



At Sherman’s, the health and safety of our Team Members, Guests, and communities is our top priority. As the COVID-19 (Coronavirus) crisis continues to evolve, we are continuing to evolve our response as a company. With our hearts on the most vulnerable and at-risk in our population, we want to provide you with the details about the precautionary steps we are taking to ensure Sherman’s is clean and safe.

We have already doubled down on our cleaning and sanitizing protocols at Sherman’s to help prevent the spread of germs, including paying heightened attention to frequently touched surfaces. When our Team Members aren’t serving Guests or washing their hands, they are continuously cleaning. The Health Inspector just viewed our operation, systems and procedures, he passed us with high marks.

Starting today—and for the immediate future—we are implementing **Contactless Service** (Level 2 in the infographic below). In order to eliminate the possibility of direct touch between Team Members and Guests, we are modifying our operations in the following ways:

Levels of Operations

In addition to heightened cleaning and sanitizing protocols, we are modifying operations—including implementing Contactless Service to eliminate the possibility of direct touch between employees and customers—as the coronavirus situation continues to develop.

Levels of Operations	Selling & Service							Hours
	Scooping	Sampling	Cones / Waffle Bowls	Paper Bowls	Pints	Delivery	Accepting Cash	
Level 1: Heightened Cleaning & Regular Hours	✓	✓	✓	✓	✓	✓	✓	Normal Hours
Level 2: Heightened Cleaning & Regular Hours with Contactless Service	✓	✗	✗	✓	✓	✓	✗	Normal Hours
Level 3: Heightened Cleaning & Reduced Hours with Contactless Service	✓	✗	✗	✓	✓	✓	✗	Reduced Hours
Level 4: Heightened Cleaning & Reduced Hours with Pints & Delivery Only	✗	✗	✗	✗	✓	✓	✗	Reduced Hours
Level 5: Close Shop	✗	✗	✗	✗	✗	✗	✗	Closed

- No flavor sampling
- No cash payments
- Point-of-sale touchscreens will be wiped down after every use

Any offerings that have to be handed directly from a Team Member to a Guest and that can’t be set down for the Guest to take is being suspended.

Sherman’s is Offering:

- Cones (touchless)
- Sundaes (touchless)
- Malts & Shakes (touchless)
- Pints and Quarts of your favorite Sherman’s Flavors (call ahead service is available for pints and quarts)

We will continue to monitor the developing Coronavirus situation closely over the coming days and make community-spirited decisions with the most vulnerable and at-risk at heart. Thank you for your trust, understanding, and support. We look forward to scooping for you soon!