



Listening & Leading

Pivoting for High Performance

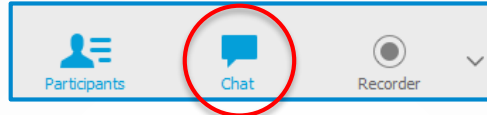
What Operators Should Be Doing Today for a Winning Tomorrow

April 30, 2020

Attendees are muted upon entry.

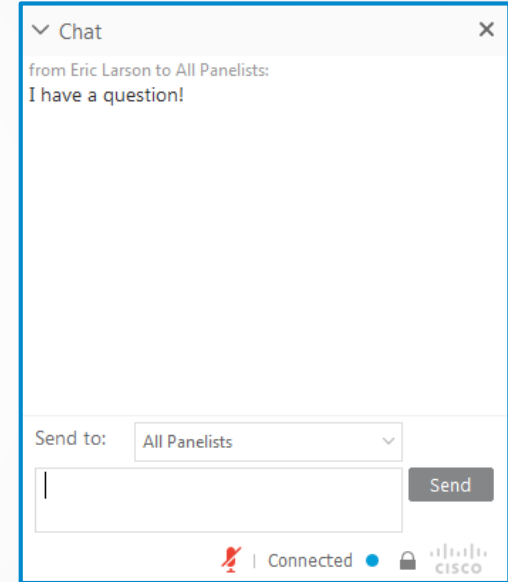


Use the chat box...



Open by default on most devices.

...to ask a question.



Technical Troubleshooting:
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Vivian Robillard
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All Star Services, Inc.

namanow.org/covid

Vist namanow.org
Click on the Resources link

CORONAVIRUS (COVID-19) RESOURCES ▶
FOR INDUSTRY MEMBERS

NAMA
Bringing convenience to life.

fitpick NAMA FOUND

Bringing convenience to life...
every day, every way and everywhere

LEARN MORE
▼

The screenshot shows a website header with a yellow call-to-action box on the left and a navigation menu on the right. The 'CORONAVIRUS (COVID-19) RESOURCES' link is circled in red. Below the header is a large banner with the NAMA logo and tagline, and a 'LEARN MORE' button with a downward arrow.

COVID-19 Resources and Assistance

Coronavirus (COVID-19)

As NAMA continues to monitor the spread of Coronavirus (COVID-19) we wanted to provide our community with government-issued guidance and answers to commonly asked questions about the virus.

If you have questions, we urge you to contact NAMA the Rapid Response Portal. This service will help ensure your questions are received and answered in a timely manner during this hectic and challenging time for the Convenience Services Industry.

[Submit a Question to NAMA's Rapid Response Portal ▶](#)

State, Local, and Municipality Government Orders

NAMA's GA Team has been working around the clock to ensure that the convenience services industry can continue to operate. Our efforts have already produced positive results.

NAMA was successful in working with the Department of Homeland Security (DHS) to have convenience stores, and other retail (including unattended and vending) that sells household products, including retail customer support service and information technology support, deemed essential in its Memorandum on Identification of Essential Critical Infrastructure Workers.

[Visit NAMA's State Government COVID-19 Response and Assistance Tracker ▶](#)

[Click here](#) to find out if your local officials have issued additional orders.

Essential Industry Certification Documents

Operators in states following the DHS Guidance should print the below items for their employees to keep on hand while working.

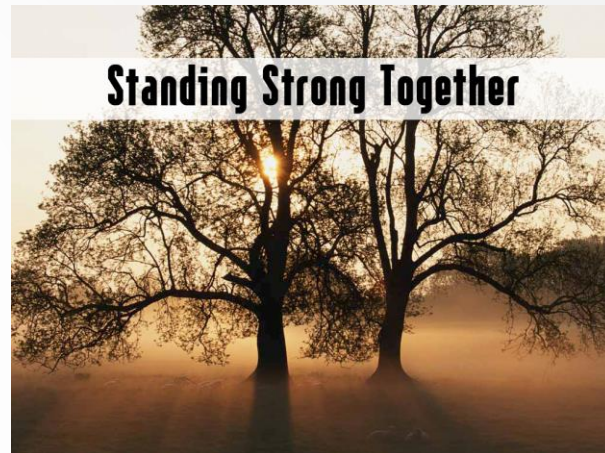
- [NAMA's Critical Infrastructure Operator Certification Letter](#)
- [NAMA's Critical Infrastructure Machine Manufacturer Certification Letter](#)
- [DHS Memorandum Deeming the Industry as Essential](#)

* Ask questions

* Find information specific to your state

* Find documentation

- **Equipment**
- **Facilities and Fleets**
- **Product**
- **Office & Administration**
- **Sales and Customer Communication**
- **Opportunities**



Equipment

- Remote equipment monitoring
- Cashless and contactless payment methods
- Sanitizing procedure discussions with client's building staff
- Sanitizing suggestions from equipment suppliers
- PPE precautions for money counters and other office equipment
- Point of Sale sanitizing stations

Facilities and Fleets

- Repurposing assets to accommodate opportunities
- Sanitizing routines

Product

- Opportunity to sell and supply PPE to client sites
- Source enough to replace spoilage
- Re-establish par levels
- Warehouse product rotation
- Product delivery containers cleaned/sanitized
- EIDL Loan through SBA and CARES Act (IRS)

Office and Administration

- Client outreach to discuss their re-opening conditions/protocols
- Ensure all employees understand PPE and sanitizing protocols
- CDC/FDA “Point of Sale” signage
- New routines for employees - daily temperature checks, etc.



Sales and Customer Communication

- Err on the side of caution
 - Masks, gloves and sanitizing
- Build new revenue streams
- Communicate ideas/opportunities to management
- Have creative customer service attitude



Opportunities

- Find ways to “feed people” - Local governments, schools, commissary opportunities
- Curbside/delivery meals of all kinds
- Keep healthcare facilities stocked
- Sell PPE and cleaning supplies
- Assist businesses smaller than you - stand united
- Opportunities or competition - restaurants turning into micro markets
- Have your business take the lead

NAMA-provided guidance to keep office breakrooms safe and open

Given that they provide critical delivery of food and beverages without human contact or the need for employees to leave the workplace, employee breakrooms may remain open and shall implement the following additional measures:

- a) *Enacting policies for employees to maintain social distancing pursuant to state order. Measures may include:
 - a. *Decals on the floor measuring social distancing.*
 - b. *Limit occupancy, to encourage social distancing while employees are making purchases.*
 - c. *Allow employees to take breaks outside or other areas that enable social distancing.*
 - d. *Limit time spent in breakroom to allow employees to obtain food from the breakroom and move to more isolated areas to continue their break.*
 - e. *Post signs providing visual directions on social distancing.*
 - f. *Require employees to wear personal protective equipment such as gloves and masks.**
- b) *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.*
- c) *Additional sanitation of high-touch areas on vending machines, micro markets, coffee brewers and other areas according to CDC disinfecting guidelines.*
- d) *Increasing hand sanitizer stations in and around breakrooms.*

Convenience Services Re-opening Guidelines

Recommended Procedures for Convenience Services Operators and Customer Locations

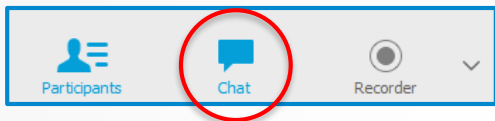
[Checklist for Re-opening Vending Locations](#)

[Checklist for Re-opening Micro Market Locations](#)

[Checklist for Re-opening Office Coffee/Tea/Water & Pantry Service Locations](#)

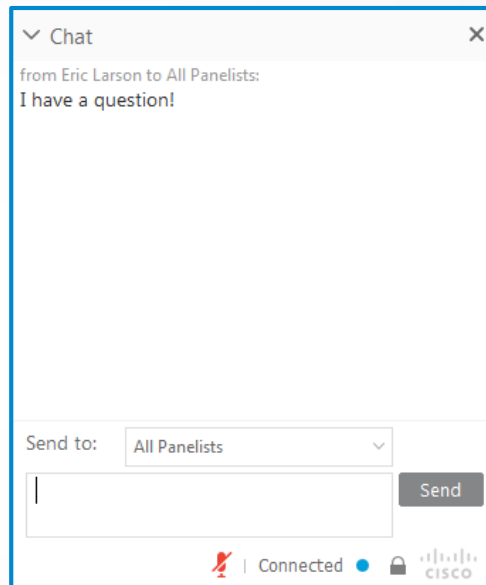
Additional Input and Questions

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<https://www.namanow.org/voice/coronavirus-covid-19-resources/>