

CENTERPLATE ROADMAP TO REOPENING



OUR COMMITMENT

With the COVID-19 affecting the world, our country, states, and local communities, this is a difficult time for all of us. The changes and impact we see daily can seem overwhelming and surprising as we embrace the “new normal”. While we all continue to fight this global pandemic, our highest priority is the health and safety of our team members, partners and clients, like you, who power our industry’s future.

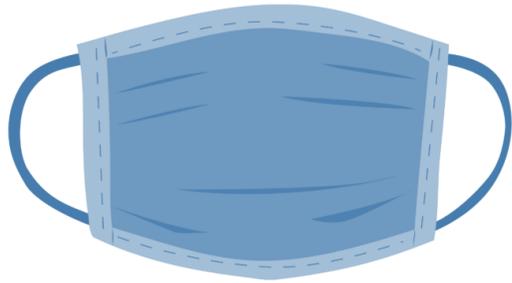
Since this crisis began, we’ve been closely monitoring federal, state and local agencies, the Center for Disease Control’s (CDC) guidelines, and the World Health Organization’s (WHO) recommendations in order to better understand the national and global impacts of COVID-19. With every new update and piece of information discovered, our responsibility is to respect how that impacts you, what actions we need to take to continue to keep you safe and how we can support you as you continue to do business during this time of uncertainty. We are navigating today and setting our strategies for tomorrow.

Over the past months, we have done our best to formulate a response plan, despite a rapidly evolving situation, to allow Centerplate to provide catering and retail services. While we have always maintained clean sanitary work environments, we are taking additional precautions to minimize the risk to staff and customers. Our in-depth enhanced protocols detail our 3 S’s – 1) Safety, 2) Sanitation and 3) Service. Throughout this pandemic, we promise to be open and transparent in our communication.

These steps we are taking will enhance the customer experience to help bolster their confidence in attending events at the Baltimore Convention Center. As always, we appreciate the opportunity to be part of your catering needs. We are in this together.



OUR FOCUS AREAS



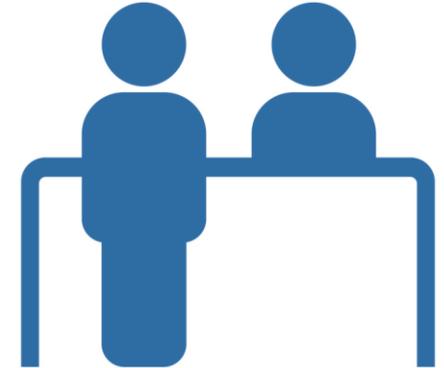
SAFETY

- Daily Health Screenings & Temperature Checks
- Covid-19 Exposure Response Protocols
- Mandatory Masks & Gloves
- Plexi Glass Shields
- Social Distance Signage & Controls
- Daily Safety Trainings & Audits



SANITIZATION

- CDC Approved Disinfectants
- Enhanced Cleaning Guideline Protocols
- Frequent Cleaning of All Shared Surfaces
- Scheduled Sanitizing Staff
- Hand Sanitizing Dispensers in high traffic areas

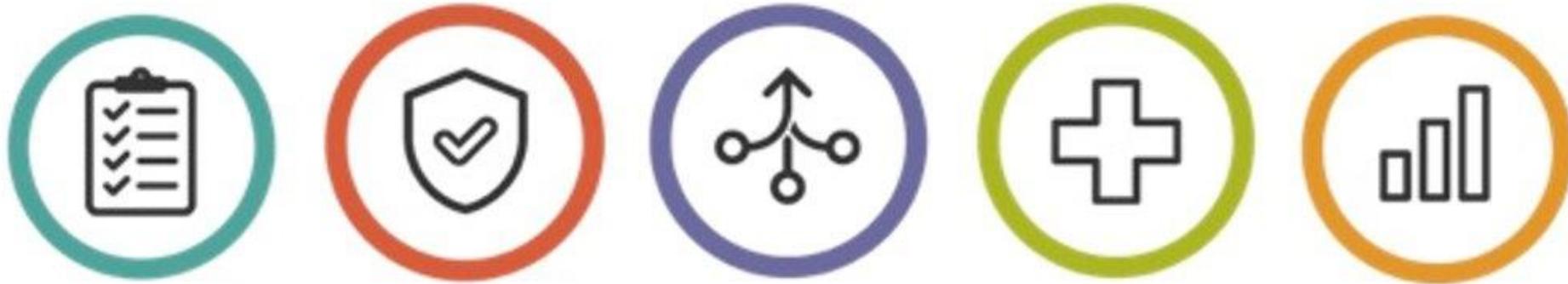


SERVICES

- On-site Health Ambassadors
- On-Going Employee Training
- Technology
- Elevated & Flexible F&B Offerings

RISE & THRIVE

Centerplate, with our parent company, Sodexo, launched "Rise and Thrive", a program intended for our employees and clients to meet the health, operational and confidence challenges as a result of the worldwide global COVID-19 pandemic.



- 1. Prepare with an expert risk assessments and restart process.**
- 2. Protect people and places through services ranging from disinfection to contactless services.**
- 3. Enable teams to perform at their best with services for both on-site and home workers with healthy and sustainable food offers grab-and-go solutions and retail and digital convenience.**
- 4. Support employee wellness and communication.**
- 5. Optimize workplace experience and energy management for maximum efficiency – applying world class sustainability principles in all we do while respecting commitments in terms of environmental responsibility**

CATERING SERVICES

For our catering services, we are closely following the directives specified by the CDC, the FDA, the Department of Health and local agencies, adopting best practices in both the workplace and for events. We will continue to make any necessary adjustments to our kitchens and service offerings as directives change and evolve to main the highest safety standards.

All meetings, social and corporate gatherings, and conventions will be handled with a new sensitivity to minimize potential risks and will reflect our commitment to our guests' well being by implementing our enhanced safety, sanitization and service protocols. Our Health Ambassadors will ensure that your specific event is equipped with the necessary sanitation and safety needs, and address any additional preventative measures needed to keep you and your guests safe.

Centerplate's professionally trained chefs and our staff are required to uphold the highest levels of hygiene, safety, and health codes. During this time, our culinary team is changing the recipe for success and taking this opportunity to create new "comeback" menus that will adapt to the specific needs of its customers, location and service layout by incorporating concepts like enhanced bento-style breakfasts, grab 'n go snack box and seasonal packaged individual servings. Our teams looks forward to customizing menus to meet your needs and comfort level.

Some catering changes that you will see are single serve condiments, wrapped cutlery; redesigned food and beverage stations; dedicated attendants for buffet service; single-serve premixed cocktail bottles and protective barriers. Additionally, Centerplate provides sanitization attendants, who have been trained to apply heightened measures in sanitation and safety for each and every catering function. Their role is to continuously monitor, clean and sanitize frequently touched shared surfaces.

We remain focused on the health, wellness and safety of our clients, guests and employees. We'll continue to provide the finest food and services while following procedures and policies that protect our team members and clients. We are staying positive and adjusting our services each and every day.



CATERING HIGHLIGHTS



EQUIPMENT

- Rolled Cutlery
- Sani Capped Glassware
- Redesigned Buffet/Station Layouts
- Socially Distant Settings/Placements
- Plexiglass Barriers
- Touchless Coffee Urns & Water Coolers
- Social Distancing Markers & Controls



FOOD & BEVERAGE

- Self Contained Enhanced Boxed Meals
- Individual & Pre-Packaged Offerings
- Bread & Butter Set at Each Place Setting
- Capped Filled Glassware (*seated & served functions*)
- Pre-Chilled Beverages (*ice on request*)
- Single Serve Bar Beverages
- Single Serve Condiments



SERVICE

- Reengineered Catering Menus
- On-site Health Ambassadors
- Dedicated Buffet Attendants
- Sanitizing Staff
- Virtual Training Services
- Sustainability Practices

RETAIL SERVICES

Since this crisis began, we've been closely monitoring federal, state and local agencies, the Center for Disease Control's (CDC) guidelines, and the World Health Organization's (WHO) recommendations in order to better understand the national and global impacts of COVID-19. Despite a rapidly evolving situation, our Operations Teams and Hospitality Health Ambassadors are continuously exploring innovative ways to enhance measures, that make all of our food and beverage outlets a safe, healthy environment and enjoyable experience for our guests. We are reinforcing and implementing additional measures to create an even safer, more comfortable environment for you, and as the situation continues to evolve, so will our policies. We are navigating today and setting our strategies for tomorrow.

While we have always maintained stringent health and food safety standards for our work environments, we are taking additional precautions to minimize the risk to staff and customers, as part of our response to coronavirus, which include:

- Providing hand sanitizer stations at all of our outlet and vending locations
- Retail employees wearing masks and single use gloves
- Furniture spacing and layout modifications
- Placing safety shield dividers between employees/cashiers and guests
- Implemented contactless payment operations that can send digital receipts
- Keeping all food & beverage covered in lidded vessels

All retail menu items have been simplified by design to prevent crowding, reduce person-to-person contact and help expedite the ordering process. Additionally, we have enhanced our pre-made "grab 'n go" options to not only include sandwiches and salads, but snack boxes and packaged pastries and desserts.

These steps we are taking will enhance the customer experience to help bolster their confidence in attending events at the Baltimore Convention Center. We will continue to evaluate all safety measures currently in place, and adjust accordingly as we remain focused on the health and safety of our team and you, our customers. We thank you for your continued support and appreciate your patience as we keep the health and safety of our team and yours as our top priority.

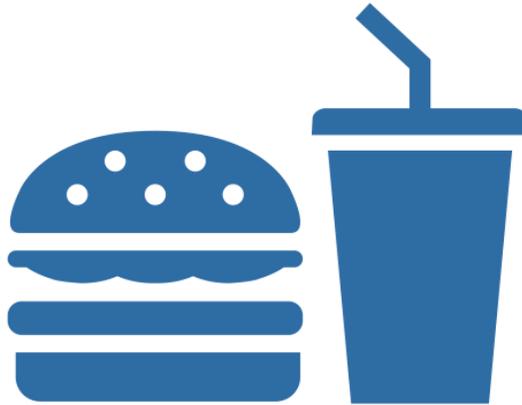


RETAIL HIGHLIGHTS



SERVICE WARE & EQUIPMENT

Single Serve Cutlery Dispenser
Masks and Single Use Gloves
Plexiglass Barriers
Social Distancing Markers & Controls
Hand Sanitizer Stations



FOOD & BEVERAGE

Enhanced Pre-Made Grab 'n Go Options
All Food & Beverage in Lidded Vessels
Served Hot Beverages
Condiments Available on Request



SERVICES

Contactless Payment Systems
to include Google Pay, Apple Pay & Samsung Pay
Digital Receipt Capabilities
Comprehensive Training
Safety Manuals on Digital Devices
Frequent Cleaning & Sanitizing
Portable Carts

CENTERPLATE

To discuss your food and beverage needs or questions,
please contact our Director of Sales, Marsha Pratt-Davis at
marsha.pratt@centerplate.com

For additional news or questions regarding reopening
at the Baltimore Convention Center,
please refer to <https://www.bccenter.org/p/about/covid-19-faq>

