



WEBINAR:  
Market Trends, Tips and  
Best Practices During  
COVID-19

Avanti Markets Customer Success Team  
Joel Berman, Scott Phillips, Greg Wilson

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# Introduction

Avanti Markets has a frontline view into the impact of this crisis and how operators throughout the country are dealing with it. These are stressful times and there is much that is still unknown.

Avanti Markets would like to use this opportunity to share with our operator community:

- Trends & Insights
- Best Practices
- Communications/Material Support
- Support from Avanti Markets
- Q&A

- Interactive discussion – ask questions if you have them via ‘Questions’ section on your control panel
- Submit questions, share what you are hearing and doing in your markets

# Trends

What we are hearing from our operators about their markets across the country:

- Locations shutting down or reducing staff
- Uncertainty – Lots unknown and changing by the day
  - How long is this going to last?
- Businesses that need to remain open may be flexing up  
=> Know your business and clients
- Operators limited in their abilities to support their businesses due to staff and location restrictions
- Impact on sales – Varies across network. Operators seeing negative 30-60+% impact. Duration unknown
- Key Suppliers still running, no specific data on supply chain delays

# Tips & Best Practices

- **Frequency of Service**
  - Rethink all your servicing schedules and requirements. May need to flex up or down. Some essential businesses (hospitals, AMZN, food distribution) may require ramp up whereas others down
- **Front Line Employees**
  - Personal Protective Equipment: gloves, cleaning supplies, washing hands frequently
  - Documentation for access (to avoid issues)
- **Market Sanitation Task Force**
  - Go out and do a thorough cleaning, document and show customer to help alleviate concerns
- **How can you prove to your customers that your employees (pulling product, servicing locations) are Covid-19 negative?**
  - Reiterate your company policy to your clients, e.g. any employee showing any signs immediately sent home, cleaning procedures adhered to at your facility
- **Outreach to Locations**
  - Check in with your host locations to understand their needs, operational status, schedule
  - Leverage outreach communication templates

## Market Sanitation Best Practices

Proper cleaning techniques for your markets should always be a central part of your food safety and maintenance plan.

Avanti Markets reminds you of best practices related to cleaning market equipment to ensure consumer safety.

### Kiosk Screens

To clean your kiosk screens, we recommend a 1:1 solution of water and 70% isopropyl alcohol on a microfiber cloth.

- Spray the solution onto the cloth and wipe the screen
- Do not spray directly onto the screen
- Do not clean your screens more than two times a day
- *Note that improper cleaning or the use of products that are not recommended can result in damage to the kiosk screen*

### Coolers/Freezers

Use sanitizing wipes on cooler/freezer door handles in addition to any other high traffic/frequently touched surfaces.

### Additional Tips

- Wrap your fresh produce items or consider not offering them at this time. Route drivers are traveling to multiple sights each week where thousands of consumers go to work every day. Handling unwrapped produce items across a wide geography could increase the risk to consumer safety.
- Coffee solutions – Encourage consumer not to reuse their paper coffee cup. Wash your reusable coffee cup with hot soapy water before getting a refill.
- Remind drivers to wash their hands regularly after using the bathroom, eating, coughing, sneezing, etc.



## No-Touch Purchase

Complete a purchase without touching the screen



No-Touch Payments



Alternative ways to touch

1) Scan your items to purchase

2) Pay using a method below

- Scan Market Card
- Scan Mobile App
- Insert, swipe or tap bank card

- Stylus pen (with a rubber end)
- Napkin or cloth over finger
- Food service or latex gloves



Avanti Markets Mobile App  
Scan the QR code to Download

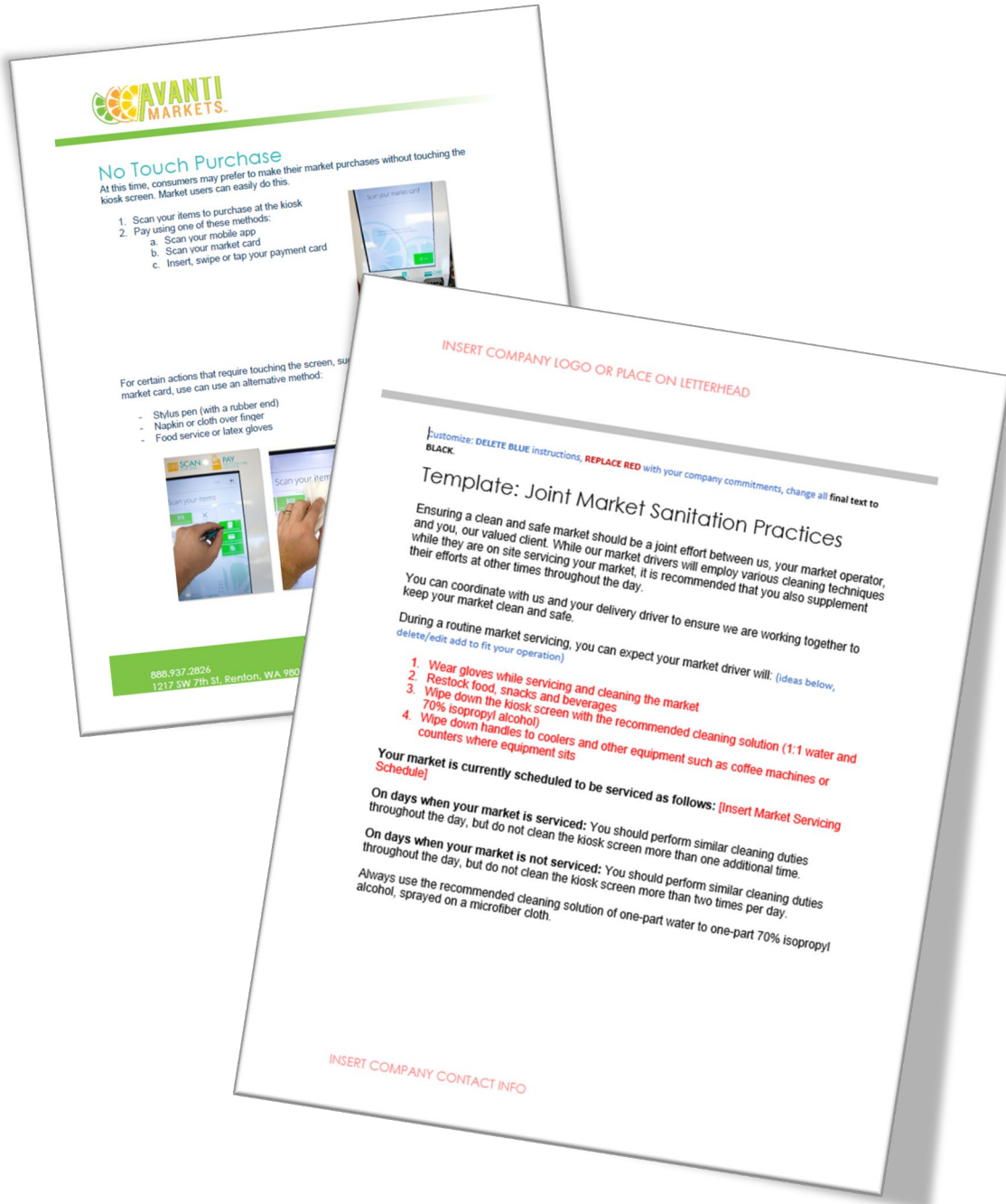



# Tips & Best Practices (cont'd)

- **How to maximize business/minimize losses?**
  - Merchandising – what items make the most sense during these times?
  - Fresh food - backing off where it makes sense; changing out fresh food to frozen => migrating to more shelf stable items
  - Locations shutting down - Remove shorter shelf-life items and move to other markets? Might not make sense, as could end up sitting in your warehouse or a market where nobody is present.
    - Consider donating to food banks. Take a tax write-off
- **Sanitation and No Touch Tips & Signage**
  - Best Practices document available via Avanti Institute (shown here)
  - No Touch Purchase Guidance
  - Coffee – No reusable cups permitted; disposable cups only
- **Stay informed**
  - From Avanti
    - Weekly update email from leadership on Fridays
    - Avanti Institute – Covid-19 resource library
  - NAMA webinars & updates - <https://www.namanow.org/voice/coronavirus-covid-19-resources/>
  - CDC.gov; WHO.int

# Market & Client Communications

- What do you need to be thinking about and addressing for your customers?
  - Sanitation
  - Servicing schedule
  - Tips for Users
- Template and ideas for how to communicate with host locations and end-consumers
  - Three templates available via Covid-19 Avanti Institute section
    - 1) No-touch purchase
    - 2) Joint sanitation with your host
    - 3) Showing them what you are doing in their markets and in the location facilities
- Anyone from the audience with examples to share?



#### Federal Motor Carrier Safety Administration (FMCSA)

- [Emergency Declaration: HOS Regulatory Relief](#)

#### Cyber security and Infrastructure Security Agency (CISA)

- [Risk Management for COVID-19](#)
- [Critical Infrastructure Sectors](#)

#### Information for Employers on COVID-19

##### Wage and Hour Division

- [COVID-19 or Other Public Health Emergencies and the Fair Labor Standards Act: Questions and Answers](#)
- [COVID-19 or Other Public Health Emergencies and the Family and Medical Leave Act: Questions and Answers](#)

#### Legal Resources on COVID-19

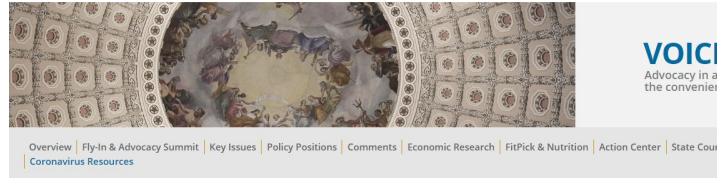
##### SmithAmundsen

NAMA Members receive free initial consultation on labor & employment issues.  
Contact: Heather Bailey at [HBailey@salawus.com](mailto:HBailey@salawus.com)

- [Labor & Employment Blog and Updates](#)

##### Littler Mendelson

- [Article on Employer Action Items](#)
- [Employer "Top Takeaways"](#)
- [Guidance for Business Preparedness](#)
- [Coronavirus \(COVID-19\) Employer FAQs](#)
- [OSHA Recording and Reporting of Cases of COVID-19](#)



## Coronavirus (COVID-19)

### Industry Resources

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.

Below please find helpful resources from the CDC, The Acheson Group, and the National Foundation for Infectious Diseases.

- [CDC guidance for employers handling of COVID-19](#)
- [Specific resources for the food industry from The Acheson Group](#)
- [Information from the National Foundation for Infectious Diseases](#)
- [Department of Labor guidelines and recommendations](#)
- [DATASSENTIAL Report: Coronavirus & The Impact on Eating](#)
- [Small Business Administration Information on Disaster Assistance Loans for Small Businesses Impacted by Coronavirus \(COVID-19\)](#)

## Government Information on COVID-19

### Centers for Disease Control (CDC)

- [CDC Coronavirus 2019 Website](#)
- [February 2020 Guidance for Businesses](#)
- [Travel Information](#)
- [Handouts and Posters](#)

### Environmental Protection Agency (EPA)

- [Disinfectants for Use Against SARS-CoV-2](#)

### National Institutes of Health (NIH)

- [NIH Coronavirus 2019 Website](#)

### World Health Organization (WHO)

- [Get Your Workplace Ready for COVID-19](#)
- [WHO 2019 Coronavirus Website](#)

### Occupational Safety and Health Administration (OSHA)

- [OSHA Coronavirus 2019 Website](#)
- [Guidance on Preparing Workplaces for COVID-19](#)

### U.S. Food and Drug Administration (FDA)

- [FDA Coronavirus 2019 Website](#)
- [Food Safety and the Coronavirus Disease 2019 \(COVID-19\)](#)

### U.S. Department of State

- [Smart Traveler Enrollment Program](#)

### Johns Hopkins

- [Coronavirus Global Cases Map](#)

**Sample Resources Available - NAMA**  
**<https://www.namanow.org/voice/coronavirus-covid-19-resources/>**



## Steps to help prevent the spread of COVID-19 if you are sick

**FOLLOW THE STEPS BELOW:** If you are sick with COVID-19 or think you might have it, follow the steps below to help protect other people in your home and community.

### Stay home except to get medical care

• **Stay home:** People who are mildly ill with COVID-19 are able to recover at home. Do not leave, except to get medical care. Do not visit public areas.

• **Stay in touch with your doctor:** Call before you get medical care. Be sure to get care if you feel worse or you think it is an emergency.

• **Avoid public transportation:** Avoid using public transportation, ride-sharing, or taxis.

### Separate yourself from other people in your home, this is known as home isolation

• **Stay away from others:** As much as possible, you should stay in a specific "sick room" and away from other people in your home. Use a separate bathroom, if available.

• **Limit contact with pets & animals:** You should restrict contact with pets and other animals, just like you would around other people.

• Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended that people with the virus limit contact with animals until more information is known.

• When possible, have another member of your household care for your animals while you are sick with COVID-19. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with them. See COVID-19 and Animals for more information.

### Call ahead before visiting your doctor

• **Call ahead:** If you have a medical appointment, call your doctor's office or emergency department, and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.



### Wear a facemask if you are sick

• **If you are sick:** You should wear a facemask when you are around other people and before you enter a healthcare provider's office.

• **If you are caring for others:** If the person who is sick is not able to wear a facemask (for example, because it causes trouble breathing), then people who live in the home should stay in a different room. When caregivers enter the room of the sick person, they should wear a facemask. Visitors, other than caregivers, are not recommended.

### Cover your coughs and sneezes

• **Cover:** Cover your mouth and nose with a tissue when you cough or sneeze.

• **Dispose:** Throw used tissues in a lined trash can.

• **Wash hands:** Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.

### Clean your hands often

• **Wash hands:** Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.

• **Hand sanitizer:** If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.

• **Soap and water:** Soap and water are the best option, especially if hands are visibly dirty.

• **Avoid touching:** Avoid touching your eyes, nose, and mouth with unwashed hands.

### Avoid sharing personal household items

• **Do not share:** Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.



[cdc.gov/COVID19](https://www.cdc.gov/COVID19)



11/18/20

## STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

**Avoid close contact with people who are sick.**



**Cover your cough or sneeze with a tissue, then throw the tissue in the trash.**



**Avoid touching your eyes, nose, and mouth.**



**Clean and disinfect frequently touched objects and surfaces.**



**Stay home when you are sick, except to get medical care.**



**Wash your hands often with soap and water for at least 20 seconds.**



[cdc.gov/COVID19](https://www.cdc.gov/COVID19)

## SHARE FACTS ABOUT COVID-19

Know the facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

**FACT 1**

Diseases can make anyone sick regardless of their race or ethnicity.

Fear and anxiety about COVID-19 can cause people to avoid or reject others even though they are not at risk for spreading the virus.

**FACT 2**

For most people, the immediate risk of becoming seriously ill from the virus that causes COVID-19 is thought to be low.

Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications from COVID-19.

**FACT 3**

Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC's coronavirus disease 2019 web page.



11/18/20

**FACT 4**

There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

**FACT 5**

You can help stop COVID-19 by knowing the signs and symptoms:

- Fever
- Cough
- Shortness of breath
- Seek medical advice if you
- Develop symptoms
- AND
- Have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

[cdc.gov/COVID-19](https://www.cdc.gov/COVID-19)

**Sample Resources Available - CDC**  
<https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>



# How is Avanti Supporting You?

## Tips to help you survive

Avanti Institute Covid-19 section

Weekly updates/best practices from leadership



## Notable Avanti Financial Program Elements

Service Fee structure – if location shut down, no service fees – the way our fee structure works. Just pay on variable sales. No flat fee under \$673/week.

Subsidy performance relief

Lease deferral program

# Q&A

## Avanti Markets

Built by an operator, for operators. We are here for you during this trying time.

*Tools & Resources available on the Avanti Institute  
<https://avanti.knowledgeanywhere.com/home>*

*Need access to Avanti Institute? Please email  
[training@avantimarkets.com](mailto:training@avantimarkets.com) to receive your registration code.*

