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1	80	TBN	TBN
81	90	\$2.432	\$2.332
91	100	\$2.270	\$2.170
101	110	\$2.138	\$2.038
111	120	\$2.029	\$1.929
121	130	\$1.937	\$1.837
131	140	\$1.858	\$1.758
141	150	\$1.790	\$1.690
151	+	\$1.748	\$1.648

CONFIDENTIAL/PROPRIETARY

COPY

August 25TH, 2017

TITUS COUNTY JAIL

PARTNERSHIP PROPOSAL
FOR FOOD SERVICE PROVIDER





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August 25th, 2017

Lieutenant Garcia

Titus County Auditor's Office

100 West First Street, Suite 106

Mt. Pleasant, Texas, 75455

Dear Lieutenant Garcia,

Please consider this document in response to the Request for Proposal titled "Jail Food Services". We are excited for this opportunity and look forward to further discussion around evolving our food services program in Titus County. We are requesting a continuation of our partnership with the county and invite your organization to contact us with any questions or need for clarification.

Summit (formally ABL) has been fortunate in our partnership with Titus County. Under the current contract we have improved the menu, instituted procedures for sanitation and portion control, and most importantly, built a high functioning relationship with leadership.

We have provided and met every requirement in the request for proposal and have provided an alternative pricing structure to represent the current ongoing service model. We look forward to discussing any additional services or alterations should the county require them. Thank you for your time and attention

The contact person for this proposal process is: Brad Chandler

Company: Summit Food Service

Address: 1751 County Rd. B West, St. Paul, MN 55113

Email: brad.chandler@summitfoodservice.com

Cell: 832.917.7499

The following representatives are authorized to commit Summit to the proposal and any contractual agreement. The office telephone number is 651.631.0940.

Thomas Cusimano, CEO Email: tom.cusimano@summitfoodservice.com

Mitch Speicher, CFO Email: mspeicher@aviands.com

Summit appreciates the opportunity to provide a very crucial service in the daily operations of your facilities and looks forward to implementing an industry leading foodservice management program. The proposal presented is good for sixty (60) days.

Mitch Speicher



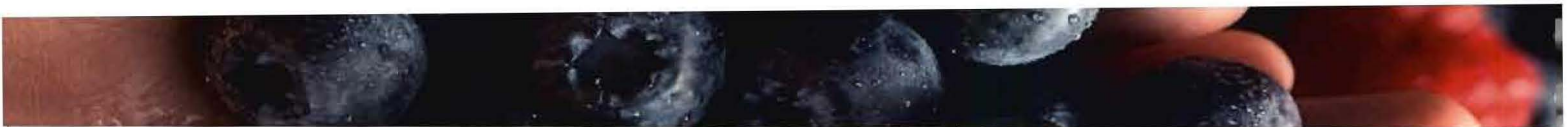
EXECUTIVE SUMMARY

Summit (formally ABL) is proud to submit this proposal for continuing and expanding our partnership with Titus County Jail. We continue to believe that better food makes a safer jail. We appreciate the opportunity to speak to the successes throughout the United States, especially in our current partners' facilities throughout the state of Texas. Summit is seeking to be the leading organization for inmate food service in the state. We are proud to already serve multiple counties throughout Texas, including Titus. You will continue to experience first-hand, the level of service that Jeff Lane, Mike Craft, and the rest of your foodservice team has delivered throughout this current contract. We look forward to continuing to meet your food service management needs.

Summit believes that as the incumbent for food, we have a responsibility beyond just promising to continue to serve in the manner you have become accustomed to. Since we do not have the complex "ramp-up" responsibility of a new vendor having to learn all the "ins and outs" of the jail, our responsibility instead, is to review all we have learned in regards to your facility, and make a proposal that meets the new RFP requirements and evolves the programs.

We have included in our proposal an operational and service plan that meets both the immediate needs of the jail, adheres to the RFP as closely as possible, while looking toward the future and detailing how we plan to meet your expectations with the upcoming tasks and opportunities through a continuation of our partnership.





Successes during our partnership shall include:



- ▶ Implementing a new menu that meets the new requirements of the RFP. We are, of course, ready to implement items from the current menu that the facility deems value added.
- ▶ Keeping your onsite management leader, Venna Randle-Smith.
- ▶ Celebration of National Correctional Officers and Employees Week.
- ▶ Use of an industry unique inmate survey to tap into inmate acceptability levels.
- ▶ Our sister company, Valley providing the industry leading emergency plan that includes the ability to deliver diet accurate pre-packaged meals from an off-site facility.

In an effort to provide the employees with steady supervision and support in all areas of service, we will continually implement training programs and systems. We recognize that each facility has processes and procedures in place that dictate the menu, service standards, and security components that are part of our operational plan. Our team will proactively work with administration to ensure that our current procedures continue to align and the order of precedence is compliant with each.



RETENTION OF THE EXISTING STAFF

Summit teammates thrive and you can rest assured that we pay our most valuable assets at the top of the scale. We understand that the quickest way out of an account is a poor relationship with your local team. At Summit, we want our team to become part of your family.

Supporting local teams are a key ingredient for our success. Summit is currently a Corporate Sponsor for the Texas Jailers Association. In addition to state sponsorships, we are also Corporate Sponsors of the American Correctional Association, the American Jail Association and the National Sheriff's Association. In addition to these partnerships, Summit would like to support any local charities, events and organizations supported by the Titus County Commission and Jailer. This includes helping with feeding events, golf tournaments and events during National Officers Week.

We envision a collaborative environment where our management team and team members work with you, the client, to achieve quality improvement goals. We will train and empower staff members and regularly measure quality and customer expectations to ensure the food service program remains efficient, fresh and delicious.

Lastly, we are happy to report that Summit has retained all our accounts until contract maturity or closure of a Center. Nor are we pending or have ever been involved in any litigation.

To deliver on our promises, our Summit team members will:

- ▶ Assign an experienced, accomplished management team to maintain a professional approach to correctional foodservice.
- ▶ Help coordinate systems development and communications between the foodservice staff and Titus County Jail management teams.
- ▶ Continually provide communication and solicit feedback on the performance of the foodservice operation.





FINANCIAL GOALS

We have developed a fair and balanced financial outlook for this partnership. Summit's focus on our clients, as opposed to the financial return, is valued by our current partners. Our cost proposal centers on value and accountability.

Included in the cost per meal, we propose salaries and benefits that will help us retain highly experienced foodservice professionals, including the Food Service Director. The strength of a well-placed management team will add stability and provide the ability to surpass expectations of the foodservice program.

A PROPOSAL FOR A LONG-TERM PARTNERSHIP

Summit understands that our team is a guest in your Center and we make it our number one priority to support your mission and goals. This approach has proven to develop lasting partnerships with each of our clients. Together, we will build a long-term strategy and never lose sight of the power of high-quality foodservice and the overall effect it can have on your Center.

We will bring our expertise and dedicated management to your Center, along with a commitment to maintain a balance between client satisfaction and positive financial outcomes. This is the foundation for a long and mutually beneficial partnership.

We look forward to this expanded opportunity and continuing our partnership with the Titus County Jail.



Summit's commitment as an experienced food service management provider is unlike any other. We utilize culinary arts and pride ourselves on delivering great food, not product, to maximize staff and inmate satisfaction.



STATEMENT OF CONFIDENTIALITY

This proposal is submitted to Titus County Jail for use in evaluating Summit as a foodservice contractor.

The proposal contains confidential/proprietary information and all pages are marked individually. Those documents must not be disclosed to anyone other than the employees and representatives of Titus County Jail who are engaged in the evaluation process. This proposal and all information are guaranteed for sixty (60) days.

OUR COMMITMENT

Summit will be known as a top provider of food and services to a select clientele.

We will accomplish this by:

- ▶ Providing excellent value
- ▶ Empowering and supporting our employees to make a real difference
- ▶ Delighting our customers with outstanding food and customer service
- ▶ Being true partners with our clients and finding solutions to their needs

It is not our desire to be the biggest—only the best. We believe that when you talk to our current clients, they will tell you we do not just say these things, we put them into practice and strive to do them every day at every meal.

COMPANY FOCUS // WHAT SETS US APART FROM THE COMPETITION

First and foremost, we are a culinary company and take great pride in having our cooks do what they do best, cooking from scratch whenever possible. We concentrate on quality and variety in all our menus. In a correctional setting, this is especially important when each inmate is served three (3) meals per day, seven (7) days per week, during their entire stay. In addition to our primary focus of food quality and variety, the following are also important:

- ▶ Frequent meetings and communication with our clients to discuss new program enhancements, seasonal menu changes and incorporating new food items to maintain menu variety
- ▶ Developing and supporting our onsite staff
- ▶ Adding more value to our service by seeking cost saving programs for each client
- ▶ Maintaining fiscal controls to achieve budget objectives for all parties



SUMMIT // COMBINING THE BEST IN CORRECTIONS

Summit Food Service Management is the evolution of progressive Corrections foodservice. Summit combines the best of Corrections expertise from five different companies to create one brand exclusively focused on providing exemplary foodservice management to Corrections. A'viands, Valley, ABL, Summit and CFM are part of a combined family of companies. Together, Summit has over 30 years of correctional food service experience and our senior management team has a combined 70+ years of working, planning, managing and improving programs.

We create food experiences that drive positive behavior. Summit has the experience and resources to provide high-quality and value-driven foodservice programs that meet the daily demands of correctional facilities. Our efficient programs, procedures and protocols allow us to provide foodservice that positively impacts inmate behavior and vastly improves staff participation, which in turn creates a positive professional environment which leads to safer correctional operations.

Our extraordinary team of professionals delivers innovative culinary experiences uniquely tailored for each customer and local community that we serve. Between these five companies, Summit now serves more than 370 correctional facilities throughout the United States.

Our teams utilize three ingredients for success—Culinary Innovation, Exemplary Service and Local Teams Supported by Global Resources. We provide exceptional value to our clients along with quality, nutritious meals for inmates, officers and staff.

BRINGING TOGETHER THE BEST IN CORRECTIONS

Summit combines the best of our Corrections expertise from five different companies to create one brand exclusively focused on providing exemplary foodservice management to the Corrections industry.



Our foodservice programs provide our Corrections clients with:

- ▶ Operating efficiencies
- ▶ Improved quality of staff dining
- ▶ Menu alignment with inmate preferences on food management

It is our belief that good food drives positive behavior. Our service model involves customizing each operation plan with our clients to create a personalized service that specifically fits their requirements. We care just as much about the message as we do the experience. Our team members are active in both local and national associations, and stay current on issues, trends and challenges facing the clients we serve.

With Summit as your partner, our management support and resources are available to you whenever and wherever you need them. We share your enthusiasm for quality, reliability and accessibility. We are dedicated to providing excellent food with seasonal flavors and world-class service. Our passion, dedication and execution sets us apart and fuels our success for continued growth and customer loyalty. Every member of the Summit team is committed to exceeding your expectations.



ACHIEVEMENTS

The management team at Summit has more than seventy (70) years of experience working in the Adult and Youth Correctional Food Service Industry. Summit is proud to be one of the most successful food service management companies serving corrections throughout the Country.

In 2016, our company was one of 152 other foodservice companies in National Business Research Institute's set to earn the Circle of Excellence award. This prestigious award is concrete evidence of our organization's dedication to the highest levels of employee engagement and customer satisfaction. Our company is also listed in Food Management Magazine's annual Top 50 report ranking in the top 10 best food management companies in the country. Summit has over 350 correctional clients nationwide and has exceeded expectations during normal operations and emergency situations throughout. Summit is built around a highly skilled management team that has a background in operating County jails and prison systems serving millions of meals annually. We fully understand the culture, complexity, and need for prompt action as well as communication and resourcefulness. Our Culinary Wellness Team has advanced knowledge and experience of all Correctional Programs and has been involved with monitoring and training these programs in the facilities we currently serve.

Our clients will attest to our willingness to remain extremely flexible and provide whatever resources are required to maintain a quality food service program. Our food service program puts inmate food, staff food, sanitation, safety and security first. Our reputation has been based upon delivering on our promises; Titus County Jail can expect the same level of service.



We do more than serve meals.
We create solutions.



GREEN INITIATIVES

Summit exists for the purpose of creating value for the company's customers, increasing the standard of living and quality of life of its employees, and otherwise contributing to the economic, environmental, and social well-being of communities in which the company transacts business. Summit places strong emphasis on the use of both renewable and recyclable raw materials and strives to offer ecologically sound products and services, capable of continuously meeting our customers' needs with respect to quality, service, economy, safety, and environmental impact.

Here are just a few examples how Summit can partner with Titus County Jail to promote sustainable environmental policies:

▶ Responsible Procurement



- The environmental impacts of our purchasing practices and how we operate our business every day are important. Summit seeks to purchase and use environmentally preferable products and services, and to recognize suppliers who reduce environmental impacts in their production and distribution systems or services.
- Here are an example of just a few items that can be available through our partnership:
 - Utilize Ecolab's "Green" line of chemicals
 - Reusable towels
 - Responsible disposables
- Some accounts choose to use plates, clamshells, cups, bowls and flatware from renewable sources like corn, sugarcane, and potato starch in select locations.

▶ Food Waste Reduction



- Summit has reduced food waste generated in its kitchens substantially by:
 - Educating cooks and kitchen staff on proper portioning and prepping techniques
 - Introducing a daily waste monitoring program in all kitchens
 - Initiating a waste-reduction educational campaign including weighing and measuring food at tray return stations.
- As a result of these efforts, Summit achieved a substantial tonnage reduction in CO2 equivalent emissions.

▶ Energy & Water Conservation




- Through employee training and monitoring, we can reduce the amount of water and energy used in our kitchen during slower periods of production and service.
- Commercial kitchens in dining facilities will typically consume approximately 550,000 BTU per square foot, which is four to eight times more energy used than in other common building types. Therefore, Summit operations have the greatest opportunity to implement effective energy conservation practices.
- Summit dining services are now able to conserve substantial amounts of energy by implementing more energy efficient operating procedures (*e.g. ovens shut-down when not in use*), by monitoring routine maintenance of kitchen equipment, by conducting facility energy audits (*refrigeration, ventilation, etc.*), and by recommending replacement for less energy-efficient equipment.

▶ Farm to Table



- Summit's Farm to Table (F2T) program is about investing in the health of our communities and the future of our food supply. In search of the freshest, best tasting ingredients; Summit has always purchased produce and baked goods locally. However, we didn't think of local purchasing as a "political act," but merely as the way to get the highest quality products. We came to realize how much flavor was being lost in exchange for agribusiness efficiencies and decided to begin a concerted effort in support of local farmers to preserve flavor in our food.
- F2T is now a company-wide initiative to buy locally. Whenever possible through the partnership with our clients, our first choice is to purchase seasonal and regional ingredients from a 150-mile radius of each account. These gems of the earth are often prepared and served within 48 hours of harvest. The result is healthier communities and clientele.



Our company leadership has put together a bid to leave a positive footprint on the planet, we have launched our Positive Foodprint Plan.

As the food service provider of choice in 13 countries, serving more than 4 million guests every day, Summit and our parent company Elior, North America pays particular attention to the impact of its business on the environment and society. In a context of global mobilization around the 17 Sustainable Development Goals (SDGs) defined by the United Nations, we launched our CSR strategy, entitled the Positive Foodprint Plan™.

In a bid to leave a positive footprint on the planet, our company has made a commitment to achieve the 4 sustainable development objectives where it will have the most effect by 2025, namely: public health issues with poor diet as a contributing factor, environmental problems caused by agriculture, the increase in food waste, and employment-related issues (unemployment, inequality in the workplace and the need for decent jobs).

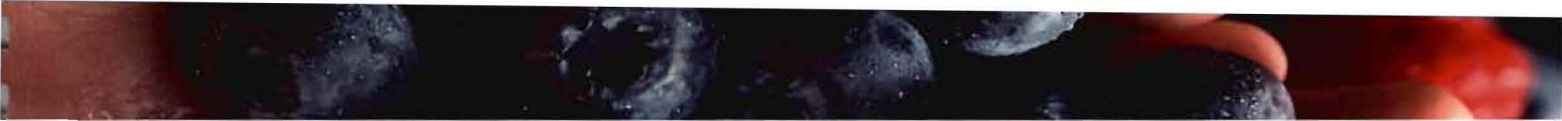
Our Group's pro-active and committed CSR strategy is underpinned by a continuous improvement approach. The objective of the strategy is to achieve the ambitious goal of leaving a positive nutritional impact (*Positive Foodprint*) from farm to fork, with the support of all Group stakeholders. As such, our Group has undertaken to achieve four sustainable development objectives by 2025:

- ▶ Objective 1: For 100% of the Group's guests to be able to choose healthy and delicious food by 2025,
- ▶ Objective 2: For 10 of the Group's major ingredients to meet sustainable and local sourcing criteria,
- ▶ Objective 3: Zero food waste to landfill,
- ▶ Objective 4:

**POSITIVE
FOODPRINT
PLAN™**

**FOR 70% OF GROUP MANAGERS
TO COME FROM INTERNAL PROMOTIONS,
CONTRIBUTING TO PERSONAL ADVANCEMENT
AND DIVERSITY.**





BIOGRAPHICAL INFORMATION

SUPPORT SERVICES // REGIONAL SUPPORT

Summit is committed to on-site support services. We are a hands-on company, ready to meet the needs of our clients. Our Support Services office is located in Roseville, Minnesota.

CHIEF EXECUTIVE OFFICER

Tom Cusimano



Provides guidance to meet the company’s growth and financial objectives through strategic planning. Tom oversees all aspects of performance to ensure client satisfaction. Tom has served in a multitude of correctional food roles for the last 33 years.

CHIEF FINANCIAL OFFICER

Mitch Speicher



Provides leadership to assure that the finance, accounting, human resources, and information technology functions are structured in a manner that enables Summit to exceed customer expectations.

What separates **Summit** from the others is the attention you will receive from our regional and national leadership teams.



VICE PRESIDENT - CORRECTIONS

Roshon Cody



Roshon is responsible for driving operational performance, setting the standards and maintaining client relations within foodservice and commissary accounts throughout the United States. Roshon will also maintain a sales team to focus on market growth and strengthening current client service levels as well as provide leadership mentoring and support to Regional Managers, District Managers and Quality Control.

DIRECTOR OF OPERATIONS

Mike Craft



Mike will be the transition team leader. He supports the operations field staff and business development staff by providing support services and expertise. Mike works closely with all supporting departments within the organization and monitors the adherence of the organization's policies and procedures, while providing administrative direction.

DISTRICT MANAGER

Jeff Lane



Directs and assists the onsite Food Service Director by providing support and expertise. Implements all of Summit's operational systems and monitors their use and accuracy. He will meet regularly with the client's liaison to ensure Summit is meeting all goals and objectives.

CORRECTIONS WELLNESS MANAGER

Debbie Craft



Supports all corrections field dietitians and our accounts. Available to assist in both diet and menu planning for health, nutrition and regulation compliance

CORRECTIONS GROUP EXECUTIVE CHEF

Pamela Thomas



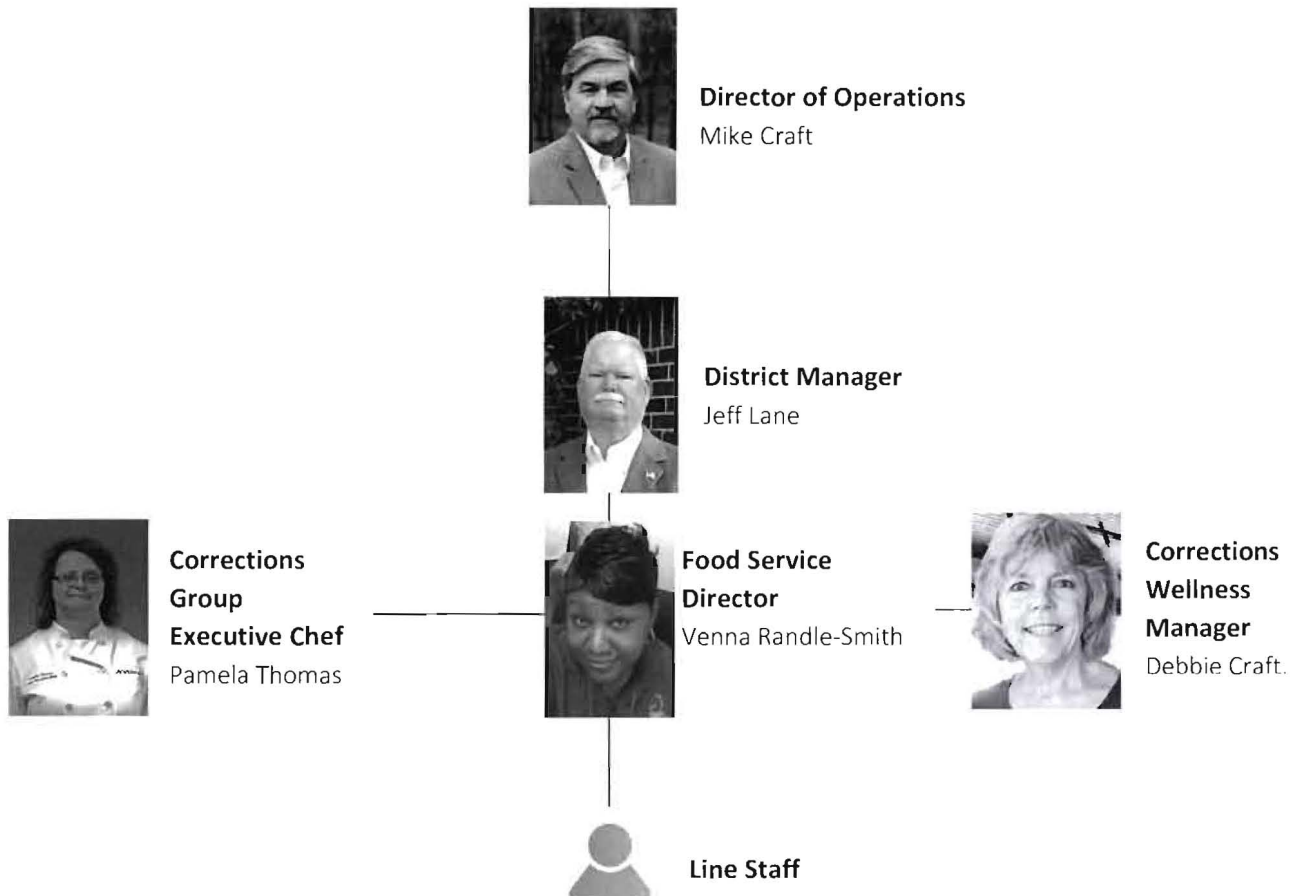
Provides culinary leadership and support in the areas of food production, food safety, sanitation and occupational safety. Pam will assist with the menu process for costing, ingredient selections and order guide maintenance. She will also provide specialized culinary training and production education in operation meetings.

CORRECTIONS SUPPORT STAFF

Our team of correctional foodservice experts has over 70 years of combined institutional foodservice experience. Mike Craft's hands-on approach to supporting Jeff Lane, your District Manager, ensures you access to senior leadership and final decision making. As you will notice, we have a flat organizational structure, which provides our client partners with access to our senior leadership much quicker and easier than others within this industry.

Our approach to organizing our districts is also unique in the industry. We strive to maintain an account load that does not exceed 15 accounts for each District Manager. By taking this approach, you will see your district manager at a minimum of a monthly basis. Seeing is believing, but proof is in our execution. Ask any of our references and you will consistently hear them say that we live up to our promise. This approach also provides our team at your location with better support and training processes. Jeff Lane will help the Food Service Director work with the hourly supervisors to ensure their development needs are being met on an individual basis.

We believe this is the fundamental difference between Summit and our competitors. We do not just simply say we put people first, we demonstrate it by our actions. We look forward to working with you and enhancing your foodservice operation.



RESUME

ROSHON CODY

Vice President of Operations

Education

University of Mississippi

Business Management

Certifications and Affiliations

- ▶ The National Registry Of Food Safety Professionals - Milwaukee, WI
- ▶ Food Safety Manager Certificate – 2014 - 2019
- ▶ Regal Constellation College of Hospitality - Etobicoke, ON
- ▶ Hotel & Restaurant Management – 1998

Professional Experience

SUMMIT, 1998 - PRESENT

Vice President of Operations, 2004 - Present

- ▶ Responsible for \$55,000,000 Sales Volume
- ▶ Serves as Primary Representative for all account
- ▶ Client Satisfaction & Retention
- ▶ P&L Responsibility
- ▶ SOP Compliance, Staff Training & Development

Director of Operations, 2001 - 2004

- ▶ Responsible for \$38,000,000.00 Sales Volume
- ▶ Overall control of Budget, Profit & Loss
- ▶ Client Relations
- ▶ Hiring, Training, Menu Planning & Quality Assurance

District Manager, 1998 - 2001

- ▶ Responsible for \$4,000,000.00 Sales Volume
- ▶ Contract Compliance
- ▶ Profit & Loss
- ▶ Hiring, Training and Quality Control

RESUME

MIKE CRAFT

Director of Operations

Education

Mississippi State University

BS Degree in Accounting and Business

Certifications and Affiliations

- ▶ <<Certificate>>
- ▶ <<Certified>>

Professional Experience

ABL MANAGEMENT, INC., 2009–PRESENT

Director of Operations

- ▶ Responsible for supervising 40 correctional accounts
- ▶ Responsible for compliance of contracts
- ▶ Management of P&L for all accounts

DYATECH CORPORATION, 2007–2009

President of Operations

- ▶ Analyzed financial statements and supervised budget process
- ▶ Managed multiple departments within the corporate office
- ▶ Responsible for managing and hiring of 70 employees
- ▶ Supervised the start-up of new divisions within the corporation

ABL MANAGEMENT, INC., 2005–2006

Vice President of Food Service Operations

- ▶ Supervised colleges and correctional accounts
- ▶ Managed P&L for both divisions
- ▶ Supervised 80 employees in 12 states

VALLEY SERVICES, INC., 1985–2004

President & CEO- 1999-2004

- ▶ Analyzed financial statements
- ▶ Supervised the implementation of Great Plains accounting software program
- ▶ Managed multiple departments within the corporate office
- ▶ Lead strategic planning, and communicated with over 100 clients
- ▶ Increased revenues from \$80 million in 1999 to \$220 million in 2004
- ▶ Increased overall profit from .2% in 1999 to 4% in 2004
- ▶ Decreased overhead by \$1.2 million from 2000 to 2004
- ▶ Increased customer satisfaction by implementing Focus Groups
- ▶ Implemented and improved benefits for all employee levels
- ▶ Lead strategic planning sessions to develop one and five year goals
- ▶ Oversaw the construction and development of a 90,000 square-foot state of the art frozen meal production Center

Vice President of Operations- 1991-1999

- ▶ Managed Valley's Senior and Corrections Services business that consisted of 50 clients
- ▶ Participated in the proposal process to ensure profitable quality service
- ▶ Ensured implementation and compliance of contract obligations

District Manager, Senior Corrections Service- 1985-1991

- ▶ Directed twenty-five of Valley's Senior and Corrections Services locations
- ▶ Managed Foodservice managers
- ▶ Oversaw complete operations
- ▶ Direct relationships with Valley's clients

RESUME

JEFF LANE

District Manager

Education

American Military University

Bachelors Degree in Homeland Security
with concentration in Emergency
Management

Coastline Community College

Associates Degree in General Science

Certifications and Affiliations

- ▶ Professional rated Master-at-Arms
- ▶ Senior Chief Petty Officer
- ▶ Rank E-8

Professional Experience

A'VIANDS LLC., 2016–PRESENT

Correctional Foodservice Facility General Manager

- ▶ Manage foodservice security operations

ARAMARK CORRECTIONAL SERVICES, 2007–2016

Correctional Foodservice Facility General Manager

- ▶ Managed foodservice security operations, P&Ls and procurement in multiple facilities with a \$6.9M revenue plan.
- ▶ Recruited, trained and managed over 50 employees in all facets of correctional security and contingency planning
- ▶ Introduced and expanded the first Aramark In-2-Work Inmate Culinary Arts Training Program in Oklahoma at two facilities, Cleveland County Detention Center and David L. Moss Correctional Facility

UNITED STATES NAVY, 1987–2007

Senior Enlisted Advisor/Asst. Security Officer for Naval Base

Coronado - San Diego, CA, 2005-2007

- ▶ Managed 150 military and civilian law enforcement personnel for largest police precinct on the west coast
- ▶ Supervised the base wide security operations for the U.S. Pacific Nuclear Carrier Fleet, two air fields, 140 supporting tenant commands and over 30,000 military and civilian personnel
- ▶ Supervised and implemented 3,000 hours of law enforcement and force protection training to military and civilian law enforcement personnel
- ▶ Developed and directed eight base-wide heightened force protection exercises
- ▶ Managed the security for five base-wide special events to include two aircraft carrier homecomings with 15,000 civilian guests

UNITED STATES NAVY, 1987–2007

Senior Enlisted Advisor/Asst. Security Officer

Naval Station Rota, Spain 2004-2005

- ▶ Managed 180 military law enforcement personnel
- ▶ Supervised the security of all sea-port and airfield facilities, all SIXTH Fleet forward deployed assets, and 7,000 military and civilian personnel
- ▶ Emergency Management/Force Protection Officer for European forward deployed cohabited Spanish/American Naval Facility
- ▶ Coordinated, supervised and obtained security clearance for base wide security and contingency operations for a team of 40,000 emergency medical augmentation personnel during Second Gulf War and Global War on Terrorism

RESUME

DEBBIE CRAFT

Corporate Dietician

Education

Mississippi State University

BS Degree-1975

Certifications and Affiliations

- ▶ Registered and Licensed Dietician

Professional Experience

SUMMIT FOOD SERVICE, 2010–PRESENT

Corporate Dietician 2010–Present

- ▶ Developing menus for new and existing accounts meeting all contract and ACA standards
- ▶ Planning therapeutic diets as required by correctional physicians
- ▶ Responsible for site inspections

VALLEY SERVICES, 1978–2005

VP of Operations - Traditions Meal Plant 1999–2005

- ▶ Directing a frozen meal Center supervising 7 managers, 200 employees and generating 25 million in sales volume
- ▶ Overseeing the construction and development of a 90,000 square foot state of the art frozen meal production Center
- ▶ Testing, analyzing, and developing frozen meals for over 50 clients' elderly programs

Training and Menu Specialist 1989–1998

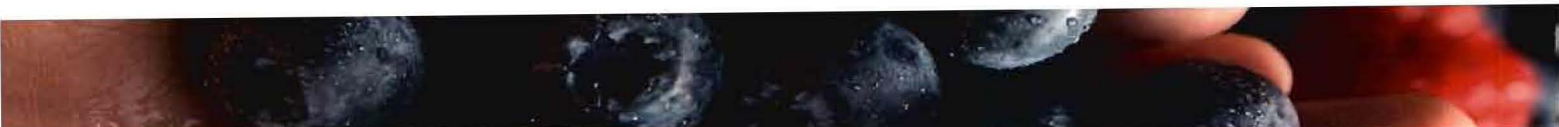
- ▶ Responsible for analyzing and developing menus for all Senior Nutrition Programs in 23 states
- ▶ Assisting in the selection of new food items for menu development

Trainer 1981–1983

- ▶ Supervising the work-related internships for 4 dieticians
- ▶ Writing training program for newly hired managers and supervising participants through the program
- ▶ Assisting district managers on specific training needs and conducting quarterly training sessions with managers

Food Service Director – Hinds Community College 1983–1985

Food Service Manager – Hinds Community College 1978–1981



REQUESTED REFERENCES

We wanted to provide you with a minimum of five (5) current food services contracts with the following information; Client, contact person, address and telephone number, type and size of Center, type of food service operation, date of original contract. Also included is information as to the Center that is most similar to the Titus County Jail in size and population, and the Center that is geographically closest to the Titus County Jail.

MIDLAND COUNTY DETENTION CENTER

402 SOUTH MAIN, MIDLAND, TX 79702

Inmate & Staff Dining

Contact Name: Gary Painter Sheriff

432-688-4772

Original Contract: 05.22.95

ECTOR COUNTY

1225 NORTH ADAMS, ODESSA, TX 79761

Inmate, Juvenile & Senior Nutrition

Contact Name: Captain Gary Fields

432.332.8808

Original Contract: 12.01.01

HARRIS COUNTY

6500-A CHIMNEY ROCK ROAD, HOUSTON, TX 77081

Juvenile NSLP Food Service

Obi Nweke

713.222.4420

Original Contract Date: 2015

SHREVEPORT CITY JAIL

755 HOPE STREET, SHREVEPORT, LA 71101

Inmate & Staff Dining & Commissary

Contact Name: Commander Joe Smith

318.673.7312

Original Contract: 01.01.2014

CLEVELAND COUNTY DETENTION CENTER

2550 WEST FRANKLIN ROAD, NORMAN, OK 73069

Inmate & Staff Dining & Commissary

Rhett Burnett

405.701.8888



STATE OR FEDERAL ACCREDITED FACILITIES

#C6694 PEARL RIVER COUNTY, MS

Poplarville, MS | Population 325

#C6649 RUTHERFORD COUNTY WORK CENTER

Murfreesboro, TN | Population 200

#C6700 SIMPSON COUNTY JAIL

Mendenhall, MS | Population 150

#C6110 CHATHAM COUNTY, GA SHERIFF COMPLEX

Savannah, GA | Population 1800+

#C6112 CITY OF CHESAPEAKE, VA JAIL

Chesapeake, VA | Population 1000+

#C6148 DAVIDSON COUNTY SHERIFF OFFICE

Nashville, TN | Population 1400

#C6180 BEAUFORT COUNTY JAIL

Beaufort, SC | Population 250

#C6668 ALVIN S. GLENN DETENTION CENTER

Columbia, SC | Population 1000+

#C6740 YOI DAVIDSON COUNTY, TN JUVENILE

Nashville, TN | Population 50



OPERATIONAL PLAN

AMERICAN CORRECTIONAL ASSOCIATION ACCREDITATION

Whether our partner facilities are accredited or not, Summit has experience and will operate in compliance with American Correctional Association standards. Summit's usual operating procedures align with ACA's stringent integrity of standards for your Center which will provide you the peace of mind you are looking for.

Here are just a few areas of the aforementioned concentrations:

- ▶ Kitchen will operate in an orderly fashion
- ▶ Cooler, freezer & dry good storage areas will be monitored and documented to be with-in safe temperature zones
- ▶ Inmates are properly supervised in kitchen
- ▶ Service of food trays will closely be monitored by our staff
- ▶ Food will be tested for quality assurance
- ▶ Kitchen sanitation will closely be scrutinized and maintained
- ▶ Dish machine operation will be supervised and temperatures will be documented
- ▶ Ongoing employee and inmate training program in place and documented
- ▶ All kitchen tools and knives will be properly stored and controlled



Our exemplary correctional kitchen practices will promote a safe and secure environment for staff, jail officers and inmates which will automatically decrease your liability and burden. We understand how important the kitchen operation is to the Titus County Jail.

OPERATIONAL FOOD PLAN

Summit understands the importance of maintaining a well-managed foodservice operation and staying in close communication with Center administration. A customized operational plan, along with a policy and procedures manual for your Center, is already in place in your facility. We will continue to maintain strict purchasing, receiving and production standards for all food and beverages, and provide assurance that safe practices are always utilized during all production shifts. In addition to production, strict standards will be carefully followed for the storage of all raw and prepared foods and other related food service items.

We place a high emphasis on the support and training of the onsite foodservice director, Venna Randle-Smith, and the foodservice staff. Summit has developed a multi-level in-service program to promote proper food handling procedures. Summit believes in the development of the existing staff and an opportunity to promote from within.

Ms. Randle-Smith will continue to liaison between Center administration and Summit and will report directly to Jeff Lane. The District Manager, will regularly visit the Center to maintain an operation that meets all the objectives of Titus County and Summit. The support network for foodservice employees includes all the departments within Summit (Human Resources, Accounts Payable, Purchasing, Dietitians, IT, etc.). Summit will also utilize the expertise of Center-cleared Operations Support Managers to assist with the operation when needed.

Summit will maintain a close relationship with administration and remain flexible with requests to further enhance the service. This shall be accomplished through regularly scheduled meetings with the jail administration designee and informal discussions.

MEAL COUNTS

Summit has several accounts in which we receive counts directly from the Center staff. We also have several where we utilize the Jail Management System to acquire accurate meal counts. Our standard operating procedures already account for newly arriving inmates and we'll always have extra meals prepared.

- ▶ Focused on meeting your objectives
- ▶ Providing services to correctional facilities since 1975
- ▶ Skilled in serving large and small correctional facilities
- ▶ Employs more than 2,700 employees

MEAL DELIVERY

Summit provides this service model to numerous facilities but also understands that the inmates, in conjunction with the security staff, are currently delivering meals to housing units. Our commitment is to have all meals ready to go on the agreed upon times.

Here are some areas of concentration where we hold our operations accountable during routine and surprise audits and inspections:

ADMINISTRATIVE

Accurate meal count sheets	Updated employee files	Enforcing Summit standards
Accurate weekly inventory	Manager and employee in uniforms	Utilizing current forms and logs
State/federal law paperwork and posters	Utilizing correct approved vendors	Chemical controls (and SDS) in place and documented
Maintaining adequate inventory including emergency supplies	Accurate billing to client	Employee emergency phone numbers on file with client
Current menu approved and signed by client	Safety meeting training documentation	Office and kitchen organization
Key controls and security measures being followed	Employee training documentation	Employee write-ups and evaluations up to date
OSHA log	Manager progress (SOP)	Safety audit/checklist completed

PRODUCTION

Current and accurate productions sheets	Meals delivered on-time	Medical diet orders and update diet list, medical diet procedures followed
Sanitation check sheets on file/kitchen sanitation	Shadow board sign-in/out log and shadow board inventory in place and utilized	Quality of food: taste testing, inventory check
Proper utensil usage during service	Bag meal and medical diet snack bag procedures being followed	Cooler, Freezer & dry storage organization
Recipe usage by employees/Staff accountability	Dish machine/three compartment sink/procedures and chemical usage	Rotation of stock
Temperature logs	Pest control in place	Employee production training procedures
Refrigeration thermometers	Vents & hood system	Paper /chemical inventory check
Kitchen food safety signage in place	Production sheet utilization by employees	Tray outline sheets
2-3 day preparation and pull procedures in place	Pull sheet utilization	Hairnet, hat & glove usage in kitchen by all employees and kitchen workers
Grievance file review and corrective action	Paper towels, hand soap and hand washing signs	Dish machine temperature log or test sanitation
Kitchen worker training procedures in place and documented	Sample trays in place (hold 72 hours/3 days)	Kitchen security; doors to all areas of the kitchen locked and monitored
Health department permit/current health department score	Staff relationship with facility personnel is professional and courteous at all times	On-going staff training on how to supervise kitchen workers in a correctional environment

POLICIES AND PROCEDURES

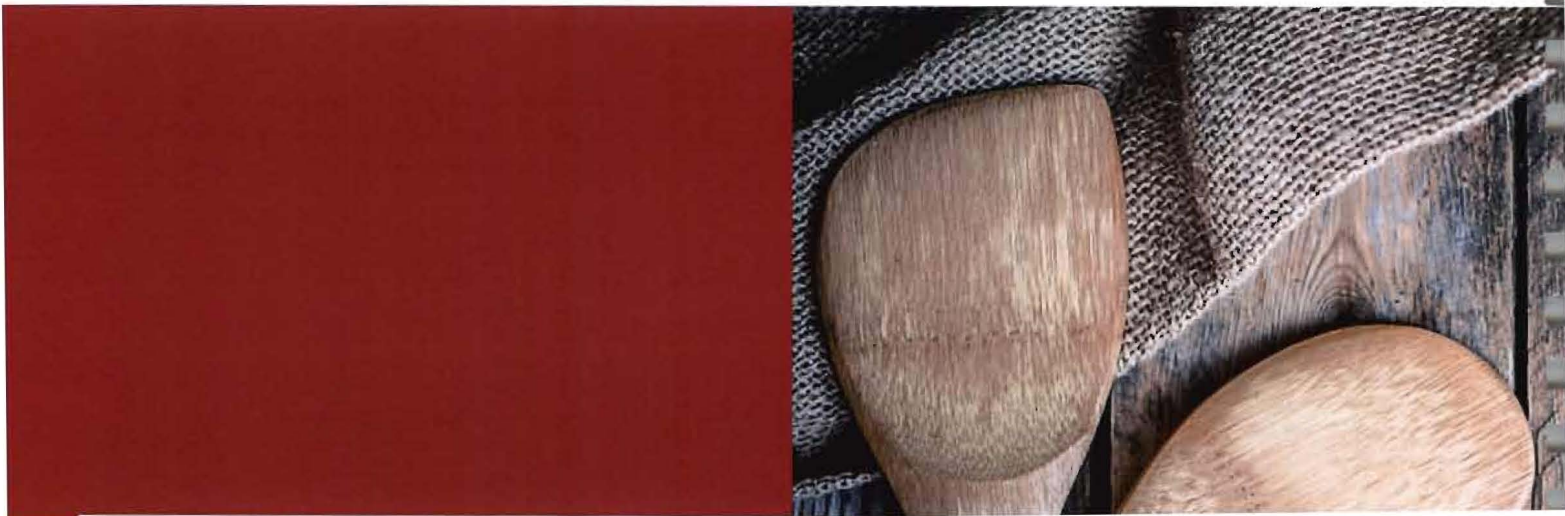
Summit understands how important it is to maintain a disruption-free foodservice operation and staying in close communication with facility administration can minimize unnecessary anxiety. We understand our industry is fluid, so if at any time there is a need to establish new policies or revise existing procedures, Summit will not do so without the approval of the Titus County Jail. The communication process regarding any new or revised policy and procedures will take place long before suggested implementation dates.

SECURITY

Summit understands that adequate security services are essential and necessary for the safety of the agents, employees, inmates and jail staff. It's our expectation that the Titus County Jail will take all reasonable steps to provide sufficient security to enable Summit to safely and adequately manage the food service program. It is expressly understood by Titus & Summit that the provision of security and safety for personnel is a continuing precondition of the Summit's obligation to provide its services in a routine, timely and proper fashion.

Summit will comply with all Titus County security and safety protocol while ensuring our staff does their part too. Our team takes great care to ensure that policies and procedures for security are part of the daily routine within the foodservice operation. The following identifies a partial list of areas of key importance for maintaining security with our service.

- ▶ Background checks and security clearance provided for all new employees
- ▶ Proper key control for all storage areas, coolers, and freezers
- ▶ Proper procedures for utilizing shadow boards when serving and preparation utensils are used in the kitchen with inmate workers
- ▶ Tethering of knives and sharps when in use (when applicable)
- ▶ Strict control over food and chemicals to prevent the use of contraband by inmate workers
- ▶ Policies and procedures in place for medication use by employees
- ▶ Procedures followed for the storage and use of all chemicals
- ▶ Policies and procedures for emergencies
- ▶ Badges and identification
- ▶ Keeping coolers, storerooms, cabinets and offices closed and locked at all times



TOOL & KNIFE SECURITY

Summit shall be responsible for the control of all knives, scissors, and kitchen utensils. All knives and kitchen utensils shall be counted and locked for safe keeping in accordance with policy and procedures provided by the jail. A sharp tool inventory will be maintained daily.

Summit promises to utilize up to date inventory logs, audits, shadow boards and an equipment repair log. Summit utilizes a tool inventory and control system which meets the highest standards of the below listed organizations:

- ▶ Texas Minimum Standards for Local Detention Facilities and Local Juvenile Detention Facilities
- ▶ 2011 Operations Manual ICE Performance-Based National Detention Standards
- ▶ ACA Standards for Adult Local Detention Facilities
- ▶ NCCHC Jail Health Standards and Juvenile Health Standards

In addition to compliance, Summit is pleased to provide an example of our tool tracking log for your review at the end of this section.

HAZARDOUS MATERIALS CONTROL

Summit promises to maintain accurate inventories, internal audits and tracking logs related to procuring (MSDS Sheets), storing, using and disposing of chemical and hazardous materials. All our standards meet or exceed the recommendations for the below organizations:

- ▶ Texas Minimum Standards for Local Detention Facilities and Local Juvenile Detention Facilities
- ▶ 2011 Operations Manual ICE Performance-Based National Detention Standards
- ▶ ACA Standards for Adult Local Detention Facilities
- ▶ NCCHC Jail Health Standards and Juvenile Health Standards

Summit employees are required to demonstrate constant awareness of amounts of dangerous chemicals on hand in the operation. This is a guideline from the (ACA) American Correctional Association. All caustic chemicals must be locked up and stored away from food products and an inventory count should be taken each time they are used.

Failure to keep control over these chemicals will result in disciplinary action and/or immediate termination.

Summit employee policy:

- ▶ Log items anytime you put delivered chemicals in the locked storage area with signature.
- ▶ Log anytime a chemical item is removed from locked storage.
- ▶ Be sure all containers are properly labeled.

Each entry (both in and out) MUST be initialed by the person handling the chemical. THIS IS TO BE STRICTLY ENFORCED.

CONTRABAND

Due to our extensive partnerships within Texas, we fully understand and comply with Texas Law and ACA Standards. Summit's staff understand it is against the law to provide ANY contraband items to the inmates of the Titus County Jail. We also understand and fully support searches of persons and bags for entry into the Center.

In addition to compliance, Summit is pleased to provide a copy of our policy pertaining to Contraband:

COMPANY POLICY

SOURCE: HOME OFFICE HUMAN RESOURCES

RESTRICTED CONTRABAND POLICY

AUDIENCE ALL EMPLOYEES OF CORRECTIONAL/JAIL/RESIDENTIAL FACILITIES

INTRODUCTION

Under no circumstances shall a Summit employee knowingly bring restricted items of contraband into a correctional/jail/residential Center.

Contraband is defined as anything in the inmate's possession which has not been officially issued to the inmate. It could also be an authorized item that has been altered. Items of contraband that may be restricted/prohibited depending on the Center, include but are not limited to the following:

- ▶ Guns and firearm ammunition
- ▶ Knives, tools and items that may be possible weapons
- ▶ Keys
- ▶ Food
- ▶ Chemicals and spray cans (i.e. Mace, Pepper spray, tear gas, etc.)
- ▶ Products such as plastic wrap, gum, stamps, cigarettes
- ▶ Money
- ▶ Drugs/alcohol
- ▶ Pens/pencils
- ▶ Cellular phones
- ▶ Club or blackjack

GUIDELINES:

- ▶ Bringing in an item of contraband for an inmate is prohibited. If an employee is approached by an inmate who asks them to bring contraband into the Center, the employee must report this to their Food Service Director, Supervisor and/or the Correctional Security Officer on duty immediately.
- ▶ Employees must always utilize good judgment in determining what is appropriate to bring into the Center. It is recommended that any non-essential personal items be left outside the Center. Any non-essential personal item is brought into the Center; they should be placed in a secured area within the Center.
- ▶ Bringing any item that is considered to be prohibited contraband (as defined by the Center) may result in disciplinary action, including suspension, termination and/or criminal prosecution. If an employee discovers that they have accidentally brought an item of contraband into the Center, they must report it immediately to their Food Service Director, Supervisor and/or the Correctional Security Officer on duty immediately.

IDENTIFICATION (ID) BADGES

Summit understands and acknowledges that all staff are required to wear ID badges if requested by the Titus County Jail. All lost ID Cards/Badges will be reported immediately to the Food Service Director who will immediately report to the Security Sergeant on duty. We operate over 360 facilities and have a proven track record with maintaining and protecting issued ID Badges.

KEY CONTROL

Summit shall be responsible for control of keys obtained from the Titus County Jail and the security of those areas for which the keys are given. Summit shall be responsible for immediately reporting all facts relating to any loss of keys or losses incurred because of break-ins to those areas. No keys to any part of the Jail may be duplicated. All keys will be provided by the jail and made available at the beginning of the shift and turned in at the end of the shift. No keys shall leave the jail.

Summit understands the importance of adhering to the key control protocols of the Titus County Jail. At no time, will any of our staff conspicuously wear their personal or professional keys/ID badges. We further agree to ensure keys are controlled between shifts. In conjunction to the regular key control audits conducted by the Titus County Jail, the Summit Director of Operations and District Manager will conduct 'spot checks' to ensure the Food Service Director is maintaining proper key control.

OCCUPATIONAL SAFETY & HEALTH ACT (OSHA) POLICY

It is Summit's policy to provide a safe work place for its employees through OSHA guidelines. Additionally, the Company provides safety training and requires its employees to follow all safety rules and to employ safe habits. It is the responsibility of our staff to observe the safety rules and regulations which apply to your facility. Any willful violation of safety rules and regulations by Summit employees shall be considered cause for disciplinary action.

The following Summit employee guidelines are just an example of our OSHA compliant safety training:

- ▶ GENERAL SAFETY: Unsafe conditions or unsafe acts should be reported to the direct supervisor immediately.
- ▶ INJURIES: Work related injuries must be reported to a manager at once.
- ▶ FIRE PROTECTION: Every employee has the responsibility for reporting fires and the responsibility to fight small fires in their work area. Therefore, employees must know where the fire extinguishers are located and how to use them.

It is important our employees practice safe work habits constantly and consistently in all areas of the work place.

SAMPLE TRAY POLICY

For food safety reasons, it is our policy to keep one sample tray from each meal period on hand for seventy-two hours. If at any time two or more people fall ill, the sample tray is available for testing to rule out the presence of salmonella, norovirus or E. coli. Each tray will be labeled with the date, time, and meal period and stored in the freezer. The tray is also a transparent solution to cross check what was served compared to the approved cycle menu.

2-3 DAY PREP & PULL POLICY

Our two to three-day prep and pull policy is a vital part of our kitchen operation. Our staff prep all futures meals and remove frozen meats from the freezer two to three days before cooking time. This policy helps guarantee a smooth meal period well in advance of service.

SUBSTITUTION PROCEDURES

Any substitutions to the menus shall be limited. There are five legitimate reasons for such substitutions. They are:

- ▶ Equipment failure
- ▶ Utility failure
- ▶ Vendor failure
- ▶ Food not fit for consumption
- ▶ Client request

ALL SUBSTITUTIONS MUST BE DOCUMENTED

Substitutions can only be made by the Food Service Director. Any substitutions will need to be approved before day of substitution by facility administrator. All substitutions must be in the same category of food groups and similar in nutritional value (e.g. 2 slices of bread is equal to 1 bun, or green beans are the same as wax beans). At the end of the month, the FSD reviews and forwards to the District Manager for review. The District Manager will review and sign at the bottom documentation. DM will forward the signed documentation to the Corporate Dietitian for review and approval. The Corporate Dietitian will then review the list and return it to the Food Service Director after signing it. The signed Menu Substitution Log must be kept on file in menu substitution notebook for a minimum of 3 years.

SEXUAL MISCONDUCT WITH INMATES

Sexual and inappropriate contact between Summit staff and inmates will not be tolerated. All incidents will be reported to the appropriate Titus County Staff and an investigation launched. All results will be fully disclosed to staff and, if necessary, any disciplinary actions will be executed. Please rest assured that Summit completely understands all the requirements under Texas law and will ensure all Summit staff understand the severity of this offense.

In addition to compliance, Summit is pleased to provide Titus County a copy of our Sexual Misconduct, PREA & Boundaries Training Programs.

BOUNDARIES EMPLOYEE TRAINING

Correctional facilities require a controlled environment to ensure safety and security. There are rules, regulations, systems, and policies that must be consistently enforced and monitored to maintain order. Summit team members working at a correctional Center are expected to share the responsibility of maintaining control in the environment, in addition to their foodservice responsibilities. Therefore, working in a correctional foodservice operation requires not just the knowledge of foodservice but also an understanding of the correctional environment and the influences that affect it.

To work effectively in this type of environment, an employee must:

- ▶ Understand the correctional environment and the inmate mind
- ▶ Have a constant awareness of their surroundings, potential problems, and security
- ▶ Conduct themselves in a professional manner no matter what the circumstance or situation
- ▶ Control their interactions with those they work with
- ▶ Help enforce that all systems and procedures are followed for tighter control

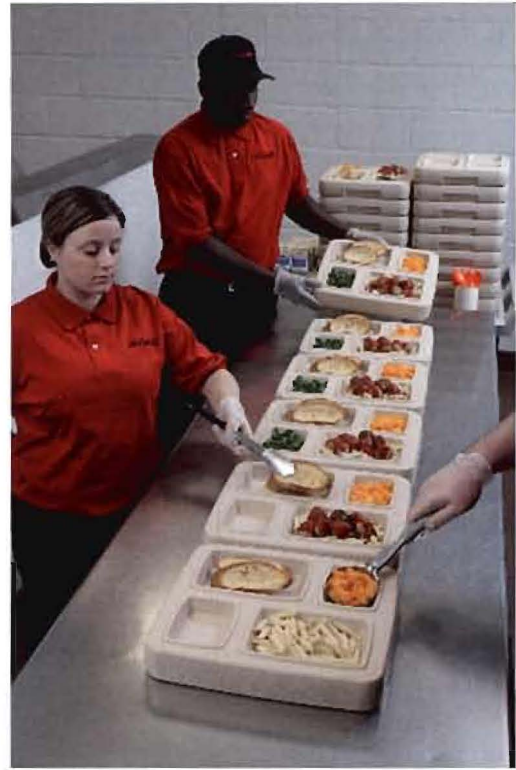
Boundaries is a Summit team member training program specifically designed to prepare new team members to work in the correctional environment and was developed through our partnership with the Minnesota Department of Corrections. The program provides information and tools to help team members interact professionally with offenders, to effectively enforce policies and procedures, and to understand their roles and working relationships with staff as well as administration in maintaining a safe and secure environment. The Boundaries training is also included as a part of the required monthly training modules for all team members to maintain constant awareness of the challenges faced when working with inmates. Upon completion of each of the following parts included in the Boundaries training, team members will have a better understanding of the correctional environment and how to work effectively within it so they can remain safe.

PART 1: SELF-ASSESSMENT

PART 2: DRAWING THE LINE ON MANIPULATION FROM INMATES

PART 3: CONTROLLING BOUNDARIES

PART 4: PREA



PREA ALIGNMENT

Summit understands the importance of the Prison Rape Elimination Act (PREA) Standards with-in your facility. As a company, Summit was the first to implement employee training on the matter ensuring referrals of sexual abuse and sexual harassment allegations are properly and immediately reported. Along with our Boundaries training, our employee training and communication are administered at all of our partner facilities whether adult jails, community confinement facilities and juvenile facilities. We understand how important our role is in preventing sexual abuse, detecting sexual abuse and responding to sexual abuse of any kind to facility administration.

Summit will abide by PREA standard: Hiring and Promotion Decisions.

Here are a few key PREA directives with-in our employee training:

- ▶ Understanding your facility has a zero tolerance regarding sexual abuse.
- ▶ Know who the facility PREA officer or administrator is.
- ▶ Understand our role and responsibility as the vendor in preventing, recognizing and responding to sexual abuse.
- ▶ Ensure there is clear communication with your facility.
- ▶ All allegations are taken seriously.
- ▶ Immediate reporting policy.
- ▶ Statement writing.
- ▶ Understanding the facility's PREA policy and procedures.

Summit understands and will always follow the instruction of the Titus County Jail regarding PREA protocol, policy and procedures.



COMPUTERS, PERIPHERALS, CELLULAR PHONES & OTHER ELECTRONIC DEVICES

Summit's policies regarding the use of electronic devices are stringent and strictly enforced. The Director of Operations, District Manager and Food Service Director will ensure all devices connected to the Titus County network will comply with the county's IT Protocols and Security Manual. Summit agrees to allow the county's IT staff to maintain administrative rights on all Summit devices for use of the Food Service Program.

ELECTRONIC COMMUNICATION

Summit maintains a strict policy regarding social media and all posts are subject to scrutiny by Summit. This would be in addition to the policies administered by the Titus County Jail.

SMALLWARES

We fully accept and acknowledge that we will be required to purchase all service and Smallwares required for executing the contracted

LINENS AND LAUNDERING

Summit plans to utilize their own proprietary laundry system to alleviate the burden from the Center.

CHEMICALS AND SANITATION SUPPLIES

Summit understands that the Titus County Jail has a separate contract for cleaning supplies, however it is still our responsibility to ensure your equipment stays clean and operational. Summit promises to clean and maintain the county's equipment.

OFFICE SUPPLIES

Summit understands and will gratefully supply all office supplies needed for the operation of the Food Service Program.

FOOD ITEMS THAT POSE A SECURITY THREAT

Summit will NOT utilize any yeast, cayenne pepper, mace and nutmeg, sugar and alcohol based liquids as a raw ingredient in any recipes. Furthermore, if there should ever be a need to utilize or store these ingredients, Summit will utilize a detailed tracking log and ensure these items are secured separately. Summit also attests that our standards, meet or exceed the requirements prescribed by the:

- ▶ Texas Minimum Standards for Local Detention Facilities and Local Juvenile Detention Facilities
- ▶ 2011 Operations Manual ICE Performance-Based National Detention Standards
- ▶ ACA Standards for Adult Local Detention Facilities
- ▶ NCHC Jail Health Standards and Juvenile Health Standards

SAFETY

Summit fully understands the importance of safety and security within the Titus County Jail. With over 70+ years of experience in correctional food service, there isn't much we haven't seen or dealt with. Safety benefits all parties involved and something we take VERY seriously. We are extremely proud of our track record and strive to continuously update our safety manual and standard operating procedures as conditions, standards and requirements change. Below are some of the highlights of our safety program for your review.

PROGRAM/BENEFIT SUMMARY

BENEFIT TO CLIENT/CUSTOMER

FOOD SAFETY PROGRAM

Summit's Food Safety Program identifies points where contamination or development of harmful micro-organisms may occur and implements controls based on the hazards.

Confidence that the foodservice department is operating under safe food practices. Program is compliant with food code recommendations and local health department regulations.

FOOD SAFETY AND SANITATION TRAINING

All staff members are trained in food safety and sanitation:

- ▶ When hired, new employee orientation focuses on using and implementing the standards established in the Safe Food Handling and Sanitation Guidelines pamphlet
- ▶ Within the first three months of hire, all employees must be ServSafe Certified
- ▶ Monthly SAFE training

Hourly staff training leads to a safe and clean environment.

SAFE TRAINING – MONTHLY

Summit provides the Food Service Director monthly food and work safety training modules with application activities for hourly staff. Topic samples:

- ▶ Employee Safety Standards
- ▶ Food Allergies: Reactions and Responses
- ▶ Strain/Sprain Prevention

Training of hourly staff reduces employee injury worker's compensation claims.

FOOD SAFETY MANAGER TRAINING AND CERTIFICATION

Summit requires all FSDs and site managers to be trained and certified in safe food handling. Summit uses ServSafe from the Educational Foundation. Recertification is required at least every three years.

Key food handling and sanitation practices are understood by management preventing foodborne illness.

STATE AND FEDERAL REGULATIONS

Summit complies with all local and federal agencies that perform site inspections.

Compliance with all requirements.

AUDITS AND UNIT EVALUATIONS

Summit District Managers perform site audits, which cover sanitation and safety practices.

Ensures foodservice departments are operating safely and compliant with regulation.

PURCHASING AND PRODUCT STANDARDS

Summit has strict minimum standards for food grades and specifications.

Ensures the highest and safest quality of products available to our clients and their customers.

Safety is a top priority for **Summit** and its team members

SANITATION

Summit certifies that we understand and will comply with the following regulations and publications:

- ▶ The Titus County Jail Food Services Contract
- ▶ The Titus County Jail Policies and Procedures Manual
- ▶ TX DHEC Regulations for Retail Food Establishments
- ▶ TX DHEC Minimum Standards for Licensing Hospitals and Institutional General Infirmaries
- ▶ Texas Minimum Standards for Local Detention Facilities and Local Juvenile Detention Facilities
- ▶ Operations Manual ICE Performance-Based National Detention Standards
- ▶ ACA Standards for Adult Local Detention Facilities
- ▶ NCCHC Jail Health Standards and Juvenile Health Standards



Summit's sanitation and maintenance programs portray our commitment to keep our valued clients safe and maintain a safe working environment for all our associates.

Our sanitation standards are a critical key to a successful dining service program. It is important to conduct business in a sanitary and clean working environment at each client location that we serve.

Our managers must lead by example and consistently follow up and monitor sanitation standards. Our managers must meet all sanitation objectives and work side by side with our staff to assure expected levels of sanitation are achieved. We must also look at our operations from our customer's point of view. We recognize that our customers are a useful resource to success in these areas.

The old adage "clean as you go" always remains effective and relevant. Summit educates its staff to understand all kitchen functions must be centered on shared responsibility for cleaning duties.

Summit creates cleaning schedules and checklists that are easy to understand. Our time and temperature logs are designed to equip staff with the tools they need to document all steps and measures. They also create an audit trail for increased accountability



Other important aspects of Summit sanitation and safety programs:

- ▶ Provide employees with properly working equipment to prepare and hold foods effectively and in proper temperature zones
- ▶ Utilize developed customized location checklists
- ▶ Utilize self-inspection checklists that are closely monitored by the location and district manager
- ▶ Provide client contacts with all sanitation documentation
- ▶ All Summit managers must be ServSafe certified
- ▶ All staff members are trained in food safety and sanitation:
 - Upon hire as part of new employee orientation using the Safe Food Handling and Sanitation Guidelines pamphlet
 - Within the first six months of hire using the ServSafe Food Handler Guidebook
 - Monthly as a part of the monthly SAFE training
- ▶ All hourly staff must be certified in food sanitation and safety
- ▶ Properly trained staff on personal hygiene and foodborne illness

FACILITIES & EQUIPMENT

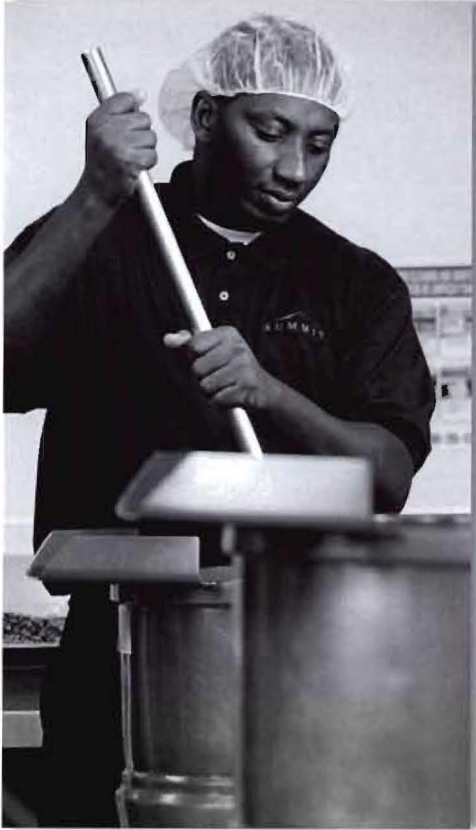
MAINTENANCE OF CENTER AND EQUIPMENT

Summit and its employees will safeguard all property of the Titus County Jail. Summit shall allow employees to use jail equipment only after they have been trained in its proper use. Summit shall be held responsible for damage resulting from negligence or carelessness on the part of its employees or inmate workers due to inadequate supervision. Summit staff shall notify the Jailer's designated point of contact immediately of the need for equipment repair and maintenance. The jail will maintain all owned equipment.

Inventory shall be computed semi-annually for each year of the contract. As part of this inventory an assessment of the condition will be made. The contractor will be liable for the replacement and installation costs for all unaccounted pieces of equipment.

If the Contractor deems necessary, Contractor may purchase additional equipment and small wares to aid in the increased efficiency and delivery of contract services, with the approval of the Jail Administrator. Said equipment will remain the responsibility and ownership of the Contractor at the end of the contract term.

Please rest assured that Summit has 70+ years of experience in operating equipment within correctional kitchens. Furthermore, rest assured that no Summit staff will be allowed to operate any kitchen equipment until they have attended a rigorous training system to ensure each member is qualified and proficient in the operation and cleaning of all equipment.



WASTE REMOVAL

Summit will comply with all Titus County Jail procedures and policies regarding waste removal.

PEST CONTROL

Summit acknowledges that the Titus County Jail will be responsible for all pest control and will be financially responsible for all costs associated with this program.

ENERGY AND NATURAL RESOURCE CONSERVATION

Summit will comply with all Titus County Jail procedures and policies regarding energy and natural resource conversation.

RECYCLING AND SOLID WASTE REDUCTION STRATEGIES

Summit will comply with all Titus County Jail procedures and policies regarding recycling and solids waste reduction strategies.



ENERGY SAVINGS AND EFFICIENCIES

Energy management during food preparation is often overlooked as cost reduction. Ovens, lighting, preventive maintenance and air handling all add to cost control and environmental support through lower energy use. Turning off lights and equipment when not in use helps to conserve energy, along with pre-heating ovens only the length of time required to reach proper temperature. Proper use of refrigeration and defrosting techniques and time all add to energy efficiency in managing the foodservice program. Our responsibility to manage our clients' resources includes written policies and procedures that govern and promote conservation.

TRANSITION ACTION PLAN

Summit is pleased to be your incumbent food services provider. As such, we will not be burdening Titus with the inherent concerns that a service transition always entails. Instead, we are looking forward to evolving your food services department per the request for proposal.

Our evolution plan includes the following action items:

- ▶ Meetings are set up with correctional management staff so we can fully understand all new Center policies and procedures regarding the kitchen and any internal workings of the Center that are relevant to the foodservice
- ▶ Reviews will take place with existing staff
- ▶ Meet with Titus County Jail foodservice management staff to discuss the evolution week and first day of service in detail to assure there is no break in service
- ▶ Complete Summit's new opening check-off list and finalize all items necessary to assure procedures are in place
- ▶ Summit opening team will be onsite before, during and after the transition day.

We have the experience, resources, and knowledge to smoothly switch your dining services program to Summit. You can be confident that the transition will be both flawless and positive.



EMERGENCY CONTINGENCY PLAN

All foodservice operations in a correctional Center must fulfill the daily needs of the Center even during emergency situations. Because the management team of Summit has serviced a variety of correctional clients, we have, at one time or another, experienced emergency situations that have included client employee strikes, public transportation strikes, power failures, blizzards, tornados and hurricanes. Our personnel will assure continuity of service is met and accomplished in a timely fashion.

For all situations, we have contingency plans that allow us to continue service in extreme circumstances. In addition, we can call upon our Support Services personnel for support and equipment if needed. The following is an overview of Summit' emergency plans.

SHORT TERM CONTINGENCY

A short-term contingency menu will be developed by the Food Service Director and Summit's District Manager and submitted for your approval after the contract is awarded. The menu is designed for service on paper ware. The first eight meals can be prepared and served with no power source available. Pre-sliced cold cuts and cheeses and packaged items for the menu will be kept in the freezer. Other items, such as a variety of cold cereals, peanut butter, tuna fish and canned chicken and soups, will be kept in dry storage inventory.

Soup will be served in covered paper cups when the power source is limited, providing at least one hot meal item.

A sample contingency plan follows for your review.

EVENT	SHORT TERM SOLUTION	LONG TERM SOLUTION
Loss of utilities and/or facilities due to flooding, earthquake, fire, explosion, hurricane, tornado, disturbance or destruction.	▶ Depending on the situation, Summit will utilize an alternate menu. *	▶ An alternate menu will be developed per the production capabilities of the kitchen. Implement mobile kitchen's menu. Set up mobile kitchens(s).
Strike by supplier	▶ Summit would retain a minimum two-week supply of product on the premises.	▶ Change supplier to previously determined alternate.

*Sandwich, packaged items, and hot meal menus would be provided for approval prior to service start-up.

EVENT	SHORT TERM SOLUTION	LONG TERM SOLUTION
Equipment breakdowns	▶ Utilize other production techniques and/or make substitutions to accommodate equipment still in operation. ▶ Summit will have the Food Service Manager, District Manager and other previously screened personnel on call. In the event sufficient staff is unavailable to produce the menu, an alternate menu* would be used. Summit will have backup personnel to call on.	▶ Assist you in replacing any equipment not repairable. ▶ Advertise for additional personnel.
Lockdown	▶ Alternate menu* may be used until sufficient staff is available for normal production.	▶ Utilize staff on call and newly hired personnel to produce and pre-plate thermal trays.

*Sandwich, packaged items and hot meal menus would be provided for approval prior to service start-up.

DISTURBANCES

If a disturbance in the Center or serving area requires a lockdown, our Food Service Director must respond immediately. Each Summit food service director must be familiar with the following procedures:

- ▶ The Center administration will keep the Food Service Director advised of the situation and the lifting of the lockdown.
- ▶ In all instances, the kitchen should be immediately secured.
- ▶ Exterior entrances, including loading docks, should be secured.
- ▶ Elevators should be returned to the kitchen level and locked.
- ▶ All potential weapons should be returned to the secured cabinet.
- ▶ Unnecessary movement in the foodservice area should cease.
- ▶ The Food Service Director should assign responsibilities for lockdown procedures in advance. However, everyone without an assignment should stay where they are.

STRIKE PLANNING

When it becomes apparent a strike is imminent, location planning must begin. Through careful planning, this unpleasant situation can become bearable. Management has specific tasks and assignments to complete prior to the strike deadline.

Each person must complete his or her assignment for the plan to work.

FOOD SERVICE DIRECTOR // STRIKE COORDINATOR DUTIES

- ▶ Notify the Support Services office and District Manager when a strike is likely and, if needed, request additional assistance, such as a dietitian, purchasing director, personnel specialist, management personnel with strike experience, onsite duties, etc.
- ▶ Review with Food Service Director that all equipment is operable and utilities will not be interrupted
- ▶ Meet with client contact and Center administration to determine:
 - Probable length of the job action
 - Type of action anticipated – violent or non-violent
 - If it is a union-sanctioned strike
 - If there is a strike fund available
 - If there is likely to be a lockdown
 - If the Center will function as usual with court movement, etc.
 - Who will staff the Center if officers walk out
 - If the Center will assist in transporting Summit employees into area
 - If our employees will not cross picket lines, will other labor be available
 - If we have permission to change menus
 - If outlet and parking space for a refrigerated truck is available for use as a backup storage
- ▶ Have strike menu developed, if needed, plus three consecutive cold meals in case power lines are cut



We have contingency plans in place that allow us to continue service in spite of extreme circumstances. Our personnel will ensure service is met in a timely fashion. In an Emergency situation, delivery of commissary may be an important control tool.

PURCHASING DIRECTOR DUTIES

- ▶ Work with authorized supplier to:
 - Ensure increased deliveries
 - Develop home numbers of suppliers in case of emergencies
 - Determine union and non-union houses and establish supervisory deliveries
 - Establish a special drop location for supplies, complete with surety bonds, if needed
 - Arrange for special equipment as needed
 - Develop plans for subsequent deliveries
 - Arrange for latest possible expiration date on milk and bread
- ▶ Arrange for special vehicles as needed
- ▶ Set up for outside repair and maintenance if in-house personnel will be on strike

PERSONNEL COORDINATOR DUTIES

- ▶ Listing of current names, addresses, and social security numbers for all employees
- ▶ Assure local payment to any employees who do not cross picket lines
- ▶ Make sure all employees have appropriate I.D. badges
- ▶ Prepare a notice of strike letter for each employee
- ▶ Conduct meetings for all employees; agenda to include:
 - We are not on strike and jobs will be there
 - Center is depending on us for meal service
 - State worker's compensation policy
 - When we feel, a strike might begin
 - Special instructions: i.e., dress code, shuttle service, parking arrangements

DISTRICT MANAGER DUTIES

- ▶ Determine all equipment is in working order; utilities may or may not be interrupted
- ▶ Order any necessary office supplies – fax machine or other
- ▶ Develop special cleaning schedules
- ▶ Rearrange all refrigerator, freezer, and dry storage space to accommodate largest possible orders
- ▶ Paper
 - Cleaning supplies
 - Linen and special items needed
 - Personal care items not in commissary
 - Arrangement of extra pest control treatment for just before the emergency
 - Arrangement of extra pest control treatment for just before the emergency
- ▶ Ensure first aid kit is well stocked
- ▶ Review with client medical assistance, if any, that will be available such as doctor, nurse, etc.

POLICIES & FORMS

DAILY KNIFE/UTENSIL INVENTORY VERIFICATION

•	MANUAL #	A-201
•	PAGES	6
•	ISSUE DATE	9/96
•	UPDATED	9/97

PURPOSE: To show, at closing, that all knife and utensil counts have been verified.

NOTE: ▶ Regulations require that all knives and other utensils be accounted for at all times. Failure to complete these verifications may be cause for termination.

DAILY KNIFE/UTENSIL INVENTORY VERIFICATION

MANUAL #: A-201

- PROCEDURES:**
- A. Weekending date
 - B. Name of item that corresponds with each listed number on shadow board.
 - C. Beginning quantity on hand for each item
 - D. Date of count.
 - E. Initial of employee verifying count on hand for each item on the shadow board for each day of the week.
 - F. Supervisor's initials for each daily count.
 - G. Action taken for any discrepancies in counts.

DAILY KNIFE/UTENSIL INVENTORY VERIFICATION

MANUAL #: A-201

- PROCEDURES:**
- A. Weekending date
 - B. Name of item that corresponds with each listed number on shadow board.
 - C. Beginning quantity on hand for each item
 - D. Date of count.
 - E. Initial of employee verifying count on hand for each item on the shadow board for each day of the week.
 - F. Supervisor's initials for each daily count.
 - G. Action taken for any discrepancies in counts.



DAILY KNIFE/UTENSIL/TOOL INVENTORY VERIFICATION

WEEKENDING:

ITEM	BOARD NUMBER	QTY. ON HAND	DATE:						
			SAT	SUN	MON	TUE	WED	THU	FRI
	1								
	2								
	3								
	4								
	5								
	6								
	7								
	8								
	9								
	10								
	11								
	12								
	13								
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	24								
	25								
	26								
	27								
	28								
SUPERVISOR'S INITIALS:									
DISCREPANCIES/ACTION:									

THREE COMPARTMENT SINK TEMPERATURE RECORD

Month: _____ Year: _____

Day	AM Reading		Midday Reading		PM Reading	
	Wash	Final Rinse	Wash	Final Rinse	Wash	Final Rinse
	110°F	171°F–180°F 200–400 PPM	110°F	171°F–180°F 200–400 PPM	110°F	171°F–180°F 200–400 PPM
1						
2						
3						
4						
5						
6						
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31						

For operations open longer than 10 hours per day, midday readings must be taken.

Monthly Review By: _____ Date: _____

Keep results on record for one year.

CHEMICAL RINSE DISHMACHINE TEMPERATURE RECORD

Month: _____ Year: _____ Temperature Goals: Wash: 110° Rinse: 75°–120°
(or per manufacturer)

Day	AM Reading				Midday Reading				PM Reading			
	Wash	Rinse	Water PSI	Initial	Wash	Rinse	Water PSI	Initial	Wash	Rinse	Water PSI	Initial
1												
2												
3												
4												
5												
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7												
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30												
31												

Check and record water pressure daily, but if operations is open longer than 10 hours, check and record up to three times daily. Notify supervisor immediately if temperatures are below goal.

Monthly Review By: _____ Date: _____

Keep results on record for one year.

FREEZER TEMPERATURE RECORD

Month: _____ Year: _____ Freezer/Location: _____

Day	AM Reading			PM Reading			ACTION TAKEN: Standard is: 0°F or below. Report to Supervisor if above 10°F for two consecutive hours.
	Time	Temp	Initial	Time	Temp	Initial	
1							
2							
3							
4							
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6							
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11							
12							
13							
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31							

Monthly Review By: _____ Date: _____
 Keep results on record for one year.

HIGH TEMPERATURE DISHMACHINE TEMPERATURE RECORD

Month: _____ Year: _____ Temperature Goals: Wash: 120° Rinse: 160° Final Rinse: 180°
(or per manufacturer)

Day	AM Reading					Midday Reading					PM Reading				
	Wash	Rinse	Final Rinse	Water PSI	Initial	Wash	Rinse	Final Rinse	Water PSI	Initial	Wash	Rinse	Final Rinse	Water PSI	Initial
1															
2															
3															
4															
5															
6															
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31															

Check and record water pressure daily, but if operations is open longer than 10 hours, check and record up to three times daily. Notify supervisor immediately if temperatures are below goal.

Monthly Review By: _____ Date: _____
Keep results on record for one year.

REFRIGERATOR TEMPERATURE RECORD

Month: _____ Year: _____ Refrigerator/Location: _____

Day	AM Reading			Midday Reading			PM Reading			ACTION TAKEN: Standard is: 41°F <small>Report to Supervisor if above 45°F for two consecutive hours.</small>
	Time	Temp	Initial	Time	Temp	Initial	Time	Temp	Initial	
1										
2										
3										
4										
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31										

For operations open longer than 10 hours per day, midday readings must be taken.

Monthly Review By: _____ Date: _____

Keep results on record for one year.

SANITIZER CONCENTRATION RECORD

Month: _____ Year: _____ Check One: Machine: _____ Bucket: _____ Bottle: _____

Chlorine PPM = 55–99 & Quaternary PPM = 200–400 or per manufacturer directions

Day	AM PPM Score	Initials	Midday PPM Score	Initials	PM PPM Score	Initials
1						
2						
3						
4						
5						
6						
7						
8						
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Take corrective action immediately if concentrations are below standard.

Monthly Review By: _____ Date: _____

Keep results on record for one year.

THERMOMETER CALIBRATION RECORD

Month: _____ Year: _____

Day	Time	Thermometer ID #	Temp Prior to Calibration	Calibration Temperature	Initial	Comments
1						
2						
3						
4						
5						
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8						
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Thermometers should be calibrated daily and any time the thermometer is dropped or abused in any way.

Monthly Review By: _____ Date: _____

Keep results on record for one year.

COLD PRODUCTION TEMPERATURE RECORD

Menu/Day: _____ Date of preparation: _____

Cold TCS food temperatures must be recorded at the end of the preparation time. Pre-chill ingredients whenever possible.

Cold Food Item (Record Item Name)	Noon Meal			Evening Meal			Corrective Action <small>Record any action taken to solve temperature problems.</small>
	Time	Temp	Initial	Time	Temp	Initial	
Salads							
Sandwiches							
Salad Bar Items							
Dessert							

Weekly Review By: _____ Date: _____

Keep results on record for one year.

MAINTENANCE RECORD

Date	Initials	Repair or Maintenance Needed	Reported To	Completed By	Completed Date	Comments	Manager's Initials

Keep results on record for one year.

RECEIVING TEMPERATURE RECORD

WEEK ENDING: _____

Food Item	Temp Goal	Product Condition S/U	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			Time: _____ Temp/Initials	Time: _____ Temp/Initials	Time: _____ Temp/Initials	Time: _____ Temp/Initials	Time: _____ Temp/Initials	Time: _____ Temp/Initials
Eggs	45° or less							
Milk	45° or less							
Ref. Meat	41° or less							
Poultry	41° or less							
Fish	41° or less							
Shellfish	45° or less							
Frozen Meat	0° or less							
Frozen Poultry	0° or less							
Frozen Fish	0° or less							
Misc. Frozen	0° or less							
			Corrective Action	Corrective Action	Corrective Action	Corrective Action	Corrective Action	Corrective Action
Temperatures and time are taken and recorded for selected TCS food on day or days of delivery to assure proper temperatures. Record product condition as satisfactory (S) or unsatisfactory (U). Record corrective actions if a food product is not received at or below the temperature goal.								

Weekly Review By: _____ Date: _____

Keep results on record for one year.



FOOD, MENUS, AND SPECIAL DIETS

FOOD QUALITY AND PROHIBITED FOOD ITEMS

Summit understands your need to ensure the food quality provides healthy and wholesome foods. Unless requested, Summit NEVER utilizes pork, or pork by-products for inmate meals. Summit will provide quality meals to both your inmate and staff through the following:

- ▶ Scratch Cooking Techniques; every meal is prepared on site from start to finish
- ▶ Use of only 100% meat based proteins; never use TVP
- ▶ Proven recipes approved by ACA, NCCHC, ICE and AL Laws and Regulations
- ▶ Ensuring all inmates rights are respected by providing Pre-Packaged Kosher and scratch made religious and lifestyle meals to ensure the integrity of the equipment and utensils
- ▶ Ensuring all ingredients are pasteurized
- ▶ Food/Meals are thoroughly cooked

PROPER UTENSIL AND TRAY CONSISTENCY

At Summit, our employees are equipped with the training and tools needed to ensure each meal period runs smoothly. This includes making sure the first tray served is the same as the last tray served. We understand this has a direct impact on the safety of your officers in the facility during service. Our duty is to ensure the exact portions are being served at each meal per contract and nutritional menu specifications.

Here are just a few of our guidelines:

- ▶ The Food Service Director is trained on how to properly order the correct amount of food for each meal including, extra trays for intake, court, drastic fluctuations in counts and emergency situations.
- ▶ Cooks are trained to follow recipes and production sheets to ensure the correct amount of food is being produced.
- ▶ Using proper utensils that are in compliance with the approved facility's regular menu and restricted diet menu.
- ▶ Direct supervision on the serving line at all times during meal periods to confirm tray consistency, menu compliance and tray presentation.
- ▶ Tray counts are conducted before carts are pushed out of the kitchen to make sure meals are accounted for and trays are clean and orderly.

In addition to compliance, Summit is pleased to provide a copy of our Food Procurement Standards for your review. Please note that you will not see any soy based protein replacements:

PURCHASING

Summit’s purchasing department brings significant buying power to ensure low costs, innovative, high-quality products and outstanding supplier service. We also facilitate product research, vendor evaluation, price control, problem-solving, procurement and distribution. The Purchasing department’s overall goal is to source quality products, continually improve service and ensure competitive pricing.

Our partnerships with suppliers and manufacturers ensure excellent quality, responsive service and lowest possible meal costs. Consolidating our suppliers ensures maximum buying power. This not only reduces costs, it also provides for new product development and service enhancement ideas.

In developing strong partnerships with our suppliers and manufacturers, we can share resources such as training programs, training facilities and new technologies.



USDA COMMODITIES

Summit agrees to purchase USDA Commodities and pass the rebates back to the Titus County Jail.

MINIMUM STANDARDS FOR FOOD GRADES AND SPECIFICATIONS

Dairy:	U.S. Grade AA or A
Eggs:	U.S. Grade AA or A
	U.S. Grade B
Fruits and Vegetables, Canned:	U.S. Grade A
	U.S. Grade B
Fruits and vegetables, Fresh:	U.S. No.1 or U.S. Fancy
Fruits and Vegetables, Frozen:	U.S. Grade A
Meats including ground meats:	USDA Choice or Select
Poultry:	U.S. Grade A
Seafood:	U.S. Grade A
Disposable Service Ware:	
Utensils:	Polypropylene Medium Weight White
Cups/Bowls/Clamshells:	Polystyrene Foam White
	– 8oz cups and bowls
	– 9x9x3 3-compartment clamshells
Napkins (where applicable):	1ply white
	– 15x17 dinner
	– 10x10 beverage

HACCP COMPLIANT FOOD SUPPLIERS

At Summit, all of our food suppliers guarantee, products they sell us only come from suppliers using HACCP programs and each of them have a written procedure to verify the food safety and quality of ANY items they sell us, whether “spot buys” or normal production. We do very little buying of anything other than first-run products, often produced just for Summit to a specification that meets the nutritional requirements of our menus, but at a cost that allows us to compete in the corrections market. The primary manufacturers we use for COP products include companies like Advance Pierre and Butterball.

Any “spot buys” that we may find must come from a very small number of reputable sellers who provide us with Certificates of Insurance to evidence their commitment to providing only good quality products where the chain of custody for the product can be verified. All new products introduced in Summit must be bought from approved suppliers and only after our dietitians and corporate chefs have approved the products, including nutritionals and code dates.

We have over 360+ corrections locations spread throughout the country. Quality and safety are paramount in our food purchasing decisions. Our need to maintain quality and consistency through the supply chain requires that we have strict procedures in place within our supply chain.

NUTRITIONAL GUIDELINES

DIETITIAN’S REGISTRATION // DIETITIAN SERVICES

Summit Field Support Registered Dietitians provide nutritional expertise to the Food Service Director and District Manager. They specialize in the correctional segment, providing assistance with menu planning, development of necessary therapeutic diets, telephone consultation with the medical department regarding nutritional requirements and answering staff questions regarding therapeutic diets.

All Summit staff dietitians have a minimum of a Bachelor of Science degree in Dietetics and registered with the Commission on Dietetic Registration. Our Dietitians are licensed and/or certified as required by state.

Our dietitians, who are supported by our Nutrition and Wellness department, will also provide guidance when special nutritional needs quickly arise and will be extremely prompt with answers. Summit dietitians are always available to review menus and provides consultation to the onsite Food Service Director and assist with special diets and menu adjustments to meet all nutritional requirements.





August 10, 2017

STATEMENT OF NUTRITIONAL ADEQUACY

The attached menus with approval date of 8/10/2017 were prepared by **Summit** for **Titus County Texas**. The menus meet the menu planning guidelines for the American Correctional Association and the National Academy of Science, Food and Nutrition Board.

The menu cycle provides an average of 2800 kcal and meets the Recommended Dietary Allowances (RDA) and Dietary Reference Intakes (DRI) requirements for the adult mixed population, ages 19-50. Deficient nutrients may be limited by incomplete nutrient database information available.

The menu Cycle also has standard therapeutic diets, which may be necessary due to a medical need.

Tanya Kisner, MS, RD, LD/N
Wellness Support Dietitian - Corrections
Registration Number: 876883

MENUS

ACA Compliance Statement: Each Center will utilize a standard menu that is based on Center, state, federal, and contractual food service requirements. Menus will be planned at least one week ahead of time, be nutritionally adequate and served as required. The standard menu will have variety in texture, color, flavor and appearance. Menus will specify portion sizes by cut, weight, or volume for each menu item. The menu for each Center will be nutritionally analyzed and signed by a Registered Dietitian annually, or more frequently per regulatory and/or contractual requirements. Temporary menu substitutions must be of equal nutritional value and documented. The signed menu will be kept on file for 36 months and/or as mandated by the contract. Per ACA standard 4-4316, these menus are compliant with RDA and DRI.

MENU DEVELOPMENT

PLANNING // STANDARDS

Summit takes a different approach to our menu development and standards. Most companies have one core menu that is typically driven by a national purchasing program. Our menus are developed site specific, based on the needs and expectations of each client.

- ▶ Our menu management team, comprised of food service directors, lead cooks, purchasing, district managers and dietitians develop our menu cycles with the customer in mind.
- ▶ When developing our menus, we focus on quality and variety and then look at costs associated with the menu—not the other way around.
- ▶ Our menus meet and/or exceed all Federal and State requirements and once they are developed, we have systems in place to assure these requirements are being met on a meal-to-meal basis.
- ▶ We understand each client has a different expectation for the quality and quantity of food to be served. Summit
- ▶ Is flexible enough to have several menu variations available to assure that your expectations are being met.
- ▶ All special diets will be consistently supported by our dietitians, including prompt responses when questions arise.

FOODSERVICE STANDARDS

Summit takes the standards we have set very seriously when it comes to the food we serve. Policies and procedures allow us to monitor acceptance and assure accountability where state and federal guidelines are concerned.



Our menus are developed to be site specific, based on the needs and expectations of each client.



TITUS COUNTY JAIL

WEEK 1

SAMPLE

RFP COMPLIANT INMATE MENU

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
BREAKFAST	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 2ea Pancakes 1/4c Maple Syrup 1oz Turkey Ham .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Grits/Marg 3oz Scrambled Egg 1oz T Bologna 2ea Biscuit 1/80 .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 1c Breakfast Gravy 1oz Turkey Sausage 2ea Biscuit .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Grits/Marg 2ea Pancakes 1/4c Maple Syrup 1oz Turkey Ham .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 3oz Scrambled Egg 1oz Turkey Sausage 2ea Biscuit .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 1oz Turkey Bologna 6oz Potato & Eggs 2ea Biscuit 1/80 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 1c Breakfast Gravy 1oz Turkey Sausage 2ea Biscuit .5oz Margarine 1c 2% Milk
LUNCH	3oz Char Beef Patty 1ea Hamburger Bun 1ea Mustard/Catsup 1/2c Green Beans 1ea Slice Let/Onion 1/2c Mixed Green Salad 1/54 Cake/Glaze 1c Calc Fort Bev	2ea Turkey Franks 10/1 2ea Hot Dog Bun 1ea Mustard/Catsup 1/2c Ranch Beans 1/2c Potato Salad 3ea Crème Cookie 1c Calc Fort Bev	3oz Bread Chicken Patty 1ea Hamburger Bun 1c Home Fries 1ea Catsup 1/2c Coleslaw 1/54 Glazed Cake 1c Calc Fort Bev	4oz Sloppy Joe 2oz Meat 1ea Hamburger Bun 1/2c Baked Beans 1oz Potato Chips 1/2c Mixed Green Salad 1/2c Applesauce 1c Calc Fort Bev	2oz Turkey Ham 1sl Cheese 2ea Sliced Bread 1ea Mustard/Salad Dressing 1/2c Potato Salad 1/2c Mixed Green Salad 3ea Crème Cookie 1c Calc Fort Bev	8oz Chili Con Carne 2oz Meat 1c Seasoned Rice 1/2c Mixed Green Salad 1/54 Cornbread .5oz Margarine 1/54 Cake/Glaze 1c Calc Fort Bev	3oz Taco Seasoned Meat 2oz Meat 1sl Cheese 1oz Tortilla Chips 1/2c Refried Beans 1/2c Shred Let/Onion 1/54 Cake/Glaze 1c Calc Fort Bev
DINNER	8oz Spanish Rice/Meat 2oz Meat 1/2c Carrots 1/2c Coleslaw 1/54 Cornbread .5oz Margarine 1/54 Brownie 1c Sweet Tea	3oz Meatloaf 1/4c Brown Gravy 1c Mashed Potatoes 1/2c Navy Beans 2ea Biscuit .5oz Margarine 1/2c Applesauce 1c Sweet Tea	1c Spaghetti Noodles 4oz Spaghetti Sauce 2oz Meat 1/2c Mixed Green Salad .5oz Margarine 2sl Garlic Bread 1/54 Cake/Glaze 1c Sweet Tea	3oz BBQ Meatballs 1/2c Seasoned Cabbage 1/2c Black Eyed Peas 1/54 Cornbread .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea	8oz Meat Stew 2oz Meat 1c Seasoned Rice 1/2c Coleslaw 1/54 Cornbread .5oz Margarine 1/2c Applesauce 1c Sweet Tea	8oz Rotini Bake 2oz Meat 1/2c Lima Beans 1/2c Hot Spice Applesauce 2ea Biscuit .5oz Margarine 1/54 Brownie 1c Sweet Tea	3oz Chicken Fried Steak 1/4c Brown Gravy 1c Mashed Potatoes 1/2c Navy Beans 1/54 Cornbread .5oz Margarine 1/54 Glazed Cake 1c Sweet Tea

NOTE: • Casseroles, eggs, soups, starches, vegetables and fruits are volume measurements. • Meat items are cooked weight measurements. • Menu contains no pork. • Fruit 1 serving = 1/2c canned fruit or 1 piece of fresh fruit

• Changes to this menu must have prior approval from Summit Delitian as well as the client



TITUS COUNTY JAIL

WEEK 2

SAMPLE

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
BREAKFAST	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 2ea Pancakes 1/4c Maple Syrup 1oz Turkey Sausage .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Grits/Marg 3oz Scrambled Egg 1oz Turkey Ham 2ea Biscuit 1/80 .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 1c Breakfast Gravy 1oz Turkey Sausage 2ea Biscuit .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Grits/Marg 1/2c Hash Browns 1/4c Maple Syrup 1oz T Bologna 2ea Biscuit 1/80 1c 2% Milk	1ea Fresh Fruit 10oz Grits/Marg 1c Grilled Pot/Onion 1oz Turkey Ham 2ea Biscuit .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 1c Breakfast Gravy 1oz Turkey Sausage 2ea Biscuit 1/80 .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 2ea Pancakes 1/4c Maple Syrup 1oz Turkey Ham .5oz Margarine 1c 2% Milk
LUNCH	3oz Bread Chicken Patty 1ea Let/Onion Slice 2sl Bread 1ea Must/Salad Drsg Pc 1c Home Fries 1ea Catsup 1/2c Coleslaw 1/2c Pudding 1c Calc Fort Bev	3oz Meatloaf 1/4c Brown Gravy 1/54 Cornbread 1c Mashed Potatoes 1/2c Navy Beans .5oz Margarine 3ea Crème Cookie 1c Calc Fort Bev	8oz Chili Con Carne 2oz Meat 1c Seasoned Rice 1/54 Cornbread 1/2c Mixed Green Salad .5oz Margarine 1/54 Glazed Cake 1c Calc Fort Bev	3oz Char Beef Patty 1ea Hamburger Bun 1ea Mustard/Catsup 1c Home Fries 1/2c Baked Beans 1ea Slice Let/Onion 1/2c Applesauce 1c Calc Fort Bev	8oz Beans/Franks 2oz Meat 2ea Sliced Bread 1/2c Potato Salad 1/2c Mixed Green Salad 1/54 Cake/Glaze 1c Calc Fort Bev	3oz BBQ Meatballs 1ea Hot Dog Bun 1/2c Baked Beans 1ea Catsup Pc 1/2c Coleslaw 1/2c Applesauce 1c Calc Fort Bev	3oz Taco Seasoned Meat 1sl Cheese 2ea Tortilla 1ea Taco Sauce 1c Spanish Rice 1/2c Refried Beans 1/2c Let/Onion Slice 3ea Crème Cookie 1c Calc Fort Bev
DINNER	3oz Salisbury Steak 1/4c Brown Gravy 1c Seasoned Rice 1/2c Carrots 2ea Biscuit 1/80 .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea	1c Spaghetti Noodles 4oz Spaghetti Sauce 2oz Meat 1/2c Green Beans 2sl Garlic Bread .5oz Margarine 1/2c Applesauce 1c Sweet Tea	2oz Sliced Turkey 1/4c Brown Gravy 1c Au Gratin Potatoes 1/2c Navy Beans 2ea Biscuit 1/80 .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea	8oz Enchilada Cass 2oz Meat 1/2c Seasoned Cabbage 1/54 Cornbread .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea	8oz Chili Mac 2oz Meat 1/2c Mixed Greens 1/54 Cornbread .5oz Margarine 1/54 Brownie 1c Sweet Tea	3oz Breaded Chicken Patty 2oz Meat 1/4c Brown Gravy 1c Mashed Potatoes 1/2c Black Eyed Peas 1/54 Cornbread .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea	8oz Meat Stew 2oz Meat 1/2c Veg 1c Seasoned Pasta 1/2c Mixed Green Salad 2ea Biscuit 1/80 .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea

NOTE: • Casseroles, eggs, soups, starches, vegetables and fruits are volume measurements. • Meat items are cooked weight measurements. • Menu contains no pork. • Fruit 1 serving = 1/2c canned fruit or 1 piece of fresh fruit

• Changes to this menu must have prior approval from Summit Dietitian as well as the client



TITUS COUNTY JAIL

WEEK 3

SAMPLE

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
BREAKFAST	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 1c Breakfast Gravy 1oz Turkey Sausage .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 2ea Pancakes 1/4c Maple Syrup 1oz Turkey Sausage .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Grits/Marg 6oz Potatoes/Eggs 1oz Turkey Ham 2ea Biscuit .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 2ea Pancakes 1/4c Maple Syrup 1oz Turkey Sausage 2ea Biscuit 1/80 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sugar 1c Breakfast Gravy 1oz Turkey Sausage 2ea Biscuit .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 3oz Scrambled Eggs 1oz Turkey Ham 2ea Biscuit 1/80 .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Grits/Marg 1c Grilled Pot/Onion 1oz T Bologna 2ea Biscuit .5oz Margarine 1c 2% Milk
LUNCH	3oz Char Beef Patty 1sl Cheese 1ea Hamburger Bun 1ea Mustard/Catsup 1c Home Fries 1/2c Mixed Green Salad 1/2c Applesauce 1c Calc Fort Bev	2ea Turkey Franks 10/1 2ea Hot Dog Bun 1ea Mustard 1ea Catsup 1/2c Baked Beans 1/2c Coleslaw 1/2c Pudding 1c Calc Fort Bev	8oz Chili Mac 2oz Meat 1/54 Cornbread 1/2c Mixed Green Salad .5oz Margarine 1/54 Cake/Glaze 1c Calc Fort Bev	2oz Turkey Ham 1sl Cheese 2ea Bread 1ea Must/Salad Drsg Pc 1/2c Potato Salad 1/2c Coleslaw 1/54 Brownie 1c Calc Fort Bev	3oz Bread Chicken Patty 1/4c Cream Gravy 1/54 Cornbread 1c Mashed Potatoes 1/2c Coleslaw .5oz Margarine 1/54 Cake/Glaze 1c Calc Fort Bev	8oz Chili Con Carne 2oz Meat 1c Seasoned Rice 1/54 Cornbread 1/2c Mixed Green Salad .5oz Margarine 1/2c Hot Spice Applesauce 1c Calc Fort Bev	2oz Turkey Salami 1sl Cheese 2sl Bread 1ea Must/Salad Drsg Pc 1ea Let/Onion Slice 1oz Chips 1/2c Potato Salad 3ea Crème Cookie 1c Calc Fort Bev
DINNER	2oz Sliced Turkey 1/4c Brown Gravy 1/2c Cornbread Dressing 1/2c Carrots 1/54 Cornbread .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea	3oz Meatballs 1/4c Brown Gravy 1c Mashed Potatoes 1/2c Navy Beans 1/54 Cornbread .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea	3oz Sloppy Joe 2oz Meat 1c Home Fries 1/2c Coleslaw 1ea Hamburger Bun 1ea Catsup 1/2c Applesauce 1c Sweet Tea	3oz Breaded Beef Patty 1/4c Brown Gravy 1c Scalloped Potatoes 1/2c Mixed Green Salad 2ea Biscuit 1/80 .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea	3oz Meatloaf 1/4c Brown Gravy 1c Seasoned Rice 1/2c Navy Beans 1/54 Cornbread .5oz Margarine 3ea Crème Cookie 1c Sweet Tea	8oz Meat Stew 2oz Meat 1c Seasoned Rice 1/2c Coleslaw 1/54 Cornbread .5oz Margarine 1/2c Fruit Salad 1c Sweet Tea	1c Spaghetti Noodles 4oz Spaghetti Sauce 2oz Meat 1/2c Green Beans 1/2c Mixed Green Salad 2sl Garlic Bread 1/54 Brownie 1c Sweet Tea

NOTE: • Casseroles, eggs, soups, starches, vegetables and fruits are volume measurements. • Meat items are cooked weight measurements. • Menu contains no pork. • Fruit 1 serving = 1/2c canned fruit or 1 piece of fresh fruit

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TITUS COUNTY JAIL
WEEK 4
SAMPLE

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
BREAKFAST	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 2ea Pancakes 1/4c Maple Syrup 1oz Turkey Sausage .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Grits/Marg 3oz Scrambled Eggs 1oz Turkey Ham 2ea Biscuit 1/80 .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 1c Grilled Pot/Onion 1oz T Bologna 2ea Biscuit .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Grits/Marg 1c Breakfast Gravy 1oz Turkey Sausage 2ea Biscuit 1/80 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sugar 2ea Pancakes 1/4c Maple Syrup 1oz Turkey Ham .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 1c Breakfast Gravy 1oz Turkey Sausage 2ea Biscuit .5oz Margarine 1c 2% Milk	1ea Fresh Fruit 10oz Oatmeal/Marg/Sug 1c Grilled Pot/Onion 1oz Turkey Ham 2ea Biscuit .5oz Margarine 1c 2% Milk
LUNCH	3oz Swedish Meatballs 1/54 Cornbread 1/2c Seasoned Pasta 1/2c Green Beans 1/2c Mixed Green Salad .5oz Margarine 3ea Crème Cookie 1c Calc Fort Bev	8oz Taco Cass 2oz Meat 1/54 Cornbread 1c Spanish Rice 1/2c Coleslaw .5oz Margarine 1/54 Cake/Glaze 1c Calc Fort Bev	3oz Chuckwagon Patty 1/4c Brown Gravy 1/54 Cornbread 1c Mashed Potatoes 1/2c Whole Kernel Corn .5oz Margarine 1/54 Brownie 1c Calc Fort Bev	3oz Char Beef Patty 1ea Hamburger Bun 1tb Must/Salad Drsg Pc 1/2c Potato Salad 1/2c Mixed Green Salad 1/2c Applesauce 1c Calc Fort Bev	8oz Creole Macaroni 2oz Meat 1/54 Cornbread 1/2c Mixed Green Salad 1/2c Black Eyed Peas .5oz Margarine 3ea Crème Cookie 1c Calc Fort Bev	4oz BBQ Meat 1ea Hamburger Bun 1c Home Fries 1tb Catsup Pc 1/2c Macaroni Salad 1/2c Pudding 1c Calc Fort Bev	4oz Sloppy Joe 2oz Meat 1ea Hamburger Bun 1/2c Baked Beans 1/2c Mixed Green Salad 3ea Crème Cookie 1c Calc Fort Bev
DINNER	8oz Spanish Rice/Meat 2oz Meat 1/2c Refried Beans 1/2c Coleslaw 2ea Biscuit 1/80 .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea	3oz Bread Chicken Patty 1/4c Cream Gravy 1c Mashed Potatoes 1/2c Seasoned Cabbage 1/54 Cornbread .5oz Margarine 1/2c Applesauce 1c Sweet Tea	8oz Chili Con Carne 2oz Meat 1c Seasoned Rice 1/2c Green Beans 2ea Biscuit 1/80 .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea	8oz Meat Stew 2oz Meat 1c Seasoned Pasta 1/2c Navy Beans 1/54 Cornbread .5oz Margarine 1/54 Brownie 1c Sweet Tea	3oz Salisbury Steak 2ea 1/4c Brown Gravy 1c Seasoned Rice 1/2c Carrots 1/2c Mixed Green Salad 1/54 Cornbread .5oz Margarine 1/54 Cake/Glaze 1c Sweet Tea	4oz Spaghetti Sauce 2oz Meat 1c Spaghetti Noodles 1/2c Green Beans 1/2c Mixed Green Salad 2sl Garlic Bread .5oz Margarine 1/2c Applesauce 1c Sweet Tea	3oz Breaded Chicken Patty 2oz Meat 1/4c Brown Gravy 1c Seasoned Rice 1/2c Pinto Beans 1/54 Cornbread .5oz Margarine 1/2c Pudding 1c Sweet Tea

NOTE: • Casseroles, eggs, soups, starches, vegetables and fruits are volume measurements. • Meat items are cooked weight measurements. • Menu contains no pork. • Fruit 1 serving = 1/2c canned fruit or 1 piece of fresh fruit

• Changes to this menu must have prior approval from Summit Dietitian as well as the client



TITUS COUNTY JAIL
SACK LUNCH
MENU

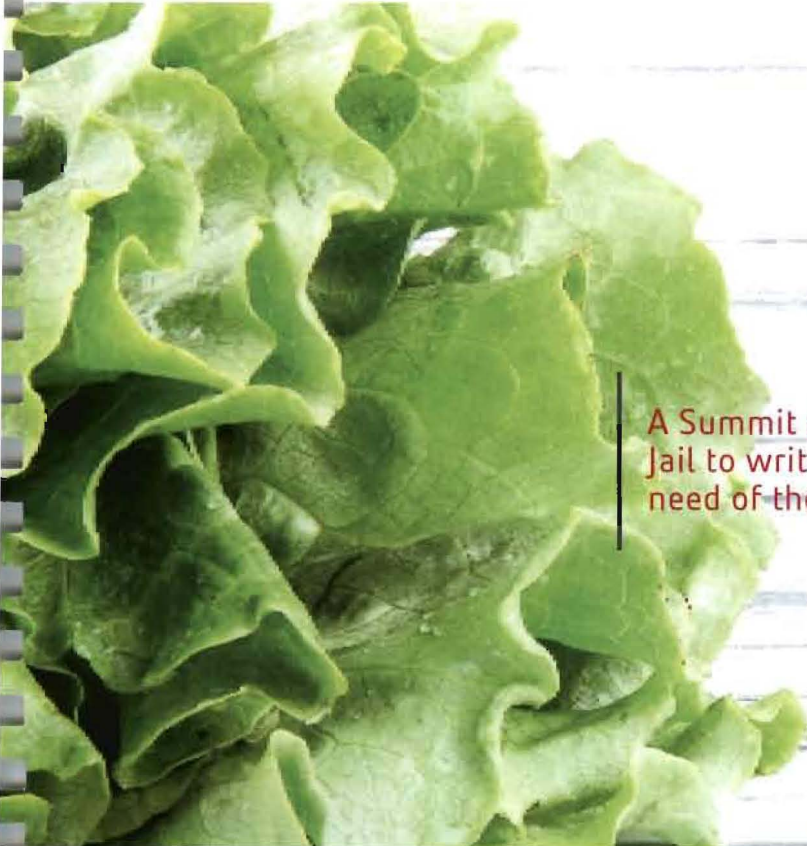
	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
BREAKFAST							
LUNCH	3oz Meat 2sl Cheese 2sl Bread Must/Mayo Fruit Chips 2ea Cookies Beverage	3oz Meat 2sl Cheese 2sl Bread Must/Mayo Fruit Chips 2ea Cookies Beverage	3oz Meat 2sl Cheese 2sl Bread Must/Mayo Fruit Chips 2ea Cookies Beverage	3oz Meat 2sl Cheese 2sl Bread Must/Mayo Fruit Chips 2ea Cookies Beverage	3oz Meat 2sl Cheese 2sl Bread Must/Mayo Fruit Chips 2ea Cookies Beverage	3oz Meat 2sl Cheese 2sl Bread Must/Mayo Fruit Chips 2ea Cookies Beverage	3oz Meat 2sl Cheese 2sl Bread Must/Mayo Fruit Chips 2ea Cookies Beverage
DINNER							

NOTE: • Casseroles, eggs, soups, starches, vegetables and fruits are volume measurements. • Meal items are cooked weight measurements. • Menu contains no pork. • Fruit 1 serving = 1/2c canned fruit or 1 piece of fresh fruit

• Changes to this menu must have prior approval from Summit Dietitian as well as the client

THERAPEUTIC DIETS

ACA Compliance Statement: Food Service Directors will be notified by an authorized Health Services staff for each individual requiring a medical diet. Medical diet menus will be written by a dietitian and follow Summit diet manual standards. Medical diets will conform as closely as possible to main menu. The food service director may need to contact a dietitian for specialized medical or allergy diets. The Summit diet manual will be available on site for reference.



A Summit dietitian will collaborate with Titus County Jail to write medical diet menus for all individuals in need of therapeutic and religious meal plans

NATIONAL COMMISSION ON CORRECTIONAL HEALTH CARE ALIGNMENT

Summit has experience and will operate in compliance with National Commission on Correctional Health Care standards. When it comes to policy and procedures for medical diets, Summit's operating practices align with these inflexible standards for the Titus County Jail.

Here are some areas of concentration all of our staff will be trained to adhere to:

- ▶ Training and supervision of food workers who will prepare the diets
- ▶ Ensure proper equipment is in place and there is space to prepare and store diets
- ▶ Open communication with inmates and staff alike concerning diet plans.
- ▶ A dependable system to make sure the correct medically prescribed diets to go to the right inmate
- ▶ Continuous review of active diets working closely with facility staff.
- ▶ Work diligently with your on-site medical team to ease the burden on you.
- ▶ Direct line of communication with our dietitian at all levels.
- ▶ Retention of all medical diet information for audit and review.

Below are just a sample of various types of medical diets we will provide:

- ▶ Diabetic, carbohydrate controlled, consistent carbohydrate
- ▶ Cardiovascular (low in fat, cholesterol, and sodium)
- ▶ Low fat, low cholesterol
- ▶ Low sodium
- ▶ Lactose intolerant
- ▶ Dairy free (milk allergy)
- ▶ High calorie, high protein (unintended weight loss, pregnancy)
- ▶ Finger food
- ▶ Allergy (bona fide food allergies, not food preferences)
- ▶ Clear liquid
- ▶ Blenderized
- ▶ Full liquid
- ▶ Other, e.g., renal, gluten-free, bariatric Consistency-Modified Diets

We understand some diets may be combined as prescribed by medical such as:

- ▶ Low fat, low cholesterol often combined with a low-sodium diet and labeled "cardiovascular" or "cardiac."
- ▶ Pregnancy/high calorie-high protein may be one diet combined.
- ▶ Diabetic diets may be already low fat, low cholesterol.
- ▶ Sodium, fat, & calories combined at different calorie-level ranges. These may be labeled Diet I, II, III.
- ▶ Diabetic, low fat, low cholesterol, and low sodium may be combined and labeled "heart-healthy."

Our expertise and consistency in this area will result in a hassle-free food service operation for you. Our standard NCHC guidelines and protocols allow us to provide diet menus that positively impact resident behavior, which allows your staff to remain focused on managing the Titus County Jail programs and security.

RELIGIOUS, LIFESTYLE & KOSHER DIETS

ACA Compliance Statement: A religious diet will be provided for individuals that follow various religious dietary laws whose needs cannot be met by the standard menu. The Chaplain or Center designee will order the appropriate religious diet for the individual. The religious menus will be produced according to procedures in the Summit diet manual.

At Summit, we utilize modified menus to accommodate a multitude of religious and lifestyle diets. Per the requirements listed in the RFP, the Titus County Jail can rest assured that the menus provided meet all RDA, ACA, NCHCA, RLUPA and DRI standards. If an inmate of the Titus County Jail requires a Pre-Packaged Kosher meal, we have you covered. These meals do require a separate meal rate as the cost associated are significantly higher than a standard religious meal.

A lifestyle diet will be provided for individuals that follow various lifestyle dietary laws whose needs cannot be met by the standard menu. The Center designee will order the appropriate lifestyle diet for the individual. The lifestyle menus will be produced per procedures in the Summit diet manual.

SACK MEALS

Per the RFP Requirements, we will provide any requested Bag/Sack Meals requested by the Titus County Jail. The Sack Meals will consist of the following:

- ▶ Two (2) Sandwiches
- ▶ Chips
- ▶ Dessert
- ▶ Beverage

BEVERAGE SERVICE

Summit agrees, at an additional rate, to provide your staff with the following beverage service options:

- ▶ Whole Milk
- ▶ 2% Milk
- ▶ Chocolate Milk
- ▶ Sweet & Unsweet Teas
- ▶ Regular & Decaffeinated Coffees
- ▶ Hot Tea
- ▶ Vitamin C Fruit Beverage
- ▶ Water



HOLIDAYS, RELIGIOUS OBSERVANCES, AND OTHER SPECIAL INMATE MEALS

HOLIDAY MEALS (SPIRIT LIFTERS) POLICY

PURPOSE

Special meals are provided for inmates to recognize various national holidays, to break up the monotony of the regular menu and to contribute to mental well-being.

AUDIENCE

Food Service Directors, Jail Administration, Chaplain

POLICY

Special meals will be served annually on holidays and/or other days, as determined by the Center policy and/or contractual requirements.

PROCEDURE

The Center will determine which holidays will be served as "Spirit Lifter" meals. The menus will be written in advance and approved by the Correctional Field Support Dietitian, Correctional District Manager and the Center designee.

Following is a list of possible holidays:



NEW YEARS

- Roast Beef
- Mashed Potatoes & Gravy
- Dinner Roll with Margarine
- Seasoned Black Eyed Peas
- Spice Cake with Whipped Topping



EASTER

- Turkey Ham
- Cheesy Potatoes
- Seasoned Green Beans
- Dinner Roll with Margarine
- Apple Crisp with Whipped Topping



MEMORIAL DAY

- BBQ Chicken Quarter
- Potato Salad
- Creamy Coleslaw
- Cornbread with Margarine
- Fresh Melon



4TH OF JULY

- Bratwurst on a Bun
- Sauerkraut, Mustard
- Baked Beans
- Potato Salad
- Watermelon Wedge

THANKSGIVING

Roasted Turkey
Savory Bread Stuffing
Whipped Potatoes with Gravy
Green Bean Casserole
Cranberry Sauce
Fresh Dinner Roll with Margarine
Pumpkin Pie Bar with Whipped Topping

CHRISTMAS

Baked Chicken
Baked Potato with Sour Cream
Candied Carrots
Fresh Dinner Roll with Margarine
Gelatin Poke Cake with Frosting

SOUTH OF THE BORDER FIESTA

Chicken and Cheese Enchiladas
Spanish Rice
Pinto Beans
Lettuce, Tomato, Cheese
Chips and Salsa
Cinnamon Sugar Cookies

SUPERBOWL SUNDAY

Deli Meat & Cheese Hoagie
Shredded Lettuce, Onions & Tomato
Mayonnaise, Mustard
Chips
Cookies

MARTIN LUTHER KING DAY

Barbecue Chicken
Sweet Potatoes
Collard Greens
Cornbread with Margarine
Fruit Cobbler
with Whipped Topping

LABOR DAY

Polish Sausage
Grilled Onions & Peppers
Creamy Coleslaw
Oven Fries with Ketchup
Mustard
Rice Krispie Bar

CENTER CATERING

Summit is a food first company and is always ready to provide your Center with world class catering for any event.



WE DO CATERING.

MEETINGS • LUNCHEONS • PARTIES • STAFF BBQ'S • AND MORE!

We offer world-class catering to suit any event; from menu planning to full event service.

Contact Catering Services to plan your next event.

000.000.0000

Catering@cateringservices.com



PERSONNEL AND TRAINING

CONTRACT EMPLOYEES

PERSONNEL

Summit understands that the number one reason a working relationship deteriorates is a result of poor work force employed by a contractor. Summit vows to ensure we recruit, train and mentor a quality team for your kitchen. Our leadership is committed to ensuring our staff are competitively paid and rewarded for exceptional performance. The following sections will highlight our commitment to the Titus County Jail as it pertains to our most important asset...our people!

DRESS CODE AND UNIFORMS

Our staff will wear clean and serviceable uniforms which will identify them from your current staff.



It's our people and passion

that make us who we are today

UNIFORM PROGRAM

Summit team members will always be well groomed and well dressed.

We partner with our clients in uniform selection and you will have the final approval of color, logo and type. Summit has a wide range of available styles and colors. Every corrections team member will receive uniforms and non-slip shoes at no cost.

When choosing uniforms, we will take into account the comfort of our staff.

We will supply:

- ▶ Shirts
- ▶ Apron
- ▶ Hats or hair nets
- ▶ Gloves for food handling
- ▶ Slip resistant shoes
- ▶ Name tag



STAFFING PLANS

Summit will be responsible for recruiting, providing any necessary training, and staffing of food service professionals. For Titus County Jail, we feel the best staff plan aligns with the below. Summit recruit, hire, develop and reward a dedicated staff who are set up for success and will become part of your family.

Summit agrees to send all of our employees through the mandatory PREA and orientation training.

STAFFING PLANS

The staffing plan proposed by Summit represents adequate labor to maintain the following key points of service:

- ▶ Sufficient production and supervisory staff to ensure that all meals are prepared on time and meet or exceed quality expectations
- ▶ Adequate security during production and cleaning tasks

STAFFING PLAN: WAGES & TRAINING = LONG TERM PARTNERSHIPS

Per our management team, we feel we can operate the kitchen and food service program utilizing the below staffing/work schedule. This is our proposed level of staff, and Summit is prepared to increase levels as needed to ensure your kitchen runs smoothly. This assumes that Titus County provides 12 inmate workers per shift.

Summit values great team members. Summit feels that by starting our team members out with a high starting wage, implementing our signature training and reward system, and developing hourly staff to become management someday, will create the ultimate 'X-Factor'.

At Summit, we do not just leave our clients or team members to operate without support. Below, you'll see our very detailed labor schedule (including proposed wages), support, training, and engagement programs. In any account that we've hired quality employees, Summit has retained this business for 15+ years. We pay higher wages to ensure we capture the very best in the food service industry.

	SAT	SUN	MON	TUE	WED	THU	FRI
Food Service Director (FSD)	0	0	1	1	1	1	1
Food Service Supervisor (FSS)	2	2	2	2	2	1	1

	SAT	SUN	MON	TUE	WED	THU	FRI
FSD	OFF	OFF	0800 - 1700	0800 - 1700	0800 - 1700	0800 - 1700	0800 - 1700
FSS 1	0330 - 1130	0330 - 1130	0330 - 1130	0330 - 1130	0330 - 1130	OFF	OFF
FSS 2	1100 - 1900	1100 - 1900	OFF	OFF	1100 - 1900	0330 - 1130	0330 - 1130
FSS 3	Scheduled At the Discretion of FSD/DM & Jailer						

REGIONAL SUPPORT SERVICES

Summit provides a dedicated District Manager, a Support Services dietitian and Director of Operations to support the onsite Food Service Director (FSD) and team members. Along with this hands-on support, we offer additional resources in the following areas:

- ▶ Purchasing Department
- ▶ Staff Development Training
- ▶ Recruiting – Human Resources
- ▶ Information Systems
- ▶ Financial Accounting Support

DISTRICT MANAGER – SUPPORTIVE PARTNER

Operating a successful foodservice needs specific expertise and requires support and assistance. Providing the majority of the assistance to the onsite staff is the District Manager, who:

- ▶ Maintains a close eye on the operation to assure quality food is being served, provides fresh ideas to the Center and constantly assesses the client's satisfaction level.
- ▶ Supports the FSD and team members to maximize their career potential, which will result in a high-quality and cost-effective team that satisfies their customers.
- ▶ Encourages a strong working relationship with the FSD and the client.

TRAINING EMPLOYEES TO CARE

We realize that you expect our team members to have appropriate skills and a positive mindset to achieve our mutual goals for quality. Summit has an all-inclusive training program that allows each team member the opportunity to understand policies and procedures as well as the opportunity to advance in the company.

Training includes:

- ▶ Monthly SAFE training such as fire safety and prevention, accident prevention, severe weather preparation, chemical safety and infection control are provided.
- ▶ Summit in-service training is corrections specific and includes inmate worker training.
- ▶ All FSDs have been trained, tested and certified in the national ServSafe program. Hourly employees are trained and tested in food safety and sanitation.

COMPENSATING OUR EMPLOYEES W/COMPETITIVE SALARIES AND WAGES

Summit always seeks to offer salaries and wages that are commensurate in the industry and extremely competitive within each geographical market. We want to draw the best-qualified candidates and to do so, we need to provide attractive compensation packages. In addition to salaries and wages, we offer medical, dental and vision plans and bonus programs for management who meet operational objectives and client expectations.

HEALTH AND PHYSICAL FITNESS OF CONTRACT EMPLOYEES

Summit understands and will comply with all TX requirements.

CONTRACT EMPLOYEE QUALIFICATIONS

Our employment background checks, training and benefit plans far exceed ACA, NCCHC and ICE requirements and industry leaders.

JOB DESCRIPTIONS – SAMPLE

JOB TITLE: DIRECTOR OF FOOD SERVICE

SUPERVISOR: DISTRICT MANAGER

Position Summary: Plans, directs, organizes and coordinates the activities of the Food Service Department to provide foodservice to inmates as well as Center employees. Establishes policies and procedures to provide administrative direction for menu formation, food preparation, distribution and service, budgeting, purchasing, sanitation standards, safety practices, staffing and staff development. Assures compliance with standards of practice and regulatory requirements.

Major Tasks, Duties and Responsibilities:

- ▶ Determines quality and quantity of food required. Plans and prepares master menus, supervises the planning of menus for therapeutic diets and controls food costs.
- ▶ Supervises food storage, production and service programs, as well as departmental personnel involved.
- ▶ Maintains inventory system for food and supplies.
- ▶ Ensures food preparation for optimal nutrition and economic handling of food as well as efficient usage of time.
- ▶ Plans menus, purchases food and supplies, assigns duties for special meals, meetings or special occasions.
- ▶ Checks food for flavor, temperature, and appearance on a regular basis.
- ▶ Confers with District Manager or other departments regarding the technical and administrative aspects of food service.
- ▶ Checks routine maintenance and other repairs requested by work orders.
- ▶ Interviews applicants for employment; evaluates employees on a regular basis according to prescribed guidelines; terminates employees according to standard procedures as required.
- ▶ Provides orientation and job specific training to employees.
- ▶ Plans, conducts and oversees continuous employee training, competencies and reviews.
- ▶ Prepares work schedules, vacation schedules, etc. Maintains records of tardiness and absenteeism.
- ▶ Maintains Center specific staffing patterns to include: appropriate levels, replacement procedures and assignments appropriate to qualifications.
- ▶ Prepares departmental budget on an annual basis in conjunction with District Manager. Maintains department within Center specific budget.
- ▶ Attends professional meetings and conferences to keep informed of current practices and trends in the field of food services and nutrition.
- ▶ Maintains professional growth and development through seminars, conferences and professional affiliations.
- ▶ Attends department head meeting, safety, infection control, quality assurance and other Center or corporate meetings as directed.
- ▶ Makes frequent inspections of all work, storage and servicing areas to determine regulations and directions governing foodservice activities are followed, including compliance with safety and sanitation.
- ▶ Develops, maintains and annually updates the departmental Mission/Vision/Goals and Center and department Annual Quality Plan.
- ▶ Monitors dress code compliance with personnel as per Center policy.
- ▶ Develops and prepares policies and procedures governing handling and storage of supplies and equipment, sanitation and record-keeping and compiling of reports. Maintains and annually updates the department policy and procedure manual.
- ▶ Prepares job descriptions and coordinating job competencies, organizational charts, manuals and guidebooks covering all phases of departmental operations for use by employees.
- ▶ Conducts annual reviews on each employee comparing actual performance with expected performance and documents results and action taken in employee records.
- ▶ Reviews records and reports covering a number of regular and therapeutic diets prepared, nutritional and caloric analyses of meals, costs of raw food and labor, computation of weekly costs and inventory of equipment and supplies.
- ▶ Plans and/or conducts and retains records of monthly staff meetings, employee training and/or services.
- ▶ Schedules and participates in and/or conducts ongoing continuing education programs which may include:

- Supervisory and management topics
- Food safety and sanitation
- Regulations training
- ▶ Keeps administration and District Manager informed of department activities, needs and problems.
- ▶ Reviews department performance and institutes changes in techniques or procedures to improve services; simplify workflow, assure compliance with regulatory requirements and promote more efficient operation of the Food Service Department.
- ▶ Develops standards of performance, determines areas of responsibility, assigns responsibility and accountability and delegates authority to the various managerial, supervisory and professional members of the staff.
- ▶ Actively participates in the development, annual review and revision of continuous quality improvement program as well as the ongoing process.

Experience:

- ▶ Previous supervisory experience in Corrections Operations preferred.
- ▶ Must be able to fulfill all Center hiring practices.

Education:

- ▶ A minimum of 12th grade (education or equivalency).

Knowledge, Skills and Abilities:

- ▶ Able to read, write and speak English. Ability to give directions. Basic math skills essential. Strong production knowledge preferred. Strong personnel skills desirable.
- ▶ Maintains professional appearance and conduct.

Physical Demands:

- ▶ Must be able to remain on feet for most of working hours.
- ▶ Must be able to lift 35 pounds.
- ▶ Must be able to participate in more physical demands of the job, including: catering, month-end inventory, receiving, etc.

JOB TITLE: FOOD SERVICE SUPERVISOR

SUPERVISOR: FOOD SERVICE DIRECTOR

Position Summary: The food service supervisor is responsible for performing food preparation and production tasks efficiently and accurately while following safe food handling policies, procedures, and recipes, as well as be responsible for the loading and transporting of product from one location to another in a safe and timely manner. Duties of this position include, ensuring portion control, temperature, and appearance of food items is per standard, and driving to a specific location per assigned schedule, obeying all state and city traffic laws and adhering to company policies and procedures.

Key Accountabilities:

- ▶ Prepare food per diet extension recipes and food production sheets.
- ▶ Perform food production work efficiently, while monitoring a neat and sanitary work area.
- ▶ Ensure portion control of all items is per standard.
- ▶ Ensure appearance of all food items is per standard.
- ▶ Ensure temperature of all food items is per standard.
- ▶ Ensure that the production/tally sheets are completed without mistakes or shortages.
- ▶ Promptly report malfunctioning equipment or food shortages to supervisor.
- ▶ Demonstrate a conscientious attitude in daily operations through portion control and reducing waste.
- ▶ Utilized leftovers effectively by creating special and marketable products.
- ▶ Verifies and keeps records on incoming and outgoing shipments and prepares items for shipment.
- ▶ Determines method of shipment, utilizing knowledge of shipping procedures, routes, and rates.
- ▶ Affixes shipping labels on packed cartons or stencils identifying shipping information on cartons, using stenciling equipment.
- ▶ Unpacks and examines incoming shipments, rejects damaged items, records shortages, and corresponds with shipper to rectify damages and shortages.
- ▶ Routes items to departments.
- ▶ Maintains inventory of shipping materials and supplies.
- ▶ Completes all other tasks and related duties as assigned.

Minimum Requirements:

- ▶ Prior food production experience.
- ▶ Ability to read, write and understand directions.
- ▶ Good interpersonal and customer service skills.

Working Conditions:

- ▶ Must be able to remain standing for most of working hours.
- ▶ Must be able to lift at least 35 pounds.
- ▶ Must be able to perform respective tasks.
- ▶ Must be able to work flexible hours and days.
- ▶ May be exposed to hot, humid work areas.
- ▶ May be exposed to sharp instruments and power driven equipment.
- ▶ May be exposed to caustic chemicals.

INMATE JOB DESCRIPTIONS // SAMPLE

JOB TITLE: FOOD PREP

SUPERVISOR: FOOD SERVICE DIRECTOR OR
FOOD SERVICE STAFF ON DUTY

Work Duties: Under the direction of the Supervisor you are responsible for:

GENERAL FOOD PREP

- ▶ Assist with general preparation of all food, and/or sack lunches.
- ▶ Keep work stations clean and sanitized as needed.
- ▶ Proper labeling for all stored prepared items.
- ▶ Follow all policies and procedures for assigned utensils.
- ▶ Follow all procedures for hand washing.
- ▶ Assist with proper storage of delivered food.
- ▶ Meal delivery assistance as needed.
- ▶ Retrieval of food trays, utensils and containers from inmate housing area.
- ▶ Wipe down prep stations upon completion of production.
- ▶ Trash Removal when necessary.

JOB TITLE:

POT AND PAN WASHER

DISHWASHER

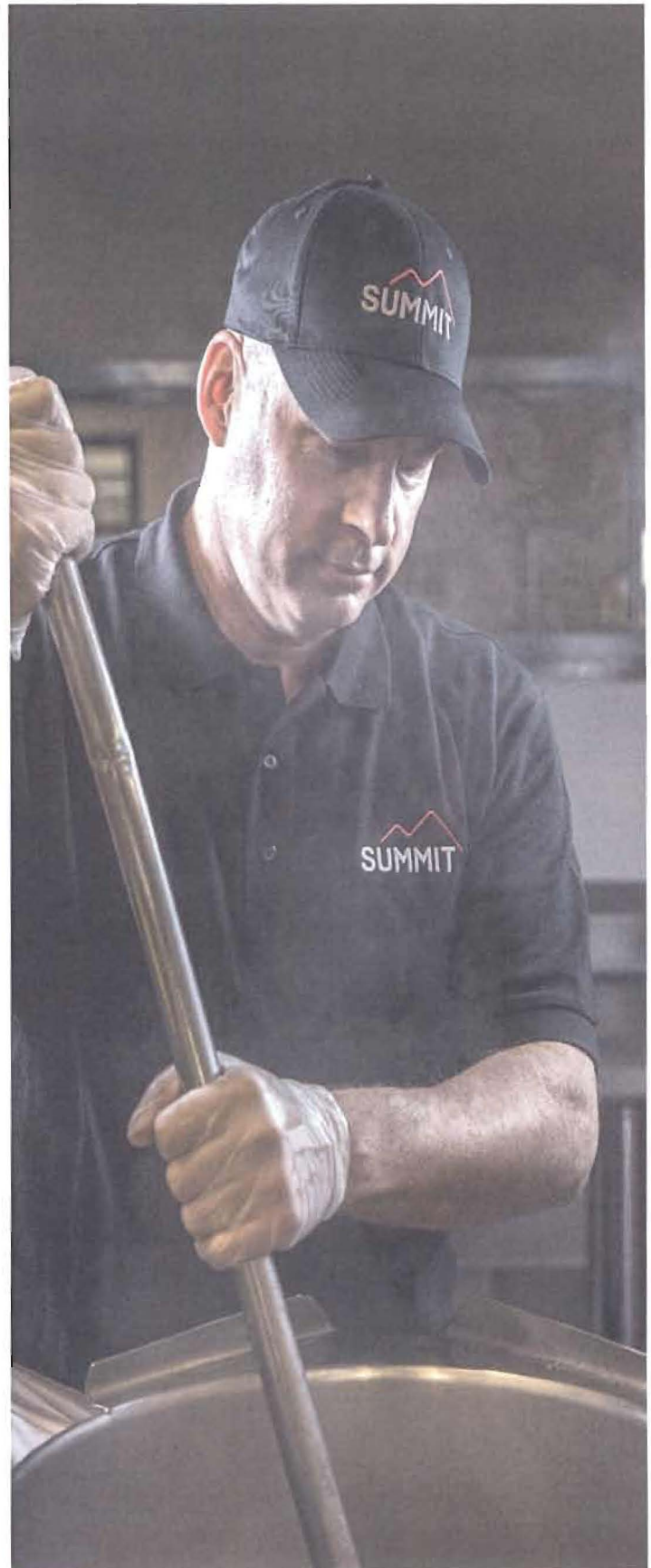
UTILITY WORKER

SUPERVISOR: FOOD SERVICE DIRECTOR OR
FOOD SERVICE STAFF ON DUTY

Work Duties: Under the direction of the Supervisor you are responsible for:

- ▶ Handling all dish machine duties.
- ▶ Keeping dish machine spray arms free of debris.
- ▶ Pre-spray all items placed into dish machine.
- ▶ Wash, rinse and sanitize all pots and pans used during shift. All pots and pans must be clean before pot and pan person leaves. Water must be changed every half-hour.
- ▶ Scrub, rinse and air-dry all insulated beverage containers.
- ▶ Keeps floors in dish room and pot and pan room/area and around the dairy cooler clean and dry.
- ▶ Keeps floor drains clean and free of debris.
- ▶ Cleans pot racks in pot and pan room as needed.
- ▶ Washes all pot and pan room walls daily.
- ▶ Remove Trash when necessary.

NOTE: Also, any other duties assigned by the Food Service Director or Food Service Staff on duty.



PATHWAYS EDUCATIONAL PROGRAM

Pathways, our proprietary inmate vocational training program, will be the training forum used to teach and instruct the inmates in the proper work practices in an institutional kitchen. To achieve these goals, our management team will partner with jail staff, which is responsible for internal work programs, to assure all Center policies, procedures, and standard forms are being utilized.

The objective of Pathways program is to provide inmates with the knowledge, skills, and abilities as well as the confidence to be successful working in any food service operation. The program not only provides inmate workers with sufficient job knowledge and skills to be successful in their assigned food service duties, but also offers a pathway for transferring these skills to life beyond incarceration. Pathways is an inmate food service certification program that includes opportunities to learn culinary, service, sanitation, and general food service production skills. Upon completion of Level 3 of the program, inmates are equipped to earn the Manager ServSafe® certification, a nationally recognized food-related safety standard used by restaurants and food service companies throughout the United States. Post-incarcerated graduates of the program then have the opportunity to successfully compete in the open job market.

The training is divided into three levels. Completion of Level 1 is required for all inmate workers prior to working independently in the kitchen. Inmate workers must obtain a Certificate of Completion for level 1 and receive written approval by designated supervisory staff prior to starting level 2 and 3 training. Training on the topics in level 2 and 3 are dependent on the responsibilities within the assigned foodservice position(s) as well as the inmate's level of skill and commitment to advance in foodservice. The training is conducted by the Food Service Director (FSD), Supervisor, or assigned foodservice staff, and includes discussion and demonstration of the topics under the following areas:

LEVEL 1

- ▶ Introduction to food service and unit specific procedures
- ▶ Rules of conduct
- ▶ Food Service safety standards
- ▶ Review of job description(s)
- ▶ Safe food handling and sanitation practices
- ▶ Hand washing procedures
- ▶ Dishwashing and dish machine operation
- ▶ Cleaning and sanitizing in a three-compartment sink
- ▶ Cleaning floors
- ▶ Cleaning schedules
- ▶ Stocking, pulling, and storage procedures
- ▶ Safe food production
- ▶ Meal Service Guidelines

LEVEL 2

- ▶ ServSafe® Food Handler certification
- ▶ Calibrating a thermometer
- ▶ Working with food service equipment
 - Equipment safety
 - Instruction on proper operation and cleaning of equipment
 - Basic knife skills
 - Hand tools
- ▶ Portion control techniques
 - Portioning and serving
 - Accurate measurement of ingredients
- ▶ Production tools
 - Menus and diet extensions
 - Production records
 - Prep/Pull sheets
 - Standardized recipes
 - Weight and volume ingredient conversion

LEVEL 3 (FUTURE DEVELOPMENT)

- ▶ Advanced production skills
- ▶ Special diets
- ▶ Basic supervisory skills
- ▶ ServSafe® Manager certification

Training modules and participant handouts pertaining to each topic are provided to the trainer. Each training module is designed to be instructor-led using this information. Participant handouts may include reading material, activities and assessments. These materials are covered thoroughly with the inmate workers to ensure a clear understanding of the information. All training is documented by our supervisory staff using the Inmate Training Log. After successful completion of each level and demonstration of application of learning, the inmate worker will receive a Certificate of Completion.

A copy of the Inmate Training Log is made for each inmate participating the program. The FSD/Supervisor and the inmate workers will sign off next to each topic once training on that topic has been completed. The original Inmate Training Log will be forwarded to the client liaison to be placed in the inmate's file. The FSD will make a file folder for all Inmate Training Logs and a copy of each completed Inmate Training Log will be placed in this file. The log will be retained in the unit file for one year after the inmate has completed kitchen duty.



INMATE WORKERS MEAL INCENTIVES

With permission of the facility, Summit will ensure all inmate trustees who work in the kitchen are provided with some sort of incentive to motivate their good behavior and hard work ethic.

CONTRACT EMPLOYEE BACKGROUND SCREENINGS

As part of the on-boarding process for all Summit Team Members, at a minimum, we run the following background checks:

- ▶ Seven (7) Year - National, State & County Criminal and Social Security Check
- ▶ Department of Motor Vehicles Check
- ▶ 5 – Panel Drug Screening

Our hiring program, TalentReef, offers us the ability to conduct background checks easily and affordably. Our program utilizes Sterling Talent Solutions for their background checks. Our onsite management team will be well trained in utilizing our team member screening processes.

These checks are done at no cost to the Titus County Jail and will be conducted in conjunction with any background checks required by the Center.

talentReef

Sterling Talent Solutions

The system will walk you through a mult

Step 1

- The system will display the initiate s

Hiring Solutions Industries Plans & Pricing Resources About Us Blog

Smarter Screening.
Intelligent Hiring.
Peace of Mind.

See Solutions

RECRUITMENT AND RETENTION

Summit is strongly committed to recruiting, hiring and retaining the most highly skilled and qualified management personnel in the foodservice industry. The key components of management retention include interviews and hiring, employee orientation, training and support.

TEAM MEMBER RECRUITMENT

Selecting Top Performers is a new training program developed by Summit and our parent company Elior North America. These trainings show our managers how to recruit, interview and select the best possible team members for our sites. These trainings focus on helping our managers identify the right people with the right attitude. Our hiring philosophy is simple: "Hire for attitude and train for skill. What people know changes, but who they are doesn't. Who people are is more important than what they know."

INTERVIEWS AND HIRING

The approved candidates are thoroughly interviewed and screened prior to hiring to ensure that the employee's resume, application, qualifications and references are in order and accurate. Potential management candidates are interviewed by the District Manager assigned to the account. Once a candidate has passed this initial interview process, he or she is then introduced to the client contact for an interview and, if approved, the candidate is offered employment and then provided with a tour of the account. This initial interview/hiring process helps us to assure our clients that we are starting out with a sound, qualified management candidate who is a good fit for our facilities.

TRAINING AND SUPPORT

An investment in meaningful and ongoing training and support are very important to management team member retention and a major priority for Summit—a company and its properties are only as good as its people. We are dedicated to the long-term success of the FSD and are committed to their training and support, promoting a sense of accountability. Management team members are challenged and encouraged to grow and develop their skills. Management and hourly team members receive food safety and sanitation training, monthly SAFE training, and in-service trainings on a number of different topics. Multiple, ongoing learning and development opportunities are available for all Summit team members to assist them in better performing their jobs and to support growth. We are committed to employing the best-trained people in the business and then providing each team member with the training to meet the specific needs of our clients.

GUIDE TO SELECTING TOP PERFORMERS



JOIN OUR TEAM!



Apply now by web or phone
www.passion4foodservice.com

OR
1-855-436-6373



Summit is committed to being the recognized leader in the industry today. We do that by hiring and retaining the most highly qualified personnel in the industry.

RECRUITING SUPPORT FOR STAFF AND MANAGEMENT

Summit has enlisted the support of RRD Partners as the primary avenue in the talent acquisition process. Utilizing RRD allows Summit greater access to talent recruitment professionals. RRD Partners are experts in finding new team members for our locations. With their enhanced ability to search for talent nationally, we are able to get stronger teams at each account. Building stronger teams that are retained within the company starts with the hiring of the right staff. With the combination of our Selecting Top Performers training and RRD, we are positioned to have the best possible teams and highest team member retention.

RRD Partners has been providing professional services in critical hire talent acquisition and consulting for over 15 years. The members of our executive management team average more than 25 years in the executive search business and are recognized as experts in the industry.

TALENT ACQUISITION PROCESS



- | | | | |
|---|---|--|--|
| <p>01</p> <p>APPROVAL/SCOPE</p> <ul style="list-style-type: none"> • First Step: Hiring Manager contacts the Account Director (see Key Contact below) providing approval from Supervisor or Divisional Leader (CC'd on email acceptable) to open search, providing the job description & proposed compensation. • Account Director assigns Recruiter to schedule Scoping Call, open job & create posting. • Recruiter sends completed Scoping Document to the Hiring Manager & HR for approval (Commencement of search NOT dependent on any additional approval). | <p>02</p> <p>SOURCE/SCREEN</p> <ul style="list-style-type: none"> • Recruiter commences search, utilizing tools & resources to source & screen both passive & active, external & internal candidates, managing ALL direct applicants via job postings on talentReef, Kronos & other ATS. • Recruiter provides weekly communication to provide updates on progress, market trends, challenges, etc. • Hiring Manager determines frequency of updates expected from Recruiter to make sure needs are met. | <p>03</p> <p>INTERVIEW/OFFER</p> <ul style="list-style-type: none"> • Recruiter will target to submit slate of 2-3 vetted & qualified candidates from all sources within 15 business days. • Recruiter schedules & coordinates interviews per agreed upon process. • Hiring Manager is expected to provide feedback within 24 hours of interview in order to keep candidates engaged. • Recruiter partners with the Hiring Manager & HR to establish terms of offer. • Recruiter extends verbal offer to candidate. | <p>04</p> <p>HIRE/ONBOARD</p> <ul style="list-style-type: none"> • Recruiter creates offer letter once an offer is verbally accepted. HR & Hiring Manager will approve draft. • HR sends the approved offer letter & submits background check process. • HR confirms start date with Hiring Manager & Recruiter once cleared & onboarding process initiated. • Hiring Manager works with HR to schedule onboarding/orientation on start date. |
|---|---|--|--|

KEY CONTACT INFORMATION

RRD Account Director

Jennifer Erne
 Phone: 214.724.3477
 Email: jennifer.erne@elior-na.com

Business Unit(s)

Elior North America
 A'viands, Summit, CFM, FSI & ABL Corrections
 Aladdin, AmeriServe, FitzVogt, Cura & ABL Education
 Starr Catering Group
 Valley, Lindley & Traditions
 Preferred Meals

HR Contact

Scott Stitsworth
 Debbie Cottrell
 Tracey Holst
 Deana Earland Perez
 Teresa Boutwell
 Cathy Cooney-Millar

Email

scott.stitsworth@elior-na.com
dcottrell@aviands.com
tracey.holst@elior-na.com
deana.perez@starrcateringgroup.com
tboutwell@vallevinc.com
Cathy.Millar@preferredmeals.com

COMMITMENT TO EXCELLENCE

Summit is committed to recognizing our leaders who, through vision, values, influence and motivation, inspire others to do their best!

Summit was created with the intent that its leaders benefit from the company's success. We recognize that our management team's ability to lead and motivate the foodservice staff and provide outstanding customer satisfaction at our client locations is key in meeting the company's mission and objectives.

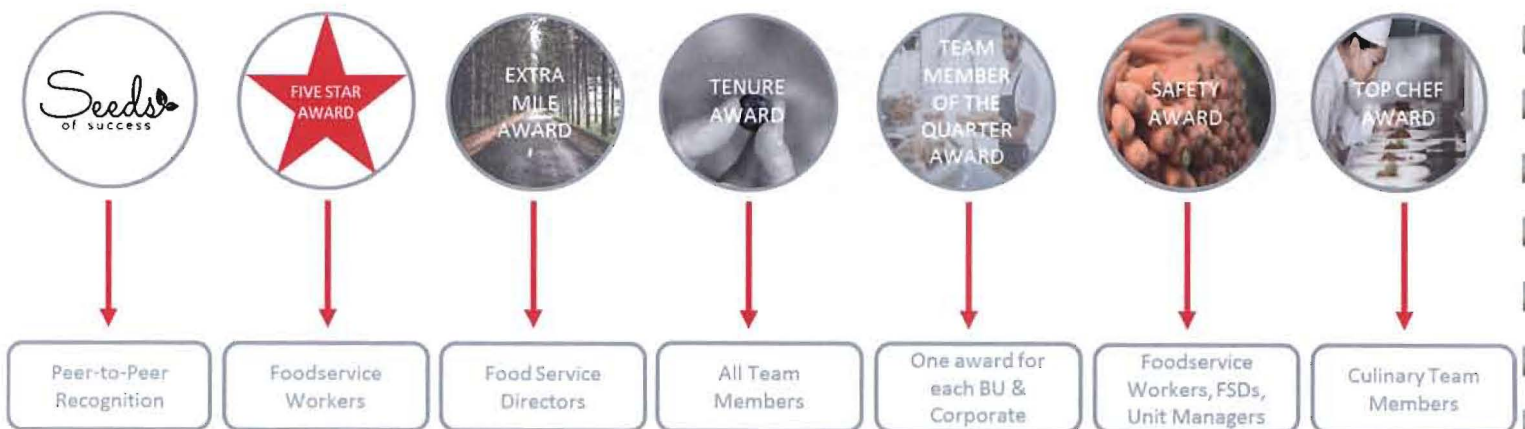
In addition, Summit encourages team members to pursue additional formal education in an effort to enhance knowledge and skills, improving potential for future opportunities. Therefore, the company also offers educational assistance when all requirements of the policy are met. This educational assistance benefit can be used for courses offered by an accredited institution, including e-learning.

REWARDS AND RECOGNITION

Summit takes great pride in supporting and recognizing team members who go above and beyond expectations. We are continually updating and developing new programs to acknowledge exemplary performance.



Recognizing our great team members has played a key role in ensuring that we remain an employer of choice within our industry. Our team member retention levels are the highest in the foodservice industry because we know how to attract, motivate, develop and retain some of the best talent available. We reward team members who exemplify our core values to our customers each day. Elior North America is able to provide you with exemplary service because of our exceptional team members



Seeds of success

Seeds of Success is Elior North America's newest recognition program. It allows any team member of the company to recognize the outstanding performance of another. Even our clients and customers can participate. Whenever an individual is the recipient of exemplary service or witnesses' superior performance, they can access a simple website that allows them to quickly make the recognition. That recognition is shared through meetings and internal newsletters. On a monthly basis, two of the most compelling recognitions is shared across the entire Elior North America family of companies.

We believe that recognition is the fruit of team member engagement. High individual and team morale is a product of our culture. In everything we do, we believe in providing a positive experience with exemplary service and great food. The driving force behind our culture and ability to make a difference is simply because we care.

One of the most important aspects of team member retention is selecting the right people in the first place. Summit has created a robust team member recruitment program that keeps our teams focused on recruiting the right people for our accounts.

SEEDS OF SUCCESS

Seeds of Success is our corporate recognition program that recognizes team members in the following categories:

Peer-to-peer recognition

Foodservice team

Food service directors (team leaders)

Culinary teams

Tenure awards

You are invited to participate in our "Seeds of Success" recognition program. When someone experiences an exceptional dining experience, please let us know so that we can celebrate the individual team member or teams involved. We will provide you login access to a simple website that lets you quickly make the recognition. Your recognition will be shared throughout our company at meetings and internal newsletters. On a monthly basis, two of the most compelling recognitions will be shared in our newsletter and internal communication.



PROFESSIONAL CERTIFICATION AND EDUCATIONAL ASSISTANCE

In order to encourage team members to become more proficient in their jobs and prepare for greater opportunities and responsibilities within the company, Summit offers professional certifications payment and/or reimbursement to individuals who successfully complete all certification requirements. To be eligible for payment or reimbursement, the course or program either contributes to the team member’s effectiveness in their present position or is a job requirement by Summit or the course or program will directly prepare the individual for advancement opportunities within Summit.

In addition, Summit encourages team members to pursue additional formal education in an effort to enhance knowledge and skills, improving potential for future opportunities. Therefore, the company also offers educational assistance when all requirements of the policy are met. This educational assistance benefit can be used for courses offered by an accredited institution, including e-learning.

Education Reimbursement Application

EDUCATION ASSISTANCE

ELIGIBILITY:

Regular full-time Site Managers (Food Service Directors), upper management, or business office employees with a minimum of one (1) year of service at the time the course begins.

PROCEDURE:

1. Complete and submit this form to your direct supervisor for approval.
2. Attach a copy of course description, registration information, dates of course(s), estimated costs of course(s), materials, and fees.
3. Upon course completion, you must provide to your direct supervisor the documentation showing the final grade at “C” or higher or “Pass.” Your manager must submit this information to Human Resources for reimbursement.

INFORMATION NEEDED:

Employee Name:	Date of Hire:
Location Name:	Location No.:
Position Title:	Manager’s Name:

Course Title / Name of School or Institution	Begin Date	End Date	Estimated Cost
	/ /	/ /	\$
	/ /	/ /	\$
	/ /	/ /	\$
	/ /	/ /	\$
Other Associated Program Materials, Fees, etc. (discuss with your manager)			Estimated Cost
			\$
			\$

SUMMIT INTRANET RESOURCE

The Summit intranet site includes resources such as in-service modules, links to training videos/resources, team member orientation training materials, company training programs, policies/procedures and other training tools

CONTRACT EMPLOYEE ORIENTATION AND TRAINING

Summit understands and will comply with all the requirements needed for all correctional care environments. Summit ensures that all our employees will attend not only our own internal training, but any required Center training as well, at no cost to you.

TEAM MEMBER TRAINING AND DEVELOPMENT PROGRAMS

Our company is only as good as our people. With this thought in mind, we are committed to employing the most qualified people in the business and then providing each member of the team with the training to meet the specific needs of each client. As each client account is unique in its own design, customer base, services and needs, it is only logical that training programs should be individually designed to meet those requirements.

Multiple ongoing learning and development opportunities are available for all Summit team members to assist them in performing their jobs and to support the growth of each team member. All learning opportunities are offered at no expense to team members or clients.

Our overall objective is to serve the client and to support the manager and their staff at each and every client location.

TEAM MEMBER ONBOARDING GUIDE



ellor

NEW TEAM MEMBER ORIENTATION

Summit conducts orientation training with all of our hourly staff members new to our company. We believe it is important to review our policies and procedures as well as provide an overview about Summit and what we stand for through our vision and core value. Since customer service, sanitation and safety are cornerstones of our business, we also include training on these relevant topics:

- | | | |
|----------------------|-------------------------|--------------------------|
| ▶ Program objectives | ▶ Foodservice | ▶ Equipment care and use |
| ▶ Customer service | ▶ Food handling | ▶ Personal hygiene |
| ▶ Food production | ▶ Sanitation and safety | ▶ Assessment development |

SUMMIT CORRECTIONS – FOODSERVICE EMPLOYEE ORIENTATION

INTRODUCTION-WELCOME TO CORRECTIONS

- ▶ Center tour
- ▶ Lockup USA DVD: Beyond the Myths: The Jail in Your Community

INTRODUCTION TO SUMMIT FOOD SERVICE

- ▶ Overview of Summit Mission, Vision and Core Values
- ▶ Review topics from the Employee Orientation Checklist and the Corrections Procedure Manual
 - New hire paperwork
 - Benefits
 - Unit orientation (may be provided by Center staff)
 - Job orientation
 - Policies and procedures
- ▶ Sanitation, Safety, and Food Safety Policies and Procedures/on-the-job training
- ▶ Job Equipment training checklist/on-the-job training
- ▶ Dietary Handbook for Corrections. Complete diet/diet extension in-service
- ▶ Emergency Procedures: Fire Safety, Chemical Safety, Equipment Safety, First Aid (May be included as part of Center training)

WORKING IN THE CORRECTIONAL CULTURE

- ▶ The Correctional Environment
 - Summit Food Service Staff-Inmate Worker Handbook for Correctional Service
 - Understanding the Inmate
 - Being Aware of the Con Game
 - Contraband
- ▶ Key Control
- ▶ Tool and Knife Control

- ▶ Food Control
- ▶ Selection of Inmate service workers
- ▶ Security Procedures and Regulations: Maintaining a Safe Environment
- ▶ Working Professionally with inmate workers

IN-SERVICES:

- ▶ Awareness: Signs To Watch For
- ▶ Avoiding Set Ups
- ▶ Fraternalization
- ▶ Maintaining A Professional Distance
- ▶ Firm, Fair, and Consistent Treatment
- ▶ Respect
- ▶ Inmate Supervision
- ▶ Policies and Regulations
- ▶ Harassment and Discrimination
- ▶ Confidentially Acknowledgement
- ▶ Effective Communication and Appropriate Interaction with Inmates
- ▶ Being Proactive and Problem Solving

TRAINING DVDS:

- ▶ Lockup USA: The Kitchen Culinary Management
- ▶ Lockup USA: The Selection and Supervision of Inmate Workers
- ▶ Lockup USA: Security Issues for Non-Security Staff
- ▶ Lockup USA: Offender Interview
- ▶ Lockup USA: General Cultural Diversity in Corrections
- ▶ Lockup USA: Being Aware of the Con Game
- ▶ Lockup USA: Communication vs. Over-familiarity
- ▶ Lockup USA: Inmates Cookbook-Part 1
- ▶ Lockup USA: Interpersonal Communication in the Correctional Setting

NEW MANAGER ONBOARDING

Our managers set the tone for the organization. Elior North America provides a two-day New Manager Onboarding training of which new managers will attend in months one to three. These two days will be filled with engaging activities that will require interactive participation from all who attend. In addition, we offer the following training and tools.

MANAGER TOOLS

- Guide to Selecting Top Performers
- Exit Surveys
- Termination checklists and resignation forms

MANAGEMENT WEBINAR SERIES

These management webinar series are provided bi-monthly. Examples include June – Difficult Conversations, July – Always Be Recruiting and September – Setting Goals and Objectives.

ACHIEVE

A bi-monthly newsletter for management development includes topics such as motivating others, effective communication, performance evaluations and managing budgets.

TEAM MEMBER TRAINING

An extensive in-depth training assessment is made with each team member working within our program. This assessment will qualify the training needs and guide our efforts to get needed training to people as quickly as possible, resulting in team members who feel good about working in the Center and who are productive and effective at their jobs.

Our training program includes a thorough understanding and presentation of:

Program Objectives	Sanitation and Safety
Customer Service	Equipment Care and Use
Food Production	Personal Hygiene
Food Service	Assessment Development
Food Handling	

Summit has also developed a customized training program that focuses on diversity in the work place. Our training program "Discovery Days" is offered to our onsite teams on a regular basis. These trainings help our team member relate to each other and understand cultural differences that may exist in the work place.

ACHIEVE
REFLECTION AND EDUCATION FOR MEMBERS OF ELIOR NORTH AMERICA'S MANAGEMENT TEAM

IMPROVING YOUR COMMUNICATION SKILLS

Being a manager is not an easy job. This is true in any field, but even more apparent in the food service industry. As a manager or director, you wear many hats. You are the company liaison to clients and customers. You are team leader, motivator, HR specialist, payroll time keeper, inventory analyst, and food safety monitor. You have an eye for the positions like cook, cashier, and dishwasher, too. When you think about it, it takes a lot of different skills to be a manager. You have to be great with people and have some culinary talent. You have to be able to manage all kinds of people and understand a variety of computer applications. In addition, you should have a strong aptitude to read and understand communication skills.

The last item, communication, is among the most important abilities you must have as a manager. This is because it affects everything else you do. Whether you are solving a customer's problem, meeting with your clients, or hiring a new employee, you must be able to communicate effectively with other people. You have to be able to listen to concerns, offer solutions, write accurate status reports, and convey the steps of a procedure in words that anyone can understand.

Clear and Concise
Communication is more than talk. It is the sharing of thoughts and ideas. It's a give and take between two or more people. Communicating is not over skill but a group working many different situations. A key would include active listening and being clear and concise. Other traits of good communication are open-mindedness and showing empathy. One of the skills near the top of the list is understanding which medium to use for your communication and knowing when the time is right for delivering your message.

A list of all the skills needed to be an effective communicator would be lengthy. This article will focus on one of the top skills that will help you improve your abilities. As you read through the list, focus on those areas where you need development, then consider ways you can improve on your weak spots. Depending your communication skills is vital to the continued success of your operation and to advancing your career.

DISCOVERY DAYS

INTRODUCTION
We are pleased to announce our new monthly program, Discovery Days, providing us the opportunity to understand and appreciate our diverse workforce by learning more about each other. Each month we will provide information about the featured topic. We will also share ideas of how our teams can come together by engaging in conversation.

MONTH	TOPIC
OCTOBER	Introduction and Discovery Wheel
SEPTEMBER	North America Heritage Month
AUGUST	Introduction to the Diversity Wheel
JULY	Summer Observances: Bobo Bennett, Bill & Melinda Gates
JUNE	Black History Month
MAY	Memorial Day
APRIL	Spring and Food Safety
MARCH	Earth Day
FEBRUARY	Valentine's Day
JANUARY	Resolution and New Year's
DECEMBER	Seasonal Observances

DISCOVER
DIVERSITY INCLUD

THE DIVERSITY WHEEL
The Diversity Wheel is a tool to help you understand, value, appreciate, and celebrate the diversity of your organization. It is a tool to help you understand the diversity of your organization and to help you create a more inclusive and equitable work environment.

Four Layers of Diversity

- Individual Diversity:** This is the most visible layer of diversity. It includes characteristics such as age, gender, race, and ethnicity.
- Organizational Diversity:** This is the layer of diversity that is created by the organization's policies, procedures, and practices.
- Cultural Diversity:** This is the layer of diversity that is created by the organization's culture, values, and beliefs.
- Structural Diversity:** This is the layer of diversity that is created by the organization's structure, processes, and systems.

DISCOVERY DAYS
The goal of Discovery Days is to provide a platform for our diverse workforce to share their experiences and insights. Each month we will focus on a different topic and provide information about the featured topic. We will also share ideas of how our teams can come together by engaging in conversation.

GLOBAL HOLIDAYS
Holidays around the world are a great way to learn about different cultures and traditions. Each month we will focus on a different holiday and provide information about the holiday and its significance.

CULINARY IMPACT
Food is a great way to bring people together and to learn about different cultures and traditions. Each month we will focus on a different food item and provide information about the food and its significance.

EMPLOYEE TRAINING CALENDAR

Summit strives to create and maintain a culture of safety awareness and practices to achieve an injury-free work environment. In addition, we also want to ensure we have systems in place to support a safe, healthy environment. This includes not only work safe practices but also safe food processes.

Training resources, such as the monthly SAFE training, provide learning opportunities to increase an employee's knowledge and skills necessary for effective and safe job performance. The monthly training modules feature key pertinent topics related to one or more areas of safety. The monthly trainings include a facilitator guide with participant activities as well as a corresponding poster that highlights the key points of the training. Attendance is also tracked and kept on file at each location.

Monthly Topics & Assignments:

Training	Required				Encouraged	
	SAFE	Just in Time (JITT)	Discovery Days	Driver's Training**	Achieve*	Management Webinars*
October	Personal Hygiene and Reporting Illness		Introduction And Diversity Wheel	Expecting the Unexpected	Three Key Ingredients for Success	
November	Safety Awareness and Reporting Injury	Elior Values/Three Ingredients for Success	Native American Heritage Month	Driving in Inclement Weather		Selecting Top Performers: Interviewing
December	Preventing Cross Contamination		Holidays Around the World	Distracted Driving	Elior: Our Values	
January	Preventing Slips and Falls	Employee Handbook	Generations	Disabled Vehicle Safety		Engaging Top Performers: Onboarding and Making Connections
February	Labels and Date Marking		Black History Month	Proper Backing	Employee Recognition	
March	Safe Lifting Techniques	Engaging Teams: What Matters Most	Women's History Month	Intersections		Building Strong Client Relationships
April	Receiving & Storing Food		Diversity Awareness Month	Accident Reporting	Loyalty	
May	Using Cut Resistant Gloves	Following Recipes	Asian Pacific American Heritage Month, Jewish American Heritage Month	Preventive Maintenance		Menu Engineering
June	Calibrating and Using Thermometers		Caribbean American Heritage Month, LGBT Pride Month	Parking Lot Safety	Innovation	
July	Chemical Safety	Exemplary Service	Celebrating Veterans	Loading Dock Safety		Diversity: The Business Case
August	Allergen Awareness		Celebrating America's Multicultural Heritage	Driving While Tired/Sleepy	Operational Excellence	
September	Climbing & Reaching	Respectful Workplace	Hispanic Heritage Month	Courteous Driving		Leading Your Business Forward

	Training	Audience	Frequency	Method	Distribution By	Required (Tracking completed) /Optional
Required	SAFE	All Employees	Every month	Emailed with JITT	By Business Unit for time being	Tracking is Business Unit specific based on if the training is required/optional
	Just in Time	All Employees	Every other month	Emailed with SAFE	By Business Unit for time being	
	Discovery Days	All Employees	Every month	Emailed with JITT & SAFE	By Business Unit for time being	
	Driver's Training**	Drivers of meal delivery vehicles ONLY	Every month	Emailed with JITT & SAFE	By Business Unit for time being	
Encouraged	Achieve*	Managers	Every other month	Emailed with SAFE	By Business Unit for time being	
	Management Webinars*	Managers	Every other month	Email announcement of days/times offered	Attend via live webinar and session will be recorded	

Key * = Encouraged as part of individual employee development
 ** = Only required for employees that drive meal delivery vehicles

MANAGEMENT AND PROFESSIONAL LEADERSHIP DEVELOPMENT PROGRAM

A program focused on select management and leadership skills designed to foster an environment for team members to achieve their professional and personal goals as well as to develop capable leaders.

The program is divided into a series of concurrent modules, which include interactive and application exercises to practice and reinforce learning and behavior.

Example course topics include:

- ▶ Effective Communication & Successful Conversations
- ▶ Dealing with Conflict
- ▶ Goal Setting and Setting Clear Expectations
- ▶ Managing and Leading Change
- ▶ Delegation
- ▶ Driving Innovation
- ▶ Building and Managing Teams
- ▶ Negotiation Skills
- ▶ Problem Solving and Decision Making
- ▶ Coaching
- ▶ Motivation and Inspiring People

LEADERSHIP DEVELOPMENT PROGRAM

Summit conducts an orientation meeting with all of our hourly staff members new to the team. We feel it is important to review our policies as well as provide an overview of Summit and what we stand for through our Mission and Core Values. Since customer service, sanitation and safety are cornerstones of our business, we also include training on these relevant topics.

JUST IN TIME TRAINING

Uniquely designed for all team members and is delivered on a bi-monthly basis. The topics cover soft skills such as personal accountability, team building and portion control. Each training contains a facilitator guide, discussion questions and an attendance record. These trainings have been designed to be easily facilitated by our management team onsite to all foodservice staff.

ACHIEVE TRAINING

Achieve is specially designed for our manager-level and above team members and is made available to all of our onsite teams. Achieve is a bi-monthly publication created to help our teams in developing and refining their leadership and management skills. Topics will include technical tips, culinary ideas and other information to assist you with the daily tasks of running your operation. This program has been developed by training experts and is now in use at Summit and all of our sister companies.



This Spring thousands of children will head to parks and fields with their parents in hopes of making it on a sports team. Coaches are very picky as they look over the kids to find just the right mix of players.

MAKING IT ON THE TEAM

Our managers are always looking to find the right mix for their local team. They want people who can take setbacks and the realities of a good team player. They want people who can work together to accomplish tasks and achieve the goals set for the unit.

Once through this list of skills to see if you are doing with the training this up or sitting on the bench.

A TEAM PLAYER...

...is a problem solver. Naturally, teams have to cope with problems. Good team players are willing to deal with all kinds of problems with a "solution oriented" attitude. There are problem solvers not problem-avoiders, problem-blamers, or problem-avoiders. They don't look to assign fault or re-hair an issue. They will volunteer to find solutions and learn from them.



"Leadership is the art of getting someone else to do something you want done because he wants to do it."

Dwight D. Eisenhower

Lead the Way

Our client business units have a lot of good managers. Over the years, you've seen people from almost every company. They are sharp men and women that know how to manage people, lead a team, and hold a bottom line that is written in black ink. Many have tremendous culinary skills. It seems like they "are" all the tools needed to be a success. However, some continue to struggle with high employee turnover and daily disciplinary actions. This begs the question to be asked, "What's missing?" The answer: leadership skills.

Management skills are just that: skills. They are learned. They are not "talent." They become professional. Leadership skills are much the same. We hear stories of "natural born leaders," but the truth is there is no such person. Leadership skills, like any other skill, can be studied and perfected. Each discipline, you can develop these necessary skills.

Leaders must make smart decisions. They learn to manage time and resources. They concentrate vision, creativity, and performance. However, the most important skill a leader can possess is the ability to motivate others. A leader that cannot motivate his/her team is also hard to lead. One who can inspire his or her team will find a way to certain success.

Coaching to SMART

Turn to page 2 for more

SMARTER Goals

Specific
M measurable
A acceptable
R realistic
T timely
E extending of capabilities
R rewarding to those involved

Basic Principles of Motivation

Motivating employees starts with motivating yourself. Enthusiasm is contagious. Unfortunately, so is apathy and discouragement. Show enthusiasm for your job and demonstrate your care, passion, and work. This will make it easier for others to follow you as an example. A good place to start is your own motivation to do the job and motivate others.

Work to attain the goals of your employees with the goals of the organization. Many people believe that increased job satisfaction means increased job performance. Research shows that this isn't always the case. Employees can be happy, but if company goals aren't being accomplished, your operation may not be very successful. In fact, it could be worse. It is important to know what you want and need from your employees. Define these terms that are essential to create a job, such as improve customer service, lower operational costs, or increased revenues. Ask your employees to agree with their on-the-job goals. Help them align those with the goals set for you. Local operations. Write these down using the SMARTER format.

February 2016

PERFORMANCE REVIEW PROCESS

Summit measures performance both through on-site Quality Control visits to ensure employees are doing what is expected as well as use of the following form on regular quarterly Performance Reviews.

PERFORMANCE EVALUATION - HOURLY

PERSONAL INFORMATION

Employee Name: _____ Supervisor: _____
 Job Title: _____ Location: _____
 Review Period: _____ Evaluation Date: _____

INSTRUCTIONS

For each of the following factors, input the score for the performance rating. Points are assigned to each factor based on the selected rating. An average is then calculated for each category and assigned a performance level from the table below. You should make comments in the space provided to support and ensure the employee's understanding of the rating.

Performance Measures	Unacceptable Performance / Below Expectations		Meets Expectations	Exceeds Expectations	
Definitions	Did not consistently and effectively meet performance expectations		Consistently and effectively met performance expectations	Consistently and effectively exceeded performance expectations by a measurable margin	
Rating Scale	1	2	3	4	5

SCORING

Scores may be assigned in whole or 1/4 increments. For example, a score of a 3 may be assigned as 3, 3.25, 3.5 or 3.75.

PERFORMANCE EVALUATION

EVALUATION
JOB KNOWLEDGE – Applies Job Knowledge and skills necessary to perform the
QUALITY – Completes assigned tasks accurately.
PRODUCTIVITY – Completes assigned tasks promptly.
INITIATIVE – Anticipates needs and plans ahead to complete tasks.
TEAM WORK – Cooperated and offers assistance and support to others.
CUSTOMER SERVICE – Responds positively to customer needs.

COMMUNICATIONS – Maintains open communication with coworkers, vendors, and guests.	
SAFETY – Understands and adheres to all safety standards. (e.g., wearing shoes for Crews)	
ATTENDANCE – Meets scheduled work hours; plans for absences and schedules time off in advance.	
PUNCTUALITY – Reports to work on time and follows proper clock in procedures.	
Overall Rating for Evaluation:	0.00

SUMMARY, COMMENTS AND GOALS

MANAGER'S SUMMARY AND GOALS FOR UPCOMING YEAR

EMPLOYEE'S COMMENTS INCLUDING CAREER GOALS FOR UPCOMING YEAR

SIGNATURES

Employee Signature: _____ Date: ____/____/____
 FSD/DM Acknowledgement Signature: _____ Date: ____/____/____

FOOD SAFETY CERTIFICATION AND TRAINING

Summit sanitation and safety programs portray our commitment to keep our valued clients safe and maintain a safe working environment for all of our associates. Our sanitation and safety standards are a critical key to a successful dining service program. All foodservice staff are required to complete training in food safety and sanitation upon hire and ongoing training to ensure that team members have the knowledge to maintain a safe and sanitary foodservice.

REQUIREMENTS:

- ▶ The Food Service Director and all staff working in positions that require food safety manager certification must complete an approved food safety manager certification course and pass an approved exam within 30 days of hire (e.g. full day ServSafe class). Recertification is required at least every five years or earlier based on local regulatory requirements.
- ▶ All staff are trained on food safety and sanitation:
 - Upon hire as part of new team member orientation using the Safe Food Handling and Sanitation Guidelines pamphlet
 - Within the first six months of hire using the ServSafe Food Handler Guidebook
 - Monthly as a part of the monthly SAFE training

HEALTH SAFETY AND SANITATION TRAINING

Summit has extensive sanitation and safety policies to protect our team members and customers. These policies are set in place to ensure a safe and secure work environment, proper food handling and correct equipment usage. Our sanitation standards are critical to a successful dining service program. It is important to conduct business in a sanitary and clean working environment.

We look at our operations from our customer's point of view. At each client location, our managers lead by example and consistently follow up and monitor Summit' and our client's sanitation standards. Our managers must meet all sanitation objectives and work side-by-side with our staff to assure expected levels of sanitation are achieved.

Our staff will wipe tabletops and seats to be free from any food debris and spills. These surfaces will be sanitized and ready for the next customer. Our dining room staff, especially cashiers, will be trained to help direct customers to properly recycle products uses in the various dining spaces. Summit educates its staff to understand that all kitchen functions must be centered on shared responsibility for cleaning duties and use a "clean as you go" approach. Summit creates cleaning schedules and checklists that are easy to understand. Our time and temperature logs are designed to equip staff with the tools they need to document all steps and measures to create an audit trail.

FOOD SAFETY MANUAL



ellor
NORTH AVENUE

5-STEP CLEANING PROCESS

- 1 SCRAPE OR SOAK**
Scrape or remove food from the surface.
- 2 WASH**
Clean with soap and warm water.
- 3 RINSE**
Rinse with water as hot as your hands can handle.
- 4 SANITIZE**
Use a sanitizer strength. Follow sanitizing guidelines needed when dirty or soiled.
- 5 AIR-DRY**
Allow the area that has been cleaned to air dry.

KEEP IT CLEAN

All surfaces that touch food, such as knives, stockpots, cutting boards, or prep tables, must be cleaned and sanitized.

For more information, visit www.servsafe.com or call 1-800-551-5511.

ellor
NORTH AVENUE



OCCUPATIONAL SAFETY AND HEALTH

SAFETY

Summit maintains safety and health practices consistent with the needs of our industry and in compliance with federal, state and local safety regulations. Our safety initiatives are created and lead through our Safety Steering Committee, with the mission to create and maintain a culture of safety awareness and practices to achieve an injury-free work environment.

The company safety policies are covered in the Employee Guidebook. All team members sign an acknowledgment form showing they have received the guidebook. All managers are put through a formal orientation process that includes safety related topics.

Safety training is conducted on a monthly basis with additional training as needed. Risk assessment information is compiled through quarterly self-inspections and periodic site visits by management. The Workers' Compensation carrier performs more thorough inspections as needed. All OSHA regulations are followed and reporting is kept current.

SAFE TRAINING

Our safety training: "SAFE" is conducted every month. It features pertinent topics related to one or more areas of safety, including personal hygiene, prevention of cross-contamination and time/temperature abuse. Other safety topics lean toward accident preventions such as slips and falls or strains, strains and burns. The SAFE training includes a poster that is displayed prominently in the operation for the month. Additionally, a facilitator guide is included to aid the director or manager in the presentation of key points of the topic.

SAFETY CHAMPION

The Safety Champion award is a way to recognize individuals at the Center level who go above and beyond in working toward the Safety Mission by creating and maintaining a culture of safety awareness and practices to achieve an injury-free work environment. For example:

- ▶ Identify and resolve at-risk food/personal/environmental behaviors or conditions.
- ▶ Encourage and teach others to follow safety protocol.

These team members are nominated quarterly by their peers or managers and are entered to win a cash prize. This program has been immensely successful at engaging our team members in safe work habits and rewards those who are true safety role models. Nominees have their stories published throughout our national organization to promote best practices.



SAFETY MESSAGE

HAND LACERATIONS.
The upcoming SAFE training topic is on preventing lacerations, one of our most frequent injury categories. The majority of kitchen accidents are to the hand, which can be prevented by wearing cut-resistant gloves.

WHY SHOULD WE CARE?
We need all hands about preventing injuries because taking care of our people is the right thing to do. It's also good for business.

In the event of an accident, the following negative effects often occur:

- Well-being of injured worker suffers
- Staffing shortage
- Decline in team morale
- Workload cleanup
- Food waste
- Time/money to handle work comp claim
- Client crisis/customer satisfaction falls

WHY ARE CUTS STILL HAPPENING?
When I look into cut indexes, I hear the following reasons for not wearing a cut glove:

TOP 5 JUSTIFICATIONS:

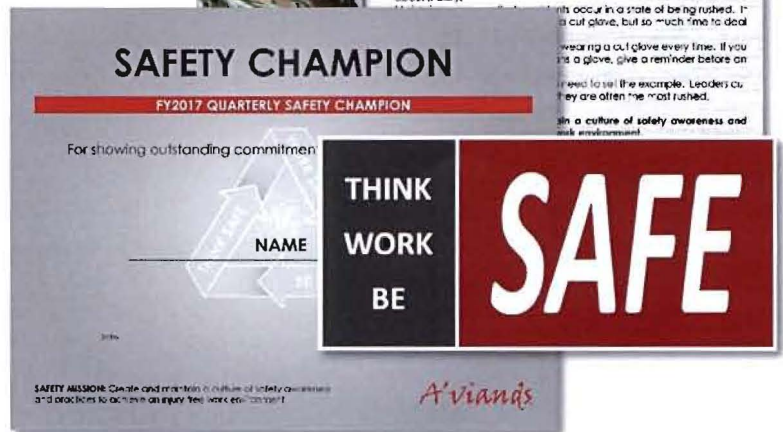
1. There were no gloves available or didn't fit/uncomfortable.
2. I didn't know it was required or didn't know how to use them.
3. We were running behind and I was in a hurry or got distracted.
4. There was only one piece or only a small amount to cut.
5. I don't need one because I'm good/a master/a real chef!

The thing is, these justifications are legit. In most cases, you guys are in a hurry, you are time challenged, and you are juggling a million things at once. But we can't let anything get in the way of our people's safety. We just can't.

MAY IS THE MONTH!
Let's make May the month that we finally get this cut glove thing squared away!

- Place an order if you need to, and ensure you have enough gloves to avoid cross-contamination, and to accommodate hand sizes of those on your team.
- Make sure the team is properly trained and aware of the expectation. Take extra care in presenting May's SAFE training. And keep talking about it daily.

Most accidents occur in a state of being rushed. If you're wearing a cut glove, but so much time to deal with a cut glove, give a reminder before an accident. If you're wearing a cut glove every time, if you're not wearing a cut glove, give a reminder before an accident. If you're wearing a cut glove every time, if you're not wearing a cut glove, give a reminder before an accident. If you're wearing a cut glove every time, if you're not wearing a cut glove, give a reminder before an accident.



SAFETY CHAMPION

FY2017 QUARTERLY SAFETY CHAMPION

For showing outstanding commitment to safety.

NAME _____

THINK WORK BE SAFE

SAFETY MISSION: Create and maintain a culture of safety awareness and practices to achieve an injury-free work environment.

Aviands

CORRECTIONS TRAINING PROGRAM

It is Summit' policy that all new team members who have regular or daily inmate contact receive orientation and training during their first year of employment. Training is provided through an online format, DVD/video, in-service training, on-the-job training, and/or through an established Center team member training program. All training is tracked and documented for each team member, and it includes a team member signature on an acknowledgment form.

Understanding the differences that a team member experiences when working with inmates, we have developed our Boundaries program to proactively train our team members on how to remain aware of the tactics inmates use to manipulate. Additionally, we have developed our own internal Prison Rape Elimination Act (PREA) training program to ensure that we are providing our clients with the most prepared and informed workforce. By proactively utilizing these two programs, we help our teams to remain safe and informed as to why inmates often do what they do.





PROGRAM STANDARDS AND QUALITY

STANDARDS AND COMPLIANCE

Summit understands and will comply with all the requirements for the Titus County Jail. We also agree to purchase and maintain, whether hard copies or electronic, the following manuals at all times and have ready for inspection:

- ▶ TX DHEC Regulations for Retail Food Establishments
- ▶ TX DHEC Minimum Standards for Licensing Hospitals and Institutional General Infirmaries
- ▶ Texas Minimum Standards for Local Detention Facilities and Local Juvenile Detention Facilities
- ▶ Operations Manual ICE Performance-Based National Detention Standards
- ▶ ACA Standards for Adult Local Detention Facilities
- ▶ NCCHC Jail Health Standards and Juvenile Health Standards
- ▶ The Religious Land Use and Institutionalized Persons Act of 2000
- ▶ The Prison Rape Elimination Act
- ▶ National Fire Protection Association (NFPA), International Fire Service Training Association (IFSTA), & International Building Code (IBC) Fire Codes

Summit understands and will ensure, at our cost, all recommendations and requirements are complied with to ensure the Titus County Jail remains compliant with ACA, NCCHC and ICE accreditations.



QUALITY CONTROL PROGRAM

OUR COMMITMENT TO YOU

To ensure that the staff we train, the food we prepare, the services we offer, and the facilities we operate reflect our total commitment to excellence.

We will:

- ▶ Provide experienced, well-trained food service personnel
- ▶ Design quality recipes and menus
- ▶ Instill the concept of a hospitality service with a personal touch
- ▶ Implement proven programs to ensure consistent outstanding quality
- ▶ Ensure that all standards are in place, understood and are implemented consistently
- ▶ Require that all food personnel are trained in safe food handling techniques
- ▶ Institute safety and sanitation programs in compliance with local and state health codes and regulations
- ▶ Monitor all programs with meticulous attention to detail
- ▶ Survey regularly for input
- ▶ Provide support to enhance quality
- ▶ Provide assessments by the district manager and dietitian to ensure continued improvement
- ▶ Conduct comprehensive annual quality audits to monitor compliance with all standards
- ▶ Provide training and networking opportunities for continuous quality improvement

YOU CAN COUNT ON US

To plan for quality every step of the way and make it a reality.



Your resources include:

- ▶ Experienced professionals
- ▶ Nutrition audits
- ▶ State-of-the-art QA specifications and standards
- ▶ Food safety and sanitation
- ▶ Meal service monitors
- ▶ Customized satisfaction surveys
- ▶ Sanitation and safety checklist

QUALITY ASSURANCE AND INVENTORY PROCEDURES

Summit realizes that quality assurance is a critical aspect of operating a well-run foodservice operation. Therefore, we have implemented a comprehensive quality assurance inspection that is conducted a minimum of quarterly at each one of our locations. Our standards exceed those set by any other regulatory department to assure that those inspections are deficiency free. We have standards in place for:

- ▶ Security
- ▶ Food safety and sanitation
- ▶ Personal hygiene/infection control
- ▶ Food preparation
- ▶ Safety
- ▶ Meal quality
- ▶ Management systems
- ▶ Training

INVENTORY AND STORAGE

Our philosophy is to purchase and keep on hand only what we need for normal operation as mandated by any current condition. Excess inventories can lead to product spoilage.

- ▶ All food products are stored in the proper storage area immediately upon being received.
- ▶ Thawing of frozen food products is done under refrigerated conditions only or approved food safety procedures.
- ▶ All products are dated in compliance with ACA standards.
- ▶ Our food production system incorporates written cycle menus, recipes, preparation and pull sheets, and production sheets with historical data are implemented.
- ▶ All items are kept in secure areas under lock and key with Center policies followed.

INMATE/STAFF COMPLAINT PROCEDURES

Typically, during the orientation process when entering the Center, inmates are told by the corrections staff to submit memorandums referred to as grievances. Any complaint or grievance regarding food is to be directed first to the correctional staff and then to the Food Service Director. These complaints will be handled to resolution expeditiously.

Summit will respond to all written request slips concerning any complaints or concerns regarding foodservice. If no resolution can be achieved through written response, we will then meet directly with a representative from the Center.

In most cases, the policy of addressing inmate complaints is driven by the Center's own policy and procedures. Normally, these are the steps that would be taken:

- ▶ Inmates who have concerns about a meal that was served, special diets, snack bags, etc., will fill out the Center grievance or complaint form and give it to the correctional staff.
- ▶ If the correctional staff deems the concern a legitimate one, the grievance or complaint will be directed to the Food Service Director.
- ▶ The Food Service Director will then reply to the inmate in writing in a professional and respectful way and in a timely fashion unless otherwise required. The response will be within 24 hours from the time our team receives the complaint.
- ▶ If a resolution cannot be achieved through written responses, the Food Service Director will then meet directly with the inmate with a representative from the Center.



CLIENT SATISFACTION SURVEY

Center Name: _____ Date: _____

Completed By: _____ Title: _____

Kindly complete the survey and return it in a self-addressed envelope.

Satisfaction Indicators	Check One	Comments
<p>SERVICE QUALITY: The prompt, courteous, and friendly service of our staff.</p>	<p>Very Satisfied <input type="checkbox"/></p> <p>Somewhat Satisfied <input type="checkbox"/></p> <p>Somewhat Dissatisfied <input type="checkbox"/></p> <p>Very Dissatisfied <input type="checkbox"/></p>	
<p>CUSTOMER SATISFACTION: The satisfaction level of your inmates and staff with the overall commissary program.</p>	<p>Very Satisfied <input type="checkbox"/></p> <p>Somewhat Satisfied <input type="checkbox"/></p> <p>Somewhat Dissatisfied <input type="checkbox"/></p> <p>Very Dissatisfied <input type="checkbox"/></p>	
<p>PROGRESSIVENESS & RESPONSIVENESS: Summit' ability to generate new ideas, programs and services to improve the quality of services in your Center. Do we reflect a "can do" attitude when faced with challenges and the willingness to be flexible to better serve you?</p>	<p>Very Satisfied <input type="checkbox"/></p> <p>Somewhat Satisfied <input type="checkbox"/></p> <p>Somewhat Dissatisfied <input type="checkbox"/></p> <p>Very Dissatisfied <input type="checkbox"/></p>	
<p>PROFESSIONALISM AND TEAMWORK: The professionalism of all our staff in their conduct and physical appearance. Effectiveness of the management team.</p>	<p>Very Satisfied <input type="checkbox"/></p> <p>Somewhat Satisfied <input type="checkbox"/></p> <p>Somewhat Dissatisfied <input type="checkbox"/></p> <p>Very Dissatisfied <input type="checkbox"/></p>	

<p>SANITATION:</p> <p>The cleanliness of the commissary and storage areas.</p>	<p>Very Satisfied <input type="checkbox"/></p> <p>Somewhat Satisfied <input type="checkbox"/></p> <p>Somewhat Dissatisfied <input type="checkbox"/></p> <p>Very Dissatisfied <input type="checkbox"/></p>	
<p>REGULATORY REQUIREMENTS:</p> <p>Effectiveness in meeting Federal, State and local Health Department regulations</p>	<p>Very Satisfied <input type="checkbox"/></p> <p>Somewhat Satisfied <input type="checkbox"/></p> <p>Somewhat Dissatisfied <input type="checkbox"/></p> <p>Very Dissatisfied <input type="checkbox"/></p>	

Satisfaction Indicators	Check One	Comments
<p>TRAINING AND RECRUITMENT:</p> <p>The effectiveness of our recruitment of quality hourly and management personnel. The quality of our training programs for the management and hourly staff.</p>	<p>Very Satisfied <input type="checkbox"/></p> <p>Somewhat Satisfied <input type="checkbox"/></p> <p>Somewhat Dissatisfied <input type="checkbox"/></p> <p>Very Dissatisfied <input type="checkbox"/></p>	
<p>ACCESSIBILITY AND COMMUNICATION:</p> <p>Accessibility of Summit' corporate management support (i.e., Training, QA, HR, Accounting, corporate executives). Your comfort level in sharing your concerns about the commissary operations and our willingness to listen to your concerns and respond effectively.</p>	<p>Very Satisfied <input type="checkbox"/></p> <p>Somewhat Satisfied <input type="checkbox"/></p> <p>Somewhat Dissatisfied <input type="checkbox"/></p> <p>Very Dissatisfied <input type="checkbox"/></p>	
<p>FISCAL RESPONSIBILITY:</p> <p>Fiscal responsibility in managing your commission expectations.</p>	<p>Very Satisfied <input type="checkbox"/></p> <p>Somewhat Satisfied <input type="checkbox"/></p> <p>Somewhat Dissatisfied <input type="checkbox"/></p> <p>Very Dissatisfied <input type="checkbox"/></p>	
<p>ACCOUNTING AND BUDGET SUPPORT:</p> <p>Timeliness and accuracy of the Summit financial reports.</p>	<p>Very Satisfied <input type="checkbox"/></p> <p>Somewhat Satisfied <input type="checkbox"/></p> <p>Somewhat Dissatisfied <input type="checkbox"/></p> <p>Very Dissatisfied <input type="checkbox"/></p>	

Overall Satisfaction			
Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied

INMATE SATISFACTION SURVEY

Better food makes a safer jail. Summit is the only nationally recognized correctional food services company that has an established program to survey inmates as consumers. The willingness to solicit feedback and acting on that feedback promotes better food.

Meal Services Comment Card

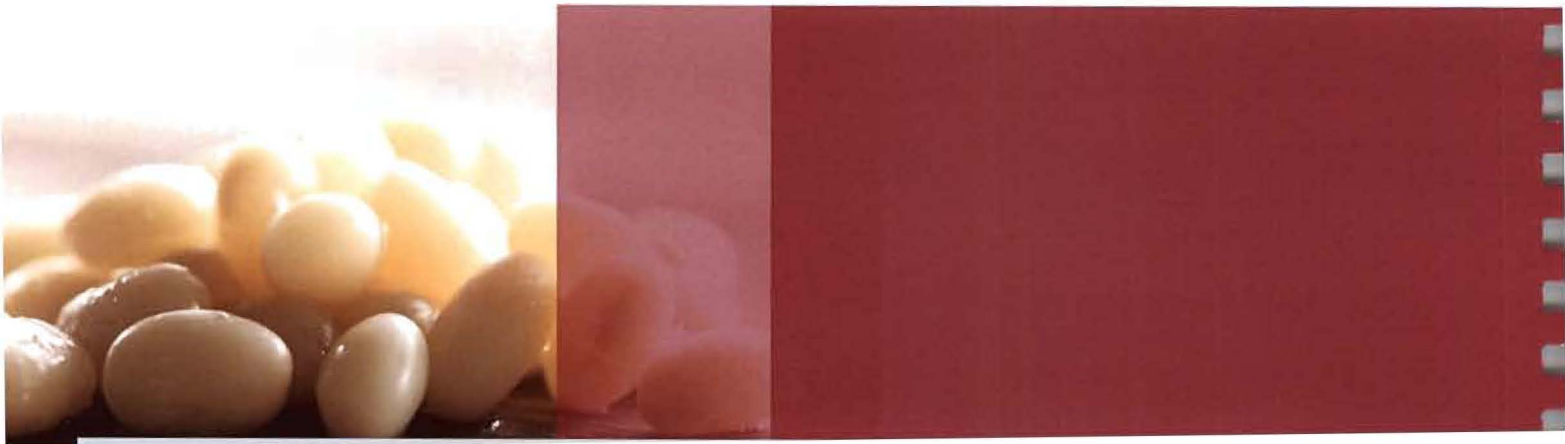
Date: _____

Breakfast Lunch Supper
(Please circle the meal referenced)

Foods Evaluated

	Excellent	Good	Fair	Poor
Taste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: _____



TEST TRAY ASSESSMENTS

To be proactive, we feel it is important to periodically conduct a Test Tray Assessment to assure quality assurance of food being served. These assessments are performed by a corrections staff member who provides written feedback to the foodservice department regarding the quality of the meal they were serving.

STAFF COMPLAINTS

Staff members are encouraged to submit verbally or in writing to the foodservice staff any comments, suggestions, complaints or other concerns regarding the foodservice. Whether personal or evolving from inmates, an appropriate resolution will be achieved.



SUMMIT

We create food experiences
that drive positive behavior

FINANCIAL ARRANGEMENT

PRICING PLANS

Summit agrees that all pricing will be inclusive of all management, labor, food cost, sanitation, paper costs, uniforms, insurance fees, licensing, long distance expenses, office supplies and postage deemed necessary to complete foodservice operations per the contract. All such records will be retained by Summit for a period of two (2) years. Summit also agrees to allow Titus County to audit our records without prior notice.

Summit agrees to remit to the Texas Tax Commission, any required Texas Sales Tax.

ANNUAL PRICE INCREASE

Summit agrees to not ask for any pricing adjustments until one year after the signature of the initial contract. Any price adjustments will require mutual agreement and will not exceed 3% of Titus's Consumer Price Index (CPI) for the preceding year.

PRICING SHEET

FROM	TO	RFP COMPLIANT PRICING	VALUE ADDED PRICING
1	80	TBN	TBN
81	90	\$2.432	\$2.332
91	100	\$2.270	\$2.170
101	110	\$2.138	\$2.038
111	120	\$2.029	\$1.929
121	130	\$1.937	\$1.837
131	140	\$1.858	\$1.758
141	150	\$1.790	\$1.690
151	+	\$1.748	\$1.648

CONFIDENTIAL/PROPRIETARY

INVOICING PROCEDURES

Summit understands and will comply with all the requirements listed in the RFP.

ACCOUNTING PROGRAM AND REPORTING

ACCOUNTING PROGRAM AND SERVICES

Summit centralized accounting services include budgeting, accounts payable and general accounting. This department processes all financial data submitted to it through weekly control reports by the resident management team. Summit accounting is done on a weekly filing basis. The financial situation of the foodservice program is able to be consistently observed.

Our Procedures Manual contains a comprehensive, up-to-date set of instructions for operations personnel to follow while properly recording and reporting unit activity on a per event, weekly, period and annual basis as required. Addressed in detail are the specific instructions for calculating and reporting revenues from all sales categories in a controlled manner.

WEBSTATZ – MANAGEMENT TOOL

WEBSTATZ is a comprehensive, easy-to-use management reporting program that can meet the demands of our company and each of its unique business needs. WEBSTATZ is intuitive for data entry and provides thorough, interactive reporting, including the ability to compare profit and loss data to each unit's budget.

WEBSTATZ is easily accessible at each unit and links to our centralized accounting system. Access is provided to district managers and assigned company personnel. It is used to record weekly invoices and supports accounts payable. WEBSTATZ is used to report inventory values and creates food and supply usage reports. The information entered is used to generate statistical analysis reports on a weekly basis that display trends and identify issues before they become larger problems. WEBSTATZ reports are easy to read and allow managers to compare actual numbers to budget and help make operations easier and more efficient to manage.

INVENTORY CONTROL AND PROCESS

A physical inventory is conducted monthly to determine exact product usage. The inventory system details product description, brand, pack size, and unit of food and supplies. The quantity on-hand and value of food and supplies is calculated and reported.

METHOD OF RECORDING, CHECKING AND REPORTING SALES

Accurate revenue reporting is critical to our operations, company and clients. Revenue comes in from varying sources, such as meal counts, a la carte sales and catering sales. All transactions are recorded, maintained and organized in the revenue function of WEBSTATZ from each source. Sales can be viewed and reports can be generated directly from WEBSTATZ.

INTERNAL CASH CONTROL

The Food Service Director and other authorized management personnel are responsible for maintaining all daily revenue activity. This activity includes counting, storing and responsibility for deposit to the bank. Authorized personnel are also responsible for conducting spot cashier audits. Location management must adhere to the following policies and procedures:

- ▶ Deposits – Deposits must be made daily unless otherwise approved by the district manager
- ▶ Storage of funds – All cash must be kept in a locked safe (no day lock) and operating funds verified daily

INTERNAL AUDIT SYSTEM

At the close of each period, a financial statement will be generated for the management of our facilities. The statement will automatically import the daily and weekly analyses and compare all operating results to predefined budgets. All variances between budget and actual amounts can then be isolated and reviewed on a timely basis.

We also have the ability to easily and securely link the onsite computers to our central computer system. This will allow instant access to transactions by senior management as they occur. This direct link will further increase the speed with which monthly statements and annual audits are completed and made available to the management.

ACCOUNTING FORMS AND REPORTS

Accounting reports include:

- ▶ Kronos Payroll Worksheets summarize hours and labor costs per pay period. Calculates the wage information for paycheck issuance for each team member.
- ▶ Deposit Record (Daily/Weekly/Monthly) is prepared for each location that accepts cash and is used for tracking and controlling cash sales, averages and shortages. This report is on an excel spreadsheet and can be generated to calculate daily, weekly and monthly totals.
- ▶ Participation Record mainly calculates the average daily participation (ADP) percent per location. It tracks free, reduced and paid meal counts and a la carte meal equivalents.
- ▶ Inventory Form lists product description, brand, pack size and inventory unit of food and supplies. It calculates the quantity on hand and value of food and supplies. A physical inventory is done at least monthly (preferably weekly) to determine usage.
- ▶ Commodity Value Inventory Form lists commodity code, description, price per unit weight, net weight, case pack size, portion, serving per case, component, entitlement value per pound and case. The form calculates inventory value and product usage.
- ▶ Client Invoice – A detailed invoice identifying breakfasts, lunches and commodity usage sent out within 20 days after the end of each operating month.
- ▶ Weekly Purchasing Invoice Record serves as an in-house record of all purchases made for an accounting period and a source document for food and supply costs.
- ▶ Operating (Profit and Loss) Report is a computerized summary of the profit/loss for the month and year-to-date analysis.
- ▶ Aging Report is a listing of unpaid invoices, categorized by date, to recognize the total money owed to the operation. Amounts that are beyond the established credit policy time limits receive priority collection measures.
- ▶ Annual Reports:
 - Financial Recap
 - Budget Report – proposed budget for the upcoming year
 - Detailed Management Operations Report for the current year

We have been at the forefront of the design and application of analytical and financial systems for the foodservice industry. The amalgamation of systems not only ensures the highest level of efficient and accurate accounting but also provides the operators with powerful analytical tools for operations and marketing analysis.

Summit maintains tight control on the foodservice operation and communicates the financial status of the program on a scheduled basis. We maintain complete operating records and operating reports. The reports allow us to measure and analyze income and expenditures for us to continuously measure performance.

ACCOUNTING PERIODS

Accounting periods is defined on a monthly basis with business ending on the last day of every month. All billing information for the preceding month is delivered to the appropriate business official no later than five (5) working days from the end of the month. Any required accommodation that may be required will be adhered to whenever possible.



1751 West County Rd. B
 Suite 300
 Roseville MN 55113

Invoice	
Date	
Page	
Customer ID	

Bill To:

Purchase Order No.		Payment Terms		
		30		
Quantity	Item Number	Description	Unit Price	Ext. Price
0	0000-0	Adult Breakfast	\$0.00	\$0.00
0	0000-0	Juvenile Breakfast	\$0.00	\$0.00
0	0000-0	Commodity Usage (Credit)	\$0.00	\$0.00
Qty Total			Subtotal	\$0.00
			Tax	\$0.00
			Cash Applied	\$0.00
			Total	\$0.00

Remit to: Summit
 P. O. Box 743357
 Atlanta, GA 30374-3357

SUREQUEST ONDEMAND

Summit has utilized SureQuest Systems since 2004 for menu and recipe development, nutritional and cost analysis, and resident information, including tray tickets which include non-select menus and select menus, therapeutic diets and texture modifications.

This program can accurately track resident diet history, weights and diet needs. It also assists with building menus and connecting each ingredient, recipe and menu to the likes, dislikes and allergies of each resident. The software provides nutritional analysis of menus and recipes, which help manage individual diets, texture preferences, fluid types and consistency. The flexibility of the software allows us to change the menu or resident preferences immediately.

Summit's system has nearly 10,000 recipes, including many cultural, healthy choices and specialty items. This program is easy to learn and user-friendly.

Tray cards, menu tickets, recipes, week-at-a-glance menus and a variety of other reports can also be printed to simplify operations and enhance the dining experience. Additionally, SureQuest generates production reports to help save money and reduce waste, plus has the ability to calculate the cost of recipes and menus.

The Summit dietitian services and support software have the ability to break down recipes into detailed nutritional reports that allow for both display and a central resource reference to our guests. This nutritional analysis tool calculates calories, calories from fat and percent of calories from fat, fat grams, saturated fat, cholesterol, carbohydrates, fiber, sodium and protein.



VALUE ADDED SERVICES



VALUE ADDED SERVICES

Summit has more to offer your Center than just the management of your foodservice. We have experience in managing and supporting ancillary services as cost savings to you. In some cases, we can create additional revenue.

OUR EXPERIENCE

CATERING SERVICES

Summit has the ability to cater an event of any size. We are fully capable of supporting any catering needs your Center may have. We have a professional staff with experience in providing a complete range of catering services.

LAUNDRY SERVICES

We oversee Center laundry services and have systems in place for inmate worker supervision in these areas.

We have a chemical contract with Ecolab and are able to provide to you cost savings for the chemicals you purchase.

COMMISSARY

Our unique commissary system offers cashless transactions, improved control and return commissions for your Center. This eliminates the need for additional personnel hours. We operate and manage each commissary onsite.

EQUIPMENT PURCHASE AND KITCHEN DESIGN

Summit works with several equipment and kitchen design companies to provide detailed specifications and costs associated with any new or replacement kitchen equipment. Often, we can make the investment and build this cost back into the cost per meal.

CENTER RUN OFFICE ON AGING SERVICES

Summit is able to provide meal service for Office on Aging departments that provide meals for seniors at service centers and Meals On Wheels projects

Counties that we currently provide this type of service have benefited financially in both Center programs.

GOVERNMENT CENTER CAFÉS

Summit is able to support government center cafeterias that provide meal options to employees as well as the general public.



THE OUTSIDEINSIDE CONNECTION

CONNECTING WITH THE WORLD OUTSIDE THE WALL

The Outside Inside Connection provides loved ones the opportunity to send their inmate a special gift for any occasion. It's a convenient way for families and friends to show their support and send their love.

The Outside Inside Connection program was created to provide your staff with a tool that rewards appropriate behavior and fosters security for both the inmate and the officers.

Our team will work to ensure this program operates within the parameters of your security protocol. The program brings popular foods to your facility. The program reinforces desired behavior and provides a break in the daily routine.

We provide an assortment of desirable foods like pizza, boneless hot wings, Angus hamburgers, fresh baked chocolate chip cookies and more. Our service professionals make these special entrées fresh on site.

THE OUTSIDEINSIDE CONNECTION

CONNECTING WITH THE WORLD OUTSIDE THE WALL

Sample Menu

DOUBLE CHEESEBURGER

Two (2) beef patties topped with cheese on a warm bun. Served with chips and soda.



BUFFALO STYLE CHICKEN SANDWICH

Hot-N-Spicy buffalo sauce on a chicken breast. Served with chips and soda.



CHICKEN TENDERS

Lightly breaded, deep-fried chicken tenders, served with chips and soda.



PEPPERONI PIZZA

Stuffed with pepperoni, beef and sausage. Served with soda.




SUMMIT

REQUIRED FORMS

Summit has included the following additional forms and attachments:

- ▶ Employee Benefit Program
- ▶ Audited Financials
- ▶ Certificate of Insurance



SUMMIT BENEFIT PROGRAM

2017 MEDICAL PLANS AT-A-GLANCE

As a consumer, you have the ability to decide the best way to spend your healthcare dollars. Be sure you take the time to understand how the plan designs will impact your out-of-pocket expenses. Our medical plans are administered by United Healthcare and by Planned Administrators Inc. (PAI). A summary of your plan options is in the chart below.

IN-NETWORK

	PPO Plan	High Deductible HSA Plan	Minimum Benefit Plan	Routine Care Plan
	United Healthcare	United Healthcare	United Healthcare	PAI
Deductible				
Individual / Family	\$2,500 / \$5,000	\$3,500 / \$7,000	\$6,350 / \$12,700	\$0 for covered services
Out of Pocket Maximum (Non-covered charges and charges in excess of the allowed amount do not apply to the out-of-pocket maximum.)				
Individual	\$5,000	\$4,750	\$6,350	\$1,850
Family	\$10,000	\$9,500	\$12,700	\$12,700
Coinsurance				
Amount plan pays after deductible	80%	90%	100%	100%, after copay for covered services
Services				
Primary Care Physician Office Visits	\$25 copay	90% after deductible	100% after deductible	\$15 copay
Specialist Office Visits	\$40 copay	90% after deductible	100% after deductible	\$25 copay
Routine and Preventive Care				
	100% no deductible or copay	100% no deductible	100% no deductible	100% no deductible
Inpatient Hospitalization				
	80% after deductible	90% after deductible	100% after deductible	not covered
Outpatient Surgery				
	80% after deductible	90% after deductible	100% after deductible	not covered
X Rays and Lab				
	80% after deductible	90% after deductible	100% after deductible	\$50 copay
Emergency Room				
	80% after \$150 copay	90% after deductible	100% after deductible	\$400 copay
Retail Prescription Drugs				
Generic	\$10 copay	90% after deductible	100% after deductible	\$15 copay
Preferred Brand	\$30 copay	90% after deductible	100% after deductible	\$25 copay
Non-Preferred Brand	\$60 copay	90% after deductible	100% after deductible	\$75 copay
Specialty Drugs	\$60 copay	90% after deductible	100% after deductible	not covered

NOTE: Medical and Prescription copays will apply toward the out-of-pocket maximum, but do not apply towards meeting the calendar year deductible.

OUT-OF-NETWORK

	PPO Plan	High Deductible HSA Plan	Minimum Benefit Plan	Routine Care Plan
	United Healthcare	United Healthcare	United Healthcare	PAI
Deductible				
Individual / Family	\$5,000 / \$10,000	\$4,750 / \$9,500	\$6,350 / \$12,700	\$500 / \$1,000
Out of Pocket Maximum (Non-covered charges and charges in excess of the allowed amount do not apply to the out-of-pocket maximum.)				
Individual / Family	\$10,000 / \$20,000	\$9,000 / \$18,000	\$10,000 / \$18,000	unlimited
Coinsurance				
Amount plan pays after deductible	60%	60%	70%	40%

Routine Care Plan Exclusions include, but are not limited to:

- Hospital inpatient services are not covered by the plan. This means any inpatient service billed by the hospital.
- Ambulatory Surgical Center Services are not covered.
- Maternity services are not covered with the exception of services covered under the Minimum Essential Coverage (MEC) benefits.
- Mental/Behavioral Health and Substance Abuse Disorder Outpatient Services are not covered with the exception of services covered under the MEC benefits.
- Rehabilitative Speech Therapy services are not covered.
- Rehabilitative Occupational and Rehabilitative Physical Therapy services are not covered.
- Skilled Nursing Facility services are not covered.
- Outpatient Surgery Physician/Surgical services are not covered.
- Specialty drugs are not covered.
- Charges that are not for the care or treatment of an accident or illness except as specifically provided for in this plan.
- Organ transplants.

Please refer to your plan document for a detailed description of all exclusions.

MEDICAL BENEFIT CHOICES

HOW TO CHOOSE THE RIGHT HEALTH PLAN

We understand your medical insurance coverage is extremely important to you. We offer different medical plan options in an effort to provide effective medical coverage for you and your family members. Take time to consider the level of coverage you need and the premium cost you can afford before deciding which medical plan is the best choice for you and your family members.

Elior North America offers qualifying and affordable coverage to all full-time employees. By electing one of these options, you are fulfilling your requirement to meet the individual federal mandate. Should you choose to explore coverage options from the Public Exchange, through healthcare.gov, you will not qualify for a subsidy.

Options	Meets your individual coverage mandate	Provides minimum and affordable coverage under ACA
Option 1 – PPO Plan through United Healthcare	X	
Option 2 – High Deductible HSA Plan through United Healthcare	X	
Option 3 – Minimum Benefit Plan through United Healthcare	X	X
Option 4 – Routine Care Plan through Planned Administrators, Inc.	X	

To help you decide which plan is best for you and your family, the chart below provides an overview of each of the plan options.

Plan Name	Summary
PPO Plan	This plan offers comprehensive coverage with the highest contribution cost. It has a deductible that applies to some services and copays that apply to others. Your costs for covered services are capped at \$5,000 per person or a maximum of \$10,000 for a family, as long as you remain in-network.
High Deductible HSA Plan	This plan offers comprehensive coverage at a lower contribution cost than the PPO Plan. Your costs for covered services are capped at \$4,750 per person or \$9,500 for family. All costs including prescription drugs are subject to the deductible and must be paid until the deductible is met. You may set up a separate HSA (Health Savings Account) to set aside funds to help meet the deductible.
Minimum Benefit Plan	This plan provides the minimum coverage required by Healthcare Reform. All costs including prescription drugs are subject to the deductible and must be paid until the deductible is met. Your costs for covered services are capped at \$6,350 per person or \$12,700 for family. You may set up a separate HSA (Health Savings Account) to set aside funds to help meet the deductible.
Routine Care Plan	This plan offers coverage for routine health expenses, but provides minimal protection in the event you experience an illness or injury. While basic healthcare is provided at a high level, there is no coverage for the highest cost services, including inpatient hospitalization and out of pocket expenses for these are unlimited.
All Plans	Cover preventive services with no deductible or co-insurance provided you receive these services from a provider within your plan's network. Limits or exclusions may apply. These limits may include number of refills for certain drugs, number of visits to certain specialists and number of days covered for certain benefits. In addition, you should carefully review all exclusions noted.

Here are some additional things to consider when choosing a plan:

- **Plan Options:** There are four plan options provided by Elior North America. The health plan option you choose determines how you and your plan share the costs of care
- **Payroll contributions:** This is the amount that is deducted from your paycheck based on the plan you select whether you use medical services or not. Payroll contributions are important, but they're not all you need to consider
- **Out-of-pocket costs:** It's important to know how much you have to pay out of your pocket for services when you get care. You pay these out-of-pocket costs in addition to your contributions
- **Type of insurance plan and provider network:** Different plan types provide different levels of coverage for care you get inside and outside of the plan's network of doctors, hospitals, pharmacies, and other medical service providers
- **Benefits:** All plans provided through Elior North America cover pre-existing conditions and offer free preventive services

IF YOU CHOOSE TO GO IN-NETWORK

- You receive lower in-network costs.
- Your network provider handles all precertifications for you.
- You do not have to worry about paying costs above reasonable and customary limits because providers have negotiated rates which fall within these limits.
- To find a participating United Healthcare provider, go to myuhc.com select "Links & Tools." select "Find a Physician, Laboratory or Facility," click on "All UHC Plan Options" and select "Choice Plus." You can then enter your zip code to find local providers. You can also call United Healthcare at 844-490-5775.

IF YOU CHOOSE TO GO OUT-OF-NETWORK

- You still receive benefits, but at a higher cost and have a larger deductible.
- You must file claims to receive reimbursement for your services.
- You must have certain types of care pre-certified.
- You are responsible for costs above usual, reasonable and customary charges which are in addition to your out-of-pocket maximum.

PRESCRIPTION DRUG PROGRAM UNITED HEALTHCARE

For the United Healthcare plans, the prescription drug program covers both 30-and 90-day supplies. Prescription coverage is included in your medical plan.

Home Delivery

If you take maintenance medications for conditions such as blood pressure, cholesterol or asthma, you may want to consider purchasing your prescription drugs through the Optum Rx Home Delivery Program. By purchasing prescriptions through mail order, you will only be charged 2.5 copayments for a 90 day supply as opposed to three through retail locations. To learn more about Optum Rx, or to enroll in the Home Delivery Program, go online to www.myUHC.com or call 844-490-5775.

Preventive Medications

Preventive over-the-counter medications and prescription contraceptive drugs and devices are covered in full when using an in-network pharmacy. For a complete list of covered medications, visit www.myUHC.com or call 844-490-5775.

YOU MAY BE ELIGIBLE FOR MEDICAID

The Affordable Care Act provides certain states with additional federal funding to expand their Medicaid programs to cover adults under 65 with income up to 135% of the federal poverty level (\$16,038 for an individual in 2016).

This means that in states that have expanded Medicaid, free or low-cost health coverage could be available to people with incomes below a certain level regardless of disability, family status, financial resources, and other factors that are usually taken into account in Medicaid eligibility decisions.

Please visit www.healthcare.gov for more information.





Who Is Eligible for an HSA?

An HSA is a personal healthcare bank account that you can use to pay out-of-pocket medical expenses with pre-tax dollars when you are enrolled in a high deductible health plan (HDHP). You are eligible to open and fund an HSA if:

- You are covered by a qualified high deductible health plan;
- You are not covered by your spouse's non-HDHP health plan, health care flexible spending account or health reimbursement account;
- You are not eligible to be claimed as a dependent on someone else's return; and
- You have not received Veterans Administration Benefits

TYPES OF HEALTHCARE EXPENSE ACCOUNTS

HEALTH SAVINGS ACCOUNT (HSA)	FULL USE HEALTHCARE FSA	LIMITED PURPOSE HEALTHCARE FSA
<ul style="list-style-type: none"> • Only available if you enroll in the High Deductible HSA Plan, or the Minimum Benefit Plan. • You must actively select your payroll contribution each year (up to IRS limits: \$3,400/individual or \$6,750/employee + dependent(s) in 2017). • You are not eligible if you're enrolled in Tricare or Medicare. • Unused account balance rolls over year after year. • Account is yours to keep if you leave Elior North America. 	<ul style="list-style-type: none"> • Only available if neither you nor your spouse contribute to an HSA. • You must actively select your payroll contribution each year (up to \$2,500 for 2017). • Can be used for eligible medical, dental, and vision expenses. 	<ul style="list-style-type: none"> • Only available if you or your spouse contribute to an HSA. • You must actively select your payroll contribution each year (up to \$2,500 for 2017). • Can be used for eligible dental and vision expenses only.

HEALTH SAVINGS ACCOUNT (HSA)

An HSA allows you to contribute pretax dollars from your paycheck to use for eligible healthcare expenses throughout the year. It has several advantages:

- You choose how much to save each year up to annual IRS limits (\$3,400 for individual coverage; \$6,750 for employee + dependent(s) coverage in 2017)
- Money goes in tax-free, grows tax-free, and can be used tax-free for eligible expenses
- If you are age 55 or older, you can contribute an additional \$1,000 per year
- Money left in your account rolls over to pay for health care today or in the future, even if you leave Elior North America

You can elect to contribute funds to our HSA vendor, Optum, by selecting this option during your enrollment. Unlike most other benefits, you can change your HSA contribution during the year without a qualifying life event. You must be enrolled in either the High Deductible HSA Plan or the Minimum Benefit Plan to contribute to the HSA.



FLEXIBLE SPENDING ACCOUNTS (FSA)

An FSA allows an employee to set aside a portion of earnings to pay for qualified healthcare and dependent care expenses. Money deducted from an employee's pay into an FSA is not subject to payroll taxes, resulting in payroll tax savings. Discovery Benefits administers our FSAs. When considering how much to contribute to an FSA, please keep in mind that any funds remaining in the account in excess of \$500 at the end of the calendar year will be forfeited. You may submit claims for expenses incurred during the calendar year for up to 90 days following the end of year.

MEDICAL FSA

You can contribute up to \$2,500 to the healthcare FSA for 2017. Any contribution that you make will be taken through payroll deduction on a pre-tax basis thus reducing the amount of your taxable income and increasing your take home pay. The healthcare FSA can be used to pay for out-of-pocket healthcare expenses, such as deductibles, copays, coinsurance, dental expenses, vision expenses and some over-the-counter (OTC) medications. However, OTC medications require a doctor's prescription in order for them to be eligible for reimbursement from an FSA. You may choose to participate in the healthcare FSA account whether or not you elect any other benefits.

Please note: If you are enrolled in the PPO or the Routine Care plan, you can participate in the healthcare FSA. If you are enrolled in High Deductible HSA or Minimum Benefit Plan, you are not eligible to enroll in the Medical FSA, but you can enroll in a Limited Purpose FSA.

LIMITED PURPOSE FSA

If you are enrolled in an HSA eligible plan you are only allowed to participate in a Limited Purpose FSA.

A Limited Purpose FSA is much like a typical, general-purpose health FSA. However, under a limited-purpose FSA, eligible expenses are limited to qualifying dental and vision expenses for you, your spouse and dependents.

DEPENDENT CARE FSA

Dependent Care FSAs allow you to set aside money each year to pay for out-of-pocket dependent day care expenses that are necessary for you and your spouse to work or attend school full time. The dependent must be a child, under age 13, and claimed as a dependent on your federal income tax return, or a disabled dependent that spends at least eight hours a day in your home.

The Dependent Care FSA allows you to set aside up to \$5,000 per year (or \$2,500 per year if you are married and file your taxes individually) through payroll deductions on a pre-tax basis. Dependent care expenses are reimbursable as long as the provider is not anyone considered your dependent for income tax purposes. In order to be reimbursed, you must provide the tax identification number or social security number of the party providing care. Reimbursement for dependent care claims is limited to the total amount that is deposited in your account at the time the claim is submitted.

Examples of eligible dependent care expenses include:

- In-home baby-sitting services (not by an individual you claim as a dependent)
- Care of a preschool child by a licensed nursery or day care provider
- Before and after-school care
- Day camp
- In-house dependent care provider



Claim Submission & Reimbursement Options

If you participate in the FSA, you will automatically receive a debit MasterCard that can be used for FSA eligible expenses.

You can also file your claims online at www.discoverybenefits.com or submit your claims manually, via mail or fax.

You can contact Discovery Benefits about your FSA account:

- By Phone: 866-451-3399
- By Fax: 866-451-3245
- By Mail: Discovery Benefits
PO Box 2926
Fargo, ND 58108

You can also obtain account balances, view claims history, file claims, download forms and report a lost or stolen debit card at www.discoverybenefits.com

DENTAL BENEFITS

Elior North America dental coverage is offered through Delta Dental of North Carolina. Members are covered under the Delta Dental PPO plus Premier network, which means you have access to two networks of providers. Providers in the PPO network offer the greatest discounts. You will still receive discounts by going to a Premier dentist, but they won't be as cost effective. Using a PPO or Premier dentist ensures that you will not be balance billed if the charges exceed Delta Dental's fee schedule. You will still be covered if you use a non-participating provider, but your out-of-pocket costs will likely be higher since dentists can charge you for any difference between what Delta Dental pays and the amount the dentist charges.

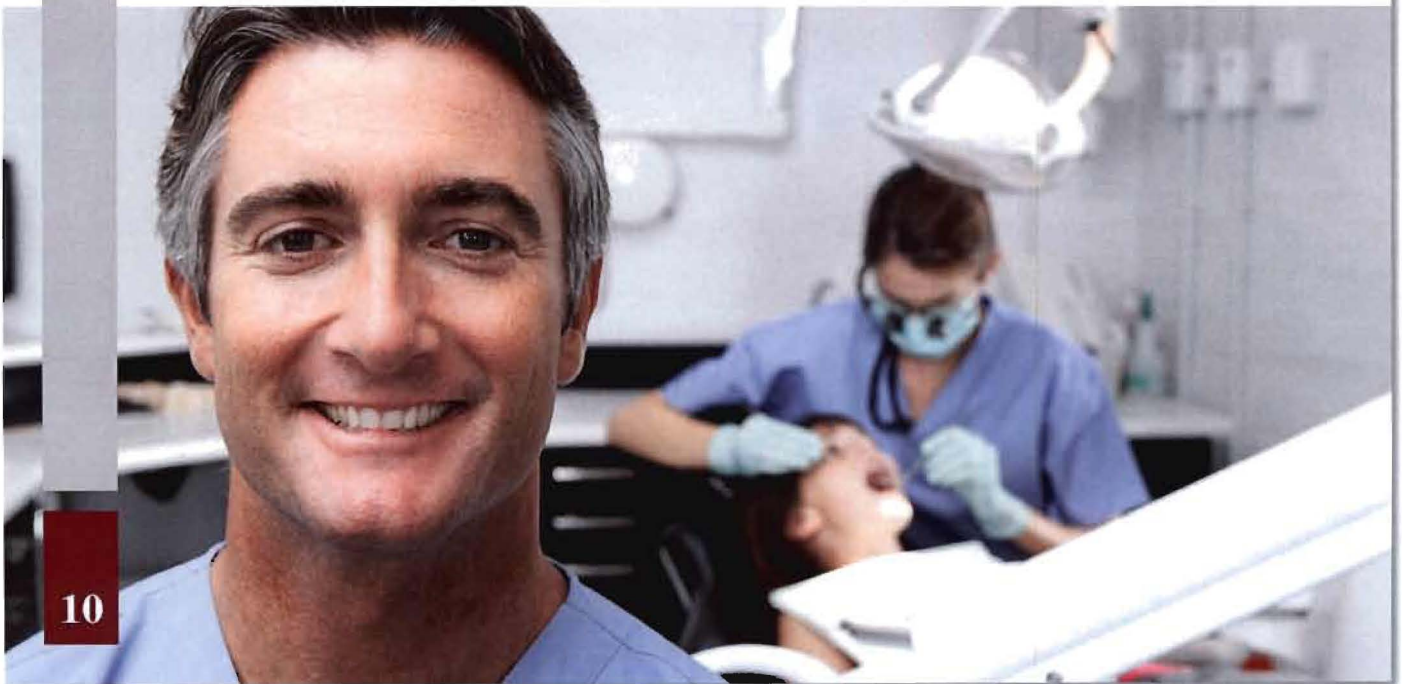
To find a participating provider, visit www.deltadentalnc.com or call 800-662-8856.

WHAT YOUR DENTIST WILL CHARGE YOU

In-Network	Out-of-Network
Carrier's negotiated fee with participating dentists is typically 15-45% below the community average charge.	A fee set by each individual dentist, which is typically higher than the carrier's negotiated fee. You will be responsible for the difference between your dentist's charge and the covered percentage of the negotiated fee for a given service. You will be billed for charges that exceed the agreed fee.
The carrier's negotiated fees apply to services covered by the plan, as well as those your plan does not cover or those rendered after you've reached your annual plan maximum.	

2017 DENTAL PLAN "AT-A-GLANCE"

General Plan Information	
Annual Deductible (Individual/Family) - applies to Basic and Major	\$50/\$150
Annual Maximum (per person)	\$1,500
Lifetime Orthodontia Maximum (per child to age 19)	\$1,000
What Your Plan Will Cover:	In-Network/ Out-of-Network Plan Pays:
Type A—Preventive (oral exams, x-rays, preventive treatment, periodontal maintenance, sealants, space maintainers, brush biopsy)	100%
Type B—Basic (fillings, root canals, treatment of gum disease, extractions and oral surgery, relines and repairs to bridges, dentures and implants)	80%
Type C —Major (crown repair, major restorative services, prosthodontics services, including bridges, implants and dentures)	50%
Child Orthodontia - coverage to age 19	50%



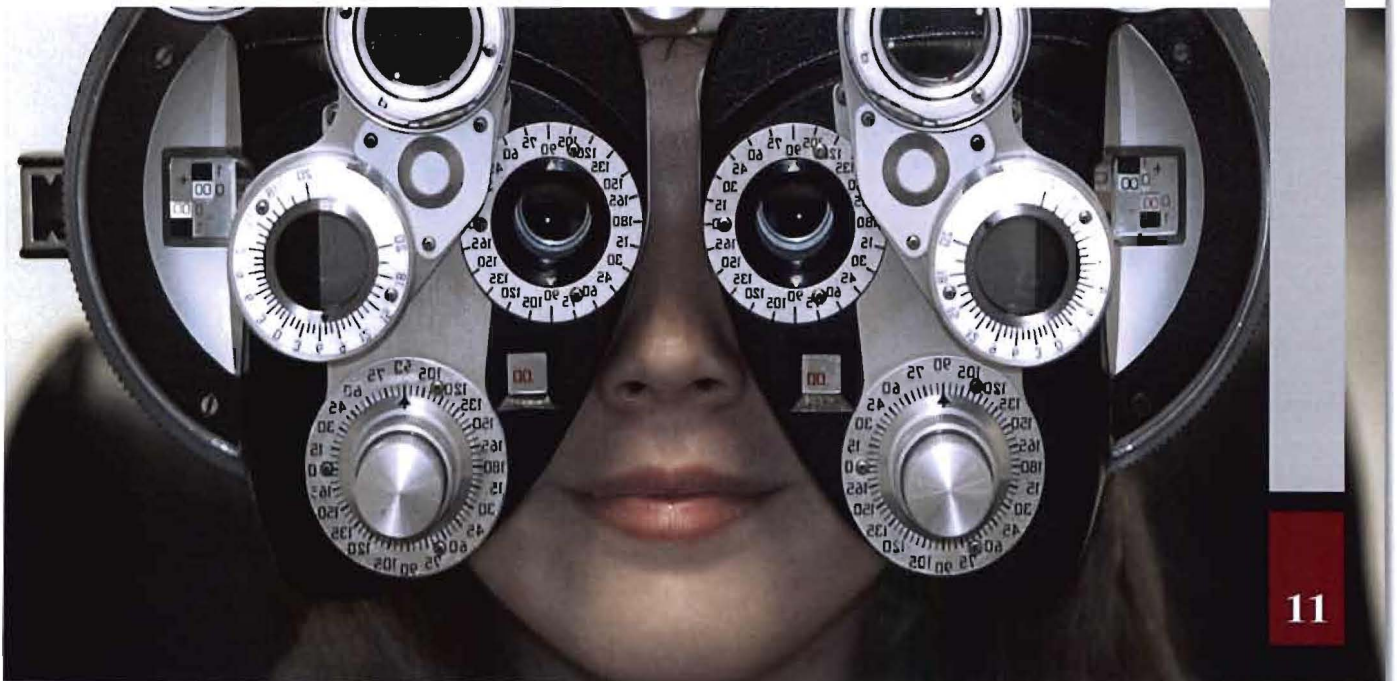
VISION COVERAGE

Elior North America is pleased to offer a comprehensive vision plan through VSP to support your eye health and wellness needs. Both in and out-of-network coverage is available; however, if you decide to go to an eye care provider not in the VSP network, you will have higher out-of-pockets costs and will have to file for reimbursement. **This plan is now offered to part-time employees who work on average 20 - 29 hours per week.**

To find a provider that participates in the VSP network, visit www.vsp.com or call 800-877-7195.

2017 VISION PLAN “AT-A-GLANCE”

Service	Description	In-Network Benefit Member Pays:	Frequency
WellVision Exam	Focuses on your eyes and overall wellness	\$10 copay	Every calendar year
Prescription Glasses		\$25	See frame & lenses
Frame	\$130 allowance for a wide selection of frames \$150 allowance for featured frame brands 20% off amount over your allowance	Included in Prescription Glasses copay	Every other calendar year
Lenses	Single vision, lined bifocal, and lined trifocal lenses Polycarbonate lenses for dependent children	Included in Prescription Glasses copay	Every calendar year
Lens Options	Standard progressive lenses Premium progressive lenses Custom progressive lenses Average 20-25% off other lens options	\$55 \$95-\$105 \$150-\$175	Every calendar year
Contacts (instead of glasses)	\$130 allowance for contacts; copay does not apply Contact lens exam (fitting and evaluation)	Included	Every calendar year



AUDITED FINANCIAL STATEMENTS



4135 South Stream Blvd, Suite 250
Charlotte, NC 28217
Office: 704.424.1071
www.elior-na.com

Dear reader,

Gourmet Acquisition Holdings, Inc. ("Gourmet") is the holding company for a group of regional businesses specializing in the provision of on-site contract food services primarily in the Healthcare, Business and Industry, Education, Corrections and Cultural Institutions sectors. The regional companies combine to provide services at client locations throughout the continental United States.

Gourmet is a Delaware corporation and through its subsidiary Elior, Inc. (formerly known as TrustHouse Services Group, Inc.) operates the following regional food service businesses: ABL Management, Valley Services, A'viands, Summit, Aladdin, AmeriServe, Cura Hospitality, FitzVogt & Associates, Lindley, Consolidated Food Service Management (CFM), Preferred Meals, Food Services, Inc. (FSI) and STARR Catering Group. Subsequent to September 30, 2016, Gourmet acquired Abigail Kirsch and Corporate Chefs.

Attached is consolidated financial information for Gourmet for the fiscal years ended September 30, 2016 and September 30, 2015.

This information is intended solely for use in assessing the financial characteristics of Gourmet and should not be forwarded or used for any other purposes.

Best regards,

A handwritten signature in black ink, appearing to read "R. Schreck", is positioned above the printed name.

Robb Schreck
Executive Vice President & Chief Financial Officer

**Gourmet Acquisition
Holdings, Inc.**

**Consolidated Financial Information
September 30, 2016 and 2015**

Gourmet Acquisition Holdings, Inc.
Index
September 30, 2016 and 2015

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Statements of Income.....	3
Statements of Cash Flows.....	4

Gourmet Acquisition Holdings, Inc.
Consolidated Balance Sheets
September 30, 2016 and 2015

	2016	2015
Assets		
Current assets		
Cash and cash equivalents	\$ 16,548,765	\$ 25,477,229
Restricted cash	3,750,000	-
Trade accounts receivable, net	122,452,351	68,363,321
Income tax receivable	7,473,986	-
Other receivables	7,357,676	3,253,677
Inventories, net	35,131,094	14,496,583
Prepaid expenses and other current assets	12,484,124	3,286,097
Notes receivable	107,739	205,359
Total current assets	<u>205,305,735</u>	<u>115,082,266</u>
Property and equipment		
Land, buildings, and improvements	22,111,932	16,028,233
Furniture, equipment, and vehicles	63,260,686	17,020,054
Less accumulated depreciation	<u>(16,489,054)</u>	<u>(6,892,664)</u>
Property and equipment, net	<u>68,883,564</u>	<u>26,155,623</u>
Other long-term assets		
Investment in units	13,236,946	10,435,967
Notes receivable, net of current portion	157,605	305,266
Investment securities	2,548,064	909,720
Goodwill, net	224,723,512	177,486,533
Other intangible assets, net	167,952,721	103,304,304
Deferred debt issuance costs	<u>2,374,400</u>	<u>3,003,000</u>
Total other long-term assets	<u>410,993,248</u>	<u>295,444,790</u>
Total assets	<u>\$685,182,547</u>	<u>\$436,682,679</u>

Gourmet Acquisition Holdings, Inc.
Consolidated Balance Sheets
September 30, 2016 and 2015

	2016	2015
Liabilities and Stockholders' Equity		
Current liabilities		
Revolving line of credit	\$ 4,800,000	\$ -
Accounts payable	48,059,560	32,583,531
Accrued payroll liabilities	25,159,237	13,235,848
Other accrued expenses	20,518,586	7,049,782
Contract related liabilities	9,283,303	6,360,473
Contingent consideration payable	8,000,000	-
Total current liabilities	<u>115,820,686</u>	<u>59,229,634</u>
Long-term liabilities		
Notes payable to related party, net of current portion	344,188,000	168,243,000
Other accrued expenses	4,000,000	-
Contingent consideration payable, net of current portion	8,249,403	3,000,000
Stock-based compensation liability	7,377,634	-
Deferred income taxes	45,269,522	29,693,863
Total long-term liabilities	<u>409,084,559</u>	<u>200,936,863</u>
Total liabilities	<u>524,905,245</u>	<u>260,166,497</u>
Stockholders' equity		
Preferred stock	-	-
Common stock	1,017	1,007
Paid in capital	171,398,983	173,205,745
Retained earnings (deficit)	<u>(10,993,943)</u>	<u>3,334,302</u>
Total stockholders' equity	160,406,057	176,541,054
Noncontrolling interest		
	<u>(128,755)</u>	<u>(24,872)</u>
Total stockholders' equity	<u>160,277,302</u>	<u>176,516,182</u>
Total liabilities and stockholders' equity	<u>\$685,182,547</u>	<u>\$436,682,679</u>

Gourmet Acquisition Holdings, Inc.
Consolidated Statements of Income
Years Ended September 30, 2016 and 2015

	2016	2015
Revenue	\$717,597,231	\$480,815,870
Operating cost and expenses		
Cost of products and services, net	307,531,555	202,150,680
Labor cost of units	226,062,417	151,654,174
Other direct operating expenses of units	73,886,376	52,415,336
Total operating unit costs and expenses	<u>607,480,348</u>	<u>406,220,190</u>
Amortization of intangible assets	32,717,422	7,320,540
Restructuring costs	672,996	647,050
Acquisition related costs	3,423,396	1,516,331
Other general and administrative expenses	79,981,646	49,949,902
Total operating costs and expenses	<u>724,275,808</u>	<u>465,654,013</u>
Operating income (loss)	(6,678,577)	15,161,857
Interest expense, net	<u>(9,210,816)</u>	<u>(12,033,743)</u>
Income (loss) before income taxes	(15,889,393)	3,128,114
Income tax benefit	<u>(1,457,265)</u>	<u>(8,065)</u>
Net income (loss)	(14,432,128)	3,136,179
Add: Net loss attributable to noncontrolling interest	<u>103,883</u>	<u>29,972</u>
Net income (loss) attributable to Gourmet Acquisition Holdings, Inc.	<u>\$(14,328,245)</u>	<u>\$ 3,166,151</u>

Gourmet Acquisition Holdings, Inc.
Consolidated Statements of Cash Flows
Years Ended September 30, 2016 and 2015

	2016	2015
Cash flows from operating activities		
Net income (loss)	\$ (14,432,128)	\$ 3,136,179
Adjustments to reconcile net income (loss) to net cash provided by operating activities		
Depreciation and amortization	42,996,066	13,855,967
Loss of disposition of assets	308,016	-
Amortization of deferred debt issuance costs	628,600	5,062,998
Stock-based compensation	3,470,882	1,611,992
Deferred income taxes	(2,291,019)	(1,365,484)
Changes in operating assets and liabilities		
Inventories	(4,631,419)	(412,410)
Accounts receivable	(11,553,565)	(9,514,664)
Other receivables	(3,696,792)	89,348
Accounts payable	1,619,523	9,168,389
Other current assets and liabilities	(9,371,334)	(437,220)
Contract related liabilities	1,813,545	231,590
Net cash provided by operating activities	<u>4,860,375</u>	<u>21,426,685</u>
Cash flows from investing activities		
Cash paid for acquisitions, net of cash acquired	(175,867,709)	(18,481,462)
Restricted cash	(3,750,000)	-
Investment securities	(624,448)	-
Collection on notes receivable	245,281	107,986
Cash paid for investment in units	(4,092,633)	-
Purchases of property and equipment	(12,544,330)	(6,530,776)
Net cash used in investing activities	<u>(196,633,839)</u>	<u>(24,904,252)</u>
Cash flows from financing activities		
Proceeds from revolving line of credit	4,800,000	-
Principal payments on debt	-	(146,517,351)
Proceeds from borrowings with related parties	175,945,000	165,100,000
Proceeds from stock issuance	2,100,000	1,300,000
Proceeds from noncontrolling interest	-	5,100
Net cash provided by financing activities	<u>182,845,000</u>	<u>19,887,749</u>
Increase (decrease) in cash and cash equivalents	<u>(8,928,464)</u>	<u>16,410,182</u>
Cash and cash equivalents		
Beginning of year	<u>25,477,229</u>	<u>9,067,047</u>
End of year	<u>\$ 16,548,765</u>	<u>\$ 25,477,229</u>
Supplemental disclosure cash flow activities		
Interest paid	\$ 8,586,000	\$ 6,971,000
Income taxes paid	6,516,000	2,710,000

CERTIFICATE OF INSURANCE

All applicable areas are covered by our insurance. Here is a copy of our Certificate of Insurance.



CERTIFICATE OF LIABILITY INSURANCE

9/1/2017

DATE (MM/DD/YYYY)

9/2/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Lockton Companies 3280 Peachtree Road NE, Suite #250 Atlanta GA 30305 (404) 460-3600	CONTACT NAME: _____	
	PHONE (A/C. No. Ext): _____	FAX (A/C. No.): _____
E-MAIL ADDRESS: _____		
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A: Travelers Property Casualty Co of America		25674
INSURER B: Sentry Insurance a Mutual Company		24988
INSURER C: Sentry Casualty Company		28460
INSURER D: Landmark American Insurance Company		33138
INSURER E: Continental Casualty Company		20443
INSURER F: _____		
INSURED 1364746	Aviaids, LLC/Summit Food Service, LLC Consolidated Food Management, Inc (CFM-WA) 1751 West County Road B Suite 300 Roseville MN 55113	

COVERAGES **CERTIFICATE NUMBER:** 14245191 **REVISION NUMBER:** XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____	N	N	660-2C786754-TIL-16	9/1/2016	9/1/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 OTHER \$ _____
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> OTHER AUTOS ONLY	N	N	90-18840-04 (AOS) 90-18840-05 (MA)	9/1/2016 9/1/2016	9/1/2017 9/1/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX OTHER \$ XXXXXXXX
E	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED \$ _____ RETENTION \$ _____	N	N	6012283531	9/1/2016	9/1/2017	EACH OCCURRENCE \$ 25,000,000 AGGREGATE \$ 25,000,000 OTHER \$ XXXXXXXX
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	90-18840-01 90-18840-02 (Rctro)	9/1/2016 9/1/2016	9/1/2017 9/1/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER EL EACH ACCIDENT \$ 1,000,000 EL DISEASE - EA EMPLOYEE \$ 1,000,000 EL DISEASE - POLICY LIMIT \$ 1,000,000
A	<input checked="" type="checkbox"/> Liquor Liability <input checked="" type="checkbox"/> Professional Liability	N	N	6602C786754TIL16 LHM759252	9/1/2016 9/1/2016	9/1/2017 9/1/2017	\$1,000,000/\$2,000,000 \$2,000,000/\$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

14245191
Evidence of Insurance

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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THANK

YOU



Phone // 651.631.0940

Fax // 651.631.0941

Location // 1751 County B Rd W #300, St Paul, MN 55113