



TROLLEY HOUSE REFRESHMENTS

Delivering Happiness Safely For Over 20 Years

COVID-19 SAFETY PROTOCOL



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Trolley House Refreshments and its subsidiary Groovin' Gourmets Catering, have been delivering quality products and excellent service across Central Virginia for over 20 years.

As a business declared “essential”, our teams have been working hard to ensure that we are doing everything possible to safeguard the health and well-being of our staff, customers, guests, and their families. These efforts include enhanced cleaning and sanitization procedures in our main facility, warehouse, vehicles, and during delivery at customer locations.

In addition to providing you with helpful information, we believe it is crucial that we remain transparent and provide clear communication about the steps we have taken that support safe operations as well as the safe reopening of customer locations. These guidelines provide you with an outline of the operational procedures and safety protocols for Trolley House Refreshments. All measures in place support federal, state, and local directives. They are subject to change based on new information, updates or orders released.

For additional information or to find the latest updates from all our brands, please check their websites:



trolleyhouseva.com



groovingourmets.com



parterrerva.com

TEAM MEMBERS

Our Responsibility to Protect Each Other

Our top priority is the guarantee that all measures in place ensure the health and safety of our employees, customers, guests, and their families

Following are Trolley House guidelines that represent standard expectations as well as newly implemented or enhanced procedures.



SELF-SCREENING – MONITORED BY ZEDIC

We have partnered with Zedic to implement our Employee Wellness Check-in procedure. Before beginning their work shift, employees are required to complete a quick survey in which they report if experiencing unusual symptoms.

ARRIVAL SCREENING

Upon arriving to work, all employees have their temperature measured with a laser infrared thermometer.

All kitchen staff are required to remove any outerwear and place in an area designated for personal effects (or left in their car) before entering the kitchen. Employees are required to wash hands upon arriving to and leaving work.

If an employee becomes sick during their work shift, they are sent home immediately. Based on CDC guidelines, all work areas are thoroughly cleaned and disinfected.

SOCIAL DISTANCING

We adhere to all state and local guidelines in place for social distancing, currently maintaining 6 feet of distance between individuals.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Protective masks and gloves are provided to all employees.

All kitchen staff is required to wear a protective mask, gloves, and hair net (or cap), while working.

All route drivers are required to wear protective masks as well as comply with all guidelines in place at customer locations.

HYGIENE

All team members are expected to maintain proper hygiene and represent the company in a professional manner. Employees are required to wash their hands frequently, with soap and water, for at least 20 seconds.

MAIN OFFICES, WAREHOUSE, KITCHEN, AND VEHICLES

Procedures for Maintaining a Safe & Healthy Environment

Our main facility is the central location that houses our executive, sales, and support offices, warehouse, and kitchen for both Trolley House Refreshments and Groovin' Gourmets Catering,.



MAIN OFFICE

All primary touchpoints located inside our main office, kitchen, and warehouse are protected by NanoSeptic Continuously Self-Cleaning Surface wraps.

To learn more about NanoSeptic, visit nanoseptic.com.

AIR FILTERS

Air filters throughout our facility are frequently replaced to maintain the proper circulation of clean air.

TASTING ROOM (Groovin' Gourmets)

We are delighted to offer customers private tastings to help with creating the perfect customized menu. Due to social distancing guidelines, a maximum of 4 guests will be permitted to attend. 2 to 3 team members are staffed to host. After each private tasting, all chairs, tables, furniture, and equipment are cleaned and sanitized.

VEHICLES

Handles and surfaces inside all delivery vehicles are cleaned and sanitized after each delivery.

KITCHEN

Food prep stations maintain 6 feet of separation.

Kitchen staff practices no-contact transfers of food, placing items on the counter for another to pickup. All surfaces and equipment are cleaned and sanitized frequently throughout the workday using food-safe sanitizer.

ENHANCED SANITIZING AND DISINFECTING PROCEDURES

Frequently touched surfaces throughout our facility are routinely cleaned and disinfected. These surfaces include keyboards, phones, workstations, offices, restrooms, breakroom counters and tables, light switches, door handles, and reception area.

All disinfectants used meet the EPA's criteria for use against COVID-19

DEEP CLEAN PROTOCOL

In the unlikely event that we should have an employee test positive for Coronavirus, our deep clean protocol is based on the [Food Industry Recommended Protocols](#).

FOOD SAFETY & PREPARATION



PROPER PREPARATION

Cooked foods reach the proper internal temperatures prior to service or cooling. Hot foods are cooled rapidly for later use. Temperatures of foods being cooled in refrigerators are checked or enhanced by rapid cooling techniques such as ice baths.

HAND WASHING

As a part of general food safety, before handling food, our kitchen staff is required to wash their hands with soap and water for at least 20 seconds.

PROTECTIVE WEAR

Kitchen staff wears protective masks and gloves while working in the kitchen.

CLEANING

Food contact surfaces such as dishware, utensils, prep surfaces, cookware, and beverage equipment are washed, rinsed, and sanitized after use.

DISH MACHINES

Our ware-washing machines are checked daily to ensure that they are operating at the required wash and rinse temperatures and that the appropriate detergents and sanitizers are in use.

SHARED RESPONSIBILITIES

Continuing to Care for Each Other

We share in the responsibility to protect each other by implementing best practices for self-care and preserving a safe and healthy environment for all of us to enjoy. We ask that everyone follow the CDC recommendations for preventing the spread of COVID-19.

WEAR PROTECTIVE MASKS

When around others, cover your mouth and nose with a protective face mask.

COVER COUGHS & SNEEZES

Always cover your mouth and nose with a tissue when you cough or sneeze. If you don't have a tissue, use the inside of your elbow. Immediately wash your hands with soap and water for at least 20 seconds.

AVOID CLOSE CONTACT

Follow all social distancing directives. Remain at least 6 feet from other people. Do not gather in groups and stay away from crowded places.

WASH YOUR HANDS OFTEN

Using soap and water for at least 20 seconds. If soap is not available, use sanitizer that contains 60% alcohol or more and rub your hands together until they feel dry. Do not touch your eyes, mouth, or nose with unwashed hands.



MICRO MARKET

Important Cleaning and Sanitation Guidelines

KIOSK SCREENS**

To clean your kiosk screens, we recommend a 1:1 solution of water and 70% isopropyl alcohol on a microfiber cloth.

- Spray the solution onto the cloth and wipe the screen.
- Do not spray directly onto the screen.
- Do not clean your screens more than two times a day.
- *Note that improper cleaning or the use of products that are not recommended can result in damage to the kiosk screen.*

COOLERS / FREEZERS

Use sanitizing wipes on cooler/freezer door handles in addition to any other high traffic/frequently touched surfaces.

ADDITIONAL TIPS

Coffee solutions – Don't reuse your paper coffee cup. Wash a reusable coffee cup with hot soapy water before getting a refill.

PROTECTING OUR CUSTOMERS

Reopening, Initial Inspections, and Cleaning Protocols

As you begin reopening your business, whether in phases or all at once, our team is ready to assist in preparing for a safe and healthy return to the workplace.

MICRO MARKET LOCATIONS

- Inspect all currently stocked products for "Use By or Sell By" dates that have reached expiration. Discard all spoiled products.
- Clean and sanitize inside and outside of all equipment, wipe down shelving, coolers, and self-checkout kiosk.

COFFEE, TEA, and WATER LOCATIONS

- Inspect all currently stocked products for "Use By or Sell By" dates that have reached expiration. Discard all spoiled products.
- Clean and sanitize, inside and outside of all equipment, including coffee brewers, water coolers, ice makers, and point-of-use water systems.
- Water filters will be changed based on recommendations by the filter manufacturer.

VENDING LOCATIONS

- Inspect all currently stocked products for "Use By or Sell By" dates that have reached expiration. Discard all spoiled products.
- Inspect all chilled and frozen units for appropriate temperatures; remove debris and clean around unit condenser(s) for proper air flow to ensure machine is still cooling properly.
- Clean and sanitize inside and outside of machine, including spirals, racks, keypads, and touchscreens.

WHAT YOU CAN DO

Additional breakroom policies to consider that promote a safe and healthy workplace.

**Add cleaning and sanitizing high-touch points on micro market coolers, vending machines, coffee brewers, and water coolers, to daily cleaning schedules to maintain a safe and healthy environment.*

- Decals on the floor measuring social distancing.
- Limit occupancy, to encourage social distancing while employees are making purchases.
- Allowing employees to take breaks outside or other areas that enable social distancing.
- Limit time spent in breakroom to allow employees to obtain food from the breakroom and move to more isolated areas to continue their break.
- Post signs providing visual directions on social distancing.
- Requiring handwashing or hand sanitization of employees before and after obtaining food from any unattended retail device or coffee/tea/water station in employee breakrooms.
- Additional sanitation of high-touch areas on vending machines, micro markets, coffee brewers and other areas according to CDC disinfecting guidelines.
- Increasing hand sanitizer stations in and around breakrooms.

RECOMMENDED PROCEDURES

Best Practices for Reopening, Daily Operations, and Cleaning Protocols

SANITIZATION

- Require frequent sanitization of high-touch areas such as those in restrooms, doors knobs/handles, PIN pads, elevator buttons, etc.
- Clean and disinfect high-touch common areas routinely, particularly spaces that are accessible to staff, customers, and suppliers.
- Provide sanitization materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before and after use.
- In the event an employee should test positive, have a *deep-cleaning response protocol* in place.

HEALTH SCREENING

- Encourage employees to self-evaluate before arriving to work for signs of illness.
- Require employees who exhibit signs of illness to stay home and seek medical attention prior to returning to work.

SOCIAL DISTANCING

- Adjust seating in break rooms, cafeterias, and other common areas to reflect social distancing practices.
- If interacting often with others, have employees wear protective face masks while at work.
- Prohibit gatherings or meetings of employees of 10 or more during working hours.
- When sending/receiving shipments, implement touchless loading and unloading practices.

ADDITIONAL RESOURCES FOR INFORMATION

Follow the links provided below for more information, recommendations, and best practices for managing COVID-19.

CORONAVIRUS INFORMATION and RESOURCES

[NAMA Coronavirus Resources](#)

[OSHA Coronavirus Website](#)

[World Health Organization
Coronavirus Website](#)

[National Institute of Health
Coronavirus Website](#)

GOVERNMENT RESOURCES FOR INDUSTRY

U.S. DEPARTMENT OF LABOR (DOL)

[Families First Coronavirus Response Act:
Fact Sheet for Employers](#)

U.S. FOOD and DRUG ADMINISTRATION (FDA)

[FAQs Regarding Food Safety and COVID-19](#)

GOVERNMENT COVID-19 RELIEF PROGRAMS

[Coronavirus Response Government Assistance-
What Option is Right for my Business](#)

SMALL BUSINESS ADMINISTRATION (SBA)

[SBA Coronavirus Website](#)

RISK MITIGATION DOCUMENTS FOR EMPLOYERS

[Positive Test Protocols – What to do if an
Employee Tests Positive for Coronavirus](#)

CENTERS FOR DISEASE CONTROL and PREVENTION (CDC)

[COVID-19 Risk Mitigation Posters for Print](#)

[Cleaning and Disinfecting Your Facility
if Someone is Sick](#)