



FOR IMMEDIATE RELEASE
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Update on COVID-19

A message from President & CEO, Alan Recher

First, I want to emphasize how seriously we take our commitment to the health and safety of our people, our customers, and their employees and guests. Providing a safe work environment for all, is and has always been, our top priority. Furthermore, we believe integrity and transparency in our operations and communication is vital. We are grateful for the trust and partnerships we have built with our customers to navigate this together.

Amid the uncertainty surrounding the COVID-19 virus, know the entire Five Star team is actively engaged and taking decisive and necessary action to ensure our customers feel safe and at rest during breaks from work, play, or anywhere else they engage our service offerings. We have a dedicated group of company leaders, led by our safety and risk management team, monitoring daily the latest information from trusted local, state, and federal authorities to ensure we have the most accurate and up-to-date data to guide our company with care.

Regarding our operation, Five Star has taken the following steps to increase safety and peace of mind for our customers and our service teams.

- Enhanced methods and more frequent cleaning of high-touch areas such as foodservice dining, vending machines, snack dispensers, coffee brewers, cooler door handles, and micro market kiosks.
- Enhanced methods beyond our standard HACCP required cleaning and food production processes
- Suspended non-essential, business-related travel by company employees
- Suspended non-essential visitors to Five Star facilities
- Suspended non-essential, in-person meetings at Five Star facilities
- Reinforced employee sick and absentee policies to include remote work and sick leave

We are also working closely with our largest suppliers to minimize supply chain concerns and ensure they are taking the same or greater precautionary measures to lessen the impact of this virus.

Lastly, as a customer, we consider you part of our family. Like family, we are fully committed to serving you and are here to support you as you continue to make difficult decisions about your workplace.

As this unique period unfolds, we believe we must continue to move forward and that our business and others cannot and will not stop because of this virus. With that, we will proceed with educated caution every day and remain flexible to adjust and accommodate service schedules (as feasible) for each of our customers' needs in this rapidly evolving environment.

If you have any questions or concerns, please reach out to your local Five Star contact or send us an email at safety@fivestarfoodservice.com

Be Well!

Staying up to Date

We will continue to communicate updates via email, postings on our website, and to social media. Those links are as follows: www.fivestarfoodservice.com/covid-19, [Facebook](#), [LinkedIn](#), [Twitter](#) and [Instagram](#).

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