



together we rise

Dining on Campus in the  
Now and New Normal

## A Guide to Campus Dining Safety in the Wake of COVID-19

As the world continues the long journey back to normalcy after the COVID-19 pandemic, many students are gearing up to start a new academic year faced with new, extraordinary challenges. The start of a semester can cause anxiety for both new and returning students and parents, and recent events have added reasonable concerns about health and safety in the wake of the global pandemic that altered the way we live, work and learn. Sodexo understands these concerns, and we are committed to protecting the health and safety of everyone who dines on campus, as well as all members of our dining team.

Enjoying meals with other students in the campus dining hall is a key factor in supporting positive mental health and creating a sense of community, which has long been considered a vital element of the college experience. As we all continue focusing on social distancing and maintaining physical safety, the idea of students shuffling into a crowded dining hall may inspire hesitation. With 76% of consumers reporting that a restaurant's cleanliness and food safety matter more to them now than ever before, dining establishments must take clear, tangible, effective steps to address these concerns. In the age of social distancing, how can we ensure that students stay safe and healthy when they eat on campus?

Sodexo is taking a cautious, measured approach that gives students the confidence to enjoy meals on campus, as well as the flexibility to choose the dining options that make them feel most comfortable.

## Phased Approach

The world will not return to normal overnight, and neither will your campus. Rather, we will move in steps toward a “new normal” that safeguards health while allowing campus activities to resume. Our phased approach enables dining teams to proactively support each level of this transition with appropriate tools and techniques that strictly follow local, state, and federal guidelines.



### Personal Protective Equipment (PPE)

Employees will wear masks and gloves.



### Hand Washing

Staff will continue to wash hands frequently.



### Team Member Health

Employees are required to follow strict health monitoring and reporting procedures.



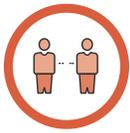
### Food Safety

Self-service options will be eliminated.



### Sanitizing and Disinfecting

High-touch surfaces will be cleaned frequently with professional-grade products.



### Social Distancing Measures

When dining rooms are open, they will have limited seating capacity, updated configurations, and floor markers to encourage social distancing.



### Service during Quarantine

Safe meal delivery options to isolated locations for students experiencing symptoms or diagnosed with COVID-19.



### Technology

Touchless entryways, online ordering, cashless payments, and delivery options will limit contact between dining staff and students.



### Carryout and Prepackaged Options

Expanded options for carryout orders, including delivery where feasible.

## Encouraging Students to Connect—Safely—with the Campus Community

The COVID-19 pandemic substantially impacted mental and emotional health. Extended closures of gathering places and mandates to stay home and avoid in-person socialization left many students feeling isolated in recent months. Students look forward to rejoining old friends on campus and making new ones in the coming year.

Proven precautions and safety practices, combined with transparent and ongoing communication, assure students and parents that we're doing everything we can to protect the campus community.

Digital communications will keep students informed and involved. Virtual engagement events and social activities appropriate to the current reopening phase will help students feel welcomed, comfortable, and connected and allow them to participate in campus life safely.

We know how difficult the last few months have been, and we recognize that students and parents may have reservations about dining outside the home. We want to assure you that the campus dining team is taking every precaution to deliver safe, high-quality food in a carefully controlled environment. Safeguarding the health and well-being of every member of the campus community is our highest priority.

Although there may be challenges ahead as the world recovers, we are optimistic that **together** we can rise to these challenges. Driven by a confident resolve, Sodexo's careful and systematic approach will keep students, faculty, and staff who dine on campus safe and healthy.