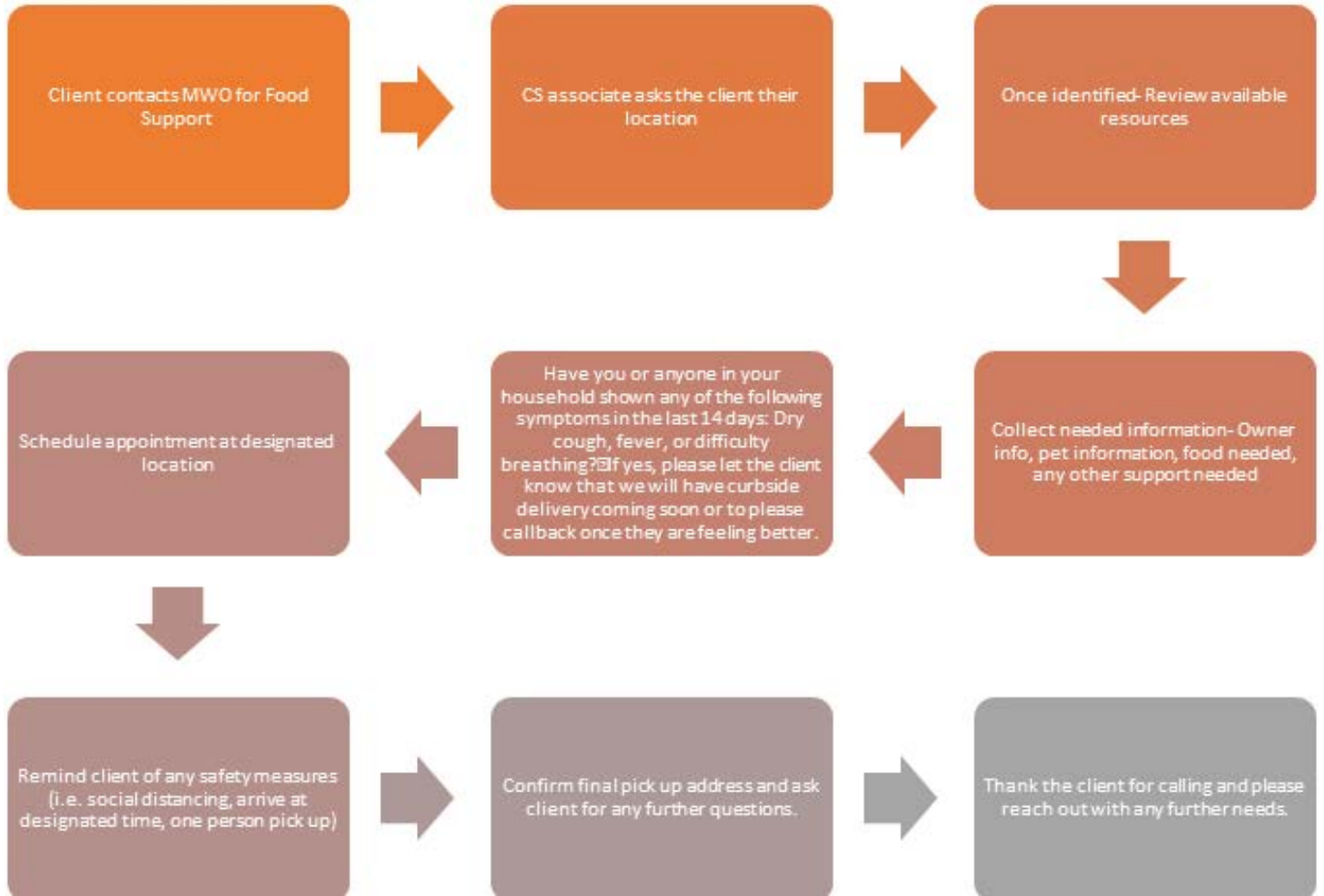


## Remote Client Communications Plan



## Pick Up Location Operational Timeline

<b>Client Services Daily Schedule</b> <b>8am-8pm ET</b>	<b>Warehouse Daily Schedule</b> <b>8am-4pm ET</b>	<b>Fixed Location Daily Schedule</b> <b>9am-5pm ET</b>
<ul style="list-style-type: none"> <li>• 8:00 am ET – Hotline opens for appts</li> <li>• 2:30pm ET – Client Services stops scheduling next-day appts</li> <li>• 8pm ET – Hotline closes</li> </ul>	<ul style="list-style-type: none"> <li>• 8:15am – Box trucks leave for fixed locations with supplies</li> <li>• 8:00am-4:00pm – Warehouse staff manages incoming deliveries, re-organizes storage and pick line, monitors incoming orders/appts on Airtable</li> <li>• 2:15pm - Inventory Manager pulls next day’s appt list and gives to Warehouse Manager and Logistics to prepare for stocking vehicles</li> <li>• 2:30-3:30pm – Logistics preps and organize supplies for next day delivery</li> <li>• 2:45 – 4:00pm – Box trucks return to warehouse and all staff decons &amp; restocks for next day</li> </ul>	<ul style="list-style-type: none"> <li>• 9:00am – Staff arrive for team briefing</li> <li>• 9:15am – staff set up for distribution</li> <li>• 10:00am – 2:00pm – staff distributes food</li> <li>• 2:00 pm – truck departs (for soft launch, will go to 3pm when we increase)</li> <li>• 2:00 – 4:00pm – staff unpacks &amp; decons for next day</li> <li>• 4:00 – 5pm Team Briefing to review orders &amp; updates for next day</li> </ul>

## Drive Through Location Operational Timeline

<b>Client Services Daily Schedule</b> <b>8am-8pm PT</b>	<b>Warehouse Daily Schedule</b> <b>9am-5pm PT</b>	<b>Fixed Location Daily Schedule</b> <b>9am-5pm PT</b>
<ul style="list-style-type: none"> <li>• 8am ET – Hotline opens for appts</li> <li>• 8pm ET – Hotline closes</li> </ul>	<ul style="list-style-type: none"> <li>• 9am – Team briefing</li> <li>• 9am-5pm – Staff manages incoming deliveries, re-organizes storage and pick line, monitors incoming orders on Airtable</li> <li>• 2:15pm - Inventory Manager pulls next day's appt list and gives to Warehouse Manager and Logistics to prepare</li> <li>• 2:30-3:30pm – Logistics preps and organize supplies for next day</li> <li>• 3:30-5pm – All staff decons and preps for next day</li> </ul>	<ul style="list-style-type: none"> <li>• 9am – Team briefing</li> <li>• 9:30am-10am – Disinfect equipment/spaces, set up tents/tables and signage outside, prep supplies</li> <li>• 10:00am – Drive through pick ups begin</li> <li>• 2pm – Drive through stops and shut-down procedures begin</li> <li>• 2-5pm – All staff decons and preps for next day</li> </ul>

## Curbside Delivery Operational Timeline

**\*Schedule can be adjusted depending on daily warehouse schedule for each location\***

<b>Client Services Daily Schedule</b> <b>8am-8pm ET</b>	<b>Curbside Dispatch Daily Schedule</b> <b>7am-3pm</b>	<b>Curbside Delivery Daily Schedule*</b> <b>7am-3pm</b>
<ul style="list-style-type: none"> <li>8:00 am ET – Hotline opens for appts</li> <li>2:30pm ET – Client Services stops scheduling next-day appts</li> <li>8pm ET – Hotline closes</li> </ul>	<ul style="list-style-type: none"> <li>7:00am – Team briefing</li> <li>7:30am-10:30am – Sort and design advance appointments for next day route *</li> <li>10:30am – 2:30pm – Work with inventory manager to ensure next day’s food is ready to load</li> <li>2:30pm – Client Services transfers advance delivery information to Curbside Dispatch</li> </ul> <p>*All routes are created 2 days out based on geographical schedule</p>	<ul style="list-style-type: none"> <li>7:00am – Team briefing via phone</li> <li>7:15am – 1:00pm – Deliver food</li> <li>1:00pm – 1:30pm – Return to warehouse, refueling on the way</li> <li>1:30pm – 3:00pm – Decon vehicle, receive mapping and work with warehouse team and dispatch to reload for next day delivery and supply restock</li> <li>3:00pm – Park vehicle in designated location and delivery staff ends day</li> </ul> <p>*Schedule can be adjusted depending on daily warehouse schedule for each location</p>