating and capacity should be managed to allow for appropriate distancing between groups of guests based on CDC guidelines.
- Show schedules should be staggered to prevent guests crossing paths.
- For performers, costume dressing and quick-change protocols should be staggered and supervised by wardrobe attendants.
- Maximum occupancy limits and appropriate PPE usage should be enforced.

**CUSTOMER CONSIDERATIONS**
- Showroom snack bars should follow Dining Protocols as outlined above.
- Ushers should assist in guest movement and flow to ensure physical distancing protocols are followed.

**CASINOS**

**CLEANING AND SANITIZING PROTOCOL**
- Sanitize table game rails after a player leaves the game.
- Sanitize chair after guest leaves a game.
- Sanitize dice between shooter.
- Sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead.
- Sanitize slots for guests sitting down at a machine.

**ENTREGA SUPPLIERS FOR CLEANING AND SANITIZING CHEMICALS:**
- Ed Don, Ecolab (current clients only), Hubert, Network, Grainger, Perfect Clean.

**PHYSICAL DISTANCING PROTOCOL**
- Allow for physical separation between platers by turning slot machines off and/or reconfiguring chairs.
- Remove chairs at table games and have every other table open.
- Three chair/guest maximum per table game (corners and middle seat remain).
- Four chair/guest maximum per big baccarat table.
- Three players maximum on each side of dice tables.
- Guest facing counters to be sanitized continually throughout usage.
- Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor.
APPENDIX

To connect with the entegra Beyond Prime suppliers listed within this document and access on-program value and pricing, please contact your entegra National Account Executive or the entegra Call Center team at 866-ENTEGRA (368-3472) or CallCenter.USA@clientps.com.

If you are not currently an entegra client, contact us at 866-ENTEGRA (368-3472) or CallCenter.USA@clientps.com to become a fee-free entegra Program Participant.
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<td>Laundry</td>
<td>Milnor</td>
</tr>
<tr>
<td>Reception, Host and Sales</td>
<td></td>
</tr>
<tr>
<td>Areas</td>
<td></td>
</tr>
<tr>
<td>Office-Back of the House</td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>Uber</td>
</tr>
<tr>
<td>Pest Control</td>
<td>Ecolab Pest, Rentokil Steritech</td>
</tr>
</tbody>
</table>
“We are there when people need us most. This crisis shows with incredible force the beauty, the strength and the necessity of our services. Suddenly, all our employees are in the spotlight.”

– Denis Machuel
Chief Executive Officer
Sodexo