



The Platform
At the Cooks' Kitchen, Corp.
Policies and Procedures
For Members
February 2015
Revised 4/10/18

Purpose: The purpose of this manual is to provide Members of The Platform at the Cooks' Kitchen (TPATCK) with information regarding our policies and procedures. ***Clients are responsible for becoming familiar with all content in this document, as well as all posted signage in the facility***, and are expected to adhere to the policies and procedures. Violation of these policies may result in fines and/or cancellation of services.

TPATCK will amend and release new versions of this document as the need arises. When a revision is made, the new policy and procedure manual will replace the old one on TPATCK's website. A "Revised Date" will appear on the cover page. At any point in time, the current version of the document will be available at www.TheCooksKitchenNashville.com. Clients should check the website regularly to ensure that they have the most current information available.

Requirements to Use TPATCK:

1. **Contact Us:** Interested users of TPATCK should first contact our office at (615) 428-9224 to schedule a site visit to be sure that we can accommodate your production needs.
2. **Sign Up:** Sign up to set up your account by going to TPATCK website, www.TheCooksKitchenNashville.com, and clicking on the "Sign Up" button found at the top of all of the web pages. A registration fee may apply.
3. **Complete Orientation Checklist:** The Orientation Checklist may be found at www.TheCooksKitchenNashville.com on the "Getting Started" page.
4. **Attend New Business Orientation:** A mandatory facility orientation and training course is offered free of charge to TPATCK clients. Once your Orientation Checklist is complete, call or email The Cooks' Kitchen to schedule orientation. Allow approximately 2 hours for new business orientation.

Preparation and packaging of raw, non-USDA inspected meat for retail or wholesale is prohibited at TPATCK. This process requires USDA certification and oversight, which is not available at our facility.

Use of Premises: Premises (defined as the whole building **and** total parking surface, including the driveway, which represents our physical address) are to be used for food related business only.

Code of Conduct: Our goal is to provide a pleasant working environment for our clients as well as for our employees. All employees, customers, vendors and business associates should be treated with courtesy and respect at all times. Individuals on TPATCK premises are expected to refrain from fighting, "horseplay" or other conduct that may be dangerous to themselves or others. Conduct that threatens, intimidates or coerces another employee, customer, vendor or business associate will not be tolerated. TPATCK resources

may not be used to threaten, stalk or harass anyone at or outside the workplace. TPATCK treats threats coming from an abusive personal relationship as it does other forms of violence. Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to a Supervisor or TPATCK staff. TCK contact information is readily available on the main entrance table, on the flat screen monitor over the water fountains, on the vending room bulletin board newsletter, as well as on the newsletter posted on the warehouse door between kitchens 6 & 7. When reporting a threat or incident of violence, be as specific and detailed as possible. Do not intervene or attempt to intercede during an incident. Unlawful activity is not allowed on the Premises. Alcohol is allowed on the premises for use in recipes only. No consumption of alcohol is allowed on the premises. Fire arms are allowed with valid carry permit only. State laws apply.

Reservations: Reservations for our Reservation Kitchen #5 can be made via the TPATCK website 24 hours a day, 7 days a week. The schedule on the website will contain the most current information, and will ensure that only space that is actually available is booked. If you experience trouble logging in or require reservation assistance, you may call TPATCK during regular weekday business hours at 615-428-9224.

Reserving Time: When booking, members should ensure that they follow the instructions and allow enough time for clean up (see Cleaning Policies below). TPATCK will not be held responsible for any bookings which are made incorrectly.

Confirmation: After a reservation has been made and payment has been posted, members will receive an email confirming the space, date and time booked.

Security Deposit: The security deposit will be waived for members electing to keep credit card information on file with TPATCK. If you prefer not to keep credit card information on file, then a \$200 security deposit will be required. This deposit is fully refundable provided that:

- a) The member has not incurred additional fees from kitchen use which includes but is not limited to time overage and/or cleaning fees,

And

- b) The space is left in the same state as when the member entered the space. This includes the kitchen being clean and all equipment in working order.

If these conditions are met to the satisfaction of TPATCK, the deposit will be refunded. Alternatively, members may choose to leave the deposit on file for future bookings.

Payment: Full payment for all reservations is required at the time of scheduling and members will be prompted for payment before any reservation is confirmed. Monthly recurring payments are due the 1st day of each month. A \$20 late fee will apply to payments received after the 5th day of the month. Any additional fees incurred from kitchen use (i.e. time overages, cleaning fees, fines), must be settled within 24 hours of the date of the invoice or before the client's next facility use, whichever comes first, payable to The Platform at the Cooks' Kitchen, 1500 2nd Ave. So, Nashville, TN 37210. Fees not settled within the specified time frame may cause any remaining reservations to be cancelled and/or revocation of facility use/privileges. Such cancellations are subject to the terms of our cancellation policy below. If reservations are cancelled due to non-payment for services, or if the member has 24/7 facility access, the member authorizes TPATCK to charge the amount owing to the credit card on file **or** subtract the amount from the member's security deposit.

Credit and Debit card payments: We accept Visa, MasterCard, Discover, American Express and Debit Card payments through our secure website scheduling software. Payments may also be processed by phone with a TPATCK customer service representative during normal call center hours.

Payments by check: TPATCK does not accept checks.

Default: Client agrees to pay reasonable attorney fees and/or costs to collect, should third party collection be required.

Kitchen Reservation Cancellation Policy: Once time has been reserved, it becomes unavailable to other members or clients. Because of this, TPATCK maintains a cancellation policy to ensure kitchen time does not go unused. Since we do not issue refunds, we encourage our members to carefully consider how much time is needed, and to use any overbooked hours for preparation, organization, experimentation, etc.

Cancellation Policy: The following is our cancellation policy for kitchen time:

- Reserved kitchen time may be rescheduled without penalty anytime up to 5 days prior to the reserved time.
- Cancellations made less than 5 days prior to the reserved time cannot be rescheduled nor refunded.

To cancel time, email your request to TPATCK@gmail.com.

Unused Hours: Unused hours for the kitchens cannot be carried forward.

Other Fees: On occasion, it may be necessary to charge fees in addition the money paid to use the kitchen. Such fees may include, but are not limited to equipment fees, kitchen time overages, cleaning fees and fines.

If other fees are incurred, the TPATCK member will receive an invoice showing the amount due and the nature of the charge(s). These fees are due within 5 days of the invoice date and may be paid by credit or debit card in the manner described above under "Payment". Fees not settled within the 5 days may cause any remaining reservations or facility privileges to be cancelled, and such cancellations are subject to the terms of our cancellation policy above. If reservations or privileges are cancelled due to non-payment for services, the member authorizes TPATCK to charge the amount owing to the credit or debit card on file **or** subtract the amount from the member's security deposit.

Facility Access: The facility is a secure facility and can only be entered via a unique assigned PIN code. Upon completion of the required facility orientation and training course, PIN access will be assigned according to the client's facility use. Companies that purchase reservation only packages, will receive a unique PIN code with each production reservation, good only for that production.

Kitchen Time: Members are expected to finish and clean within their reserved time. Please respect other members and clients using the space and plan appropriately. This means booking enough time for loading and unloading, prep time and time to clean. Any kitchen time overages will be charged to the member's account under which the reservation was made.

Storage: Clients will maintain their own parking and storage areas (dry, refrigerator and freezer) in compliance with any and all regulatory agency's policies and procedures, including, but not limited to, TN Department of Health, the TN Department of Agriculture and Good Manufacturing rules and regulations. Members will provide TPATCK with the key or combination to their secured storage area within 5 days of securing their storage space. TPATCK reserves the right to enter and inspect storage areas to ensure regulatory compliance. Rule of thumb: Do not store anything on the floor. All items must be 6 inches off of floor or on casters. This includes oven racks and dish machine racks.

Parking: Parking is available for our clients in the parking lot, in marked spaces, during rented kitchen time. If you have special parking needs, please ask us. TPATCK is not responsible for any damage, theft, parking tickets, towings, etc. Clients with assigned parking bays are responsible for cleaning and maintaining their own space.

Using Shared Equipment: Equipment has been provided to TPATCK clients, that are paying for such service on their Service Order Form, as part of the hourly or monthly rates, for use within their space. If they need equipment from another space, they must make sure it is not being used by the client in the other space.

Kitchen Use and Cleaning Policies:

General guidelines: Clients using TPATCK facilities are expected to follow all proper sanitation requirements as well as keep the kitchens, prep, dish machine and surrounding areas in a clean and professional state. Clients are also expected to properly clean and sanitize after each use, and keep the kitchens, prep, dish machine and surrounding areas ready for use by the next client. Our kitchens may be busy at times, and it is important that the kitchens remain professional and clean for visitors, whether it's the health department, other (potential) clients, customers, service people, etc.

Appendix A is a quick reference for important, specific guidelines and requirements which must be followed at TPATCK (in addition to all standard sanitation expectations). Additionally, this section contains further details about specific kitchen uses and activities.

Note that any fines incurred by TPATCK as a direct result of a client or client's employee failing to abide by these policies will be charged to the client's account.

Additional cleaning: If the client does not clean the space in accordance with these guidelines, a cleaning fee will be imposed. This will be charged at the rate of \$50 per occurrence. The additional fee will be included in the invoice to the client for immediate payment.

If the client fails to clean the space in accordance with the guidelines on more than 1 occasion, they will not be permitted to use the space until TPATCK determines it acceptable. Any bookings made by the client will be cancelled and will be subject to the cancellation policy.

Dish washing: Proper dish washing and sanitizing is important for both public health and cost containment. Clients are expected to scrape into garbage, pre-rinse and follow the standard wash, rinse, sanitize procedure in the triple sink or dish machine (see dish machine procedures posted by the dish machine).

Scrape into the trash and pre-rinse all heavily soiled dishes, including large food scraps, greasy/buttery equipment, animal products, etc. This will make washing in the three-compartment sink or dish machine easier, as well as save costs associated with clogged drains, overuse of soap and sanitizer due to changing dirty dish water.

Use the triple sink for standard wash, rinse, sanitization of all dishes and equipment. When sink compartments become dirty or too cold, empty the compartment, clean the sink, and refill as needed. However, scraping and pre-rinsing should keep this to a minimum. Clean the sinks and dish machine after each use.

Sweeping and Mopping Floors: Clients are expected to sweep the floors in all areas they use and mop up any spills. When finished mopping, empty the mop bucket, rinse and ring the mop, and hang it above the mop sink to drip dry. **Do not leave dirty mop water in bucket. Do not store mop with head down in bucket.** Replace broom and dustpan to the storage area. Be sure to sweep under and behind tables, sinks and equipment.

Wiping Down Equipment: Wipe down all equipment used at the end of your shift. Always use a clean rag, first with soap and water, followed by sanitizer solution. Be sure to wipe down any equipment used (don't forget often overlooked items like sheet pans, mixers, food processors, the table can opener, and the inside of the microwave). For equipment that disassembles into smaller parts (i.e. the table can opener, mixers), wash, rinse, and sanitize the parts in the three compartment sink. If the stove is heavily soiled, remove the grates and wash in three compartment sink, otherwise wipe down the stove top if used.

Grey Water Disposal: Grey water is to be disposed of only in the designated grease trap cleanouts and lids replaced after each use. Grey water is the **ONLY** substance to put into the grease trap. Garbage and food scraps are to be bagged, tied and placed into dumpsters provided. Cooking oil is to be placed into the provided cooking oil recycle bin.

Dumpsters/Recycle: For rodent and pest control, all garbage is to be bagged and tied before being placed in the dumpsters. No whole boxes in dumpsters. Boxes must be broken down flat and placed in provided recycling containers. If a box is soiled, break it down and place it in the garbage dumpster. All metal and plastic containers must be rinsed and free of food before placing in the recycle container. We do not recycle glass so all glass must be bagged and tied, then placed in garbage dumpster. Close all doors and lids after each use. Waste Management imposes a \$250 fine for all contaminated recycle dumps.

Cancellation of Services:

If TPATCK services are no longer needed, a 30-day written notice is required to cancel services. The 30-day notice allows us time for proper notification of regulatory agencies and/or cancellation of account auto pays. Please submit written notice via email to TPATCK@gmail.com, and indicate the effective date of cancellation.

SECURITY

Security is everyone's responsibility! To promote safety of persons and property, observe the following:

Parking Gates: During office hours on weekdays, the gates may be open allowing trucks to come and go freely. A TPATCK representative will close and lock the gates at the end of the business day (typically between 4 & 5 pm, M-F), **regardless of who is still on the property.** The gates are to be locked each time someone

exits the gates after weekday lockdown, all day on weekends and all day on holidays, regardless of who is still on the property.

Entrances: Doors leading into the facility are to remain locked and secured at all times. Do not disable any locks. If a door needs to be propped open for loading/unloading, re-secure the entrance as soon as possible. Do not open doors for unexpected visitors. A sign is posted on the front door directing visitors to call the person expecting them, or the TPATCK office, for entry.

NOTE: *Violation of any of our Policies and Procedures may result in an immediate fine, typically \$50. Security and Regulatory related violations could carry higher fines. Repeated violations will result in progressive disciplinary action up to and including revocation of facility access, privileges and cancellation of Commissary Agreements and/or Manufacturing Within Agreements.*

Appendix A: Kitchen Use Policies Reference

Attire

- Aprons or chef jackets must be worn by anyone using the kitchen.
- No sandals or open-toed shoes are to be worn by anyone using the kitchen, even when picking up or dropping off.
- Cover or pull back long hair.

Health and Safety

- No eating in the kitchen. Drinks should be kept under the tables with lids/caps on them. Disregard if the kitchen is being used for a cooking demonstration or a cooking class.
- Persons exhibiting signs and symptoms of acute illness, including, but not limited to, fever, productive cough, sneezing or eye drainage, are prohibited access to the facility as deemed appropriate by facility staff until such conditions have resolved.
- All cuts, open wounds, and skin lesions must be covered with a dry bandage with all edges securely sealed to skin during facility use.

Sanitation and Cleaning

- Scrape into garbage and pre-rinse all heavily soiled dishes (large scraps, greasy/buttery bowls, grounds, animal products).
- Wash all dishes and equipment in the 3-compartment sink as labeled.
- Air dry all dishes, inverted on speed racks or drying racks.
- Air dry all equipment.
- Follow all proper sanitary guidelines for preparation of meat, including proper sanitization of equipment, tables, cutting boards, etc.

Finishing Your Shift

- Be sure that all food prep equipment, mixers, etc. are clean for the next person that will be using them. Particularly any greasy/buttery residue and baked-on food.
- Wipe down and sanitize all counters, tables, sinks, & equipment (doors, handles, knobs, controls, bases, etc) using sanitizer and a clean towel. Don't forget the stovetop and the inside of the microwave.
- Sweep all areas in which you have been working. Mop up any spills.
- Take out your trash. Trash bags should be tied and placed in the large dumpster in back.
- Empty any trash that has spilled outside of a bag, and into the garbage can. Replace all trash bags with clean bags.
- Clean and break down all cardboard/paper boxes and place in recycle pile. If boxes are heavily soiled, break them down and put them in the trash.