



Convenience Services Re-opening Guidelines

Recommended Procedures for Convenience Services Operators and Customer Locations

Throughout the events associated with mitigation of COVID19, the convenience services industry has been critical in ensuring that customers in hospitals, 911 dispatch centers, fire houses, police stations, food production facility break rooms, and truck and rest stops across the nation have access to food and beverage options through the contactless, 24/7 distribution of vending machines.

As state and local governments consider more fully re-opening their economies, now is the time for the convenience services industry to prepare, with a focus on supporting the health and wellness of both employees and customers.

NAMA has compiled best practices developed by The US Food and Drug Administration (FDA), Centers for Disease Control (CDC), and the public health sector, as guidance for convenience services operators to reopen their businesses and align with state and local re-opening plans.

The goal is to help operators re-open safely and assure their customers that their machines and products are safe to use and enjoy.

Within your facilities

- Visit NAMA's [COVID-19 State Tracker](#) to review your state's re-opening guidelines.
- Ensure that your facilities comply with your state re-opening guidelines.
- Place [CDC Posters](#) to encourage active risk-mitigation practices.
- Comply with FDA [Food Safety Modernization Act](#) guidelines for safe food handling and transportation of product from the point of time of delivery to your warehouse to client site.

Sanitization

- Require frequent sanitization of high-touch areas like restrooms, fitting rooms, doors, PIN pads, and common areas.
- Ensure operating hours allow for downtime between shifts for thorough cleaning.
- 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.

- Clean and disinfect totes used for pre-kitting on a daily basis.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers and suppliers.
- Ensure that cleaning procedures following a known or potential exposure in a facility comply with [CDC recommendations](#).
- Have deep-cleaning response protocol in place, in the event of an employee(s) testing positive (Food and Beverage Issue Alliance - [Positive Test Protocols – What to do if an Employee Tests Positive for Coronavirus](#)).

Health Screening

- Encourage employees to self-evaluate before they arrive to work for signs of illness (e.g., fever over 100.4, cough or shortness of breath). Double check state re-opening guidelines regarding temperature testing of employees to ensure compliance.
- Require employees who exhibit [signs of illness](#) not to report to work and encourage them to seek medical attention prior to returning.

Social Distancing

- Visit the Food and Beverage Issue Alliance portal for guidance - [Emergency Prevention Measures to Achieve Social Distancing in Food Manufacturing Facilities](#).
- Ensure employees stay six (6) feet apart whenever practical.
- Have employees wear protective face coverings and gloves while working; in some states this is required by law.
- Adjust seating in break rooms, cafeterias, and other common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours, permit employees to take breaks and lunch outside in their office or personal workspace, or in such other areas, including break rooms, where proper social distancing is attainable.
- Restrict non-employees from entering business or limit their access to one entrance. Consider requiring proper personal protection equipment (PPE) as your internal protocols (i.e., masks and gloves).
- Restrict interaction between employees and outside visitors or truck drivers; implement touchless loading and unloading practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual training when possible (i.e., video and/or audio).

- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables or other work tools and equipment.
- Remove all multi-user phones and workstations that may be located in warehouses or loading dock areas.
- Prohibit handshaking and other unnecessary person-to-person contact in the workplace.

Servicing Customer Locations

- Wear protective face coverings and gloves during service visits.
- Keep date and time log of location servicing in order to trace contact in case of positive testing for COVID-19.
- Ensure proper social distancing between employee and customer.
- Clean and disinfect any surfaces which will be regularly contacted throughout the duration of any service visit.
- Clean and disinfect any tools or supplies used throughout delivery/installation upon leaving their home.
- When delivery/installation is complete, clean and disinfect all surfaces that were contacted.
- Arrange for contactless accounts payable and receivables, and delivery of goods wherever practical or necessary (e.g., assisted living and nursing homes).
- Follow the NAMA provided checklist for location servicing.