

## Slices School Canteen & Café Service Re-Opening Plan

Dear Parents,

With the view of reopening Slices school catering services safely, and in line with current Health guidelines regarding the Covid-19 in the new academic year, Slices Operations teams have been working hard over the last few months to adjust our service model to ensure students are provided with a safe, hygienic Food & Beverage service. In agreement with your Childs' school we have reviewed the current Service model in line with school's specific service requirements (e.g. full canteen service, staggered breaks, remote service points, additional kiosks, meal deliveries) and we will continue to offer a range of wholesome, healthy snacks and lunches for your children. Our menus have been adjusted to include even more fresh and healthy food choices to provide students with the essential nutrients they need to stay healthy and support their immune systems every day

### So what are the steps have we taken to ensure our school catering services are safe...?

- Our food is produced in our HACCP certified central kitchen and will be produced, packed and transported under strictly controlled protocols
  - Mandatory wearing of PPE (Mask, Gloves, Hairnet, Face shields, Disposable Aprons) while working within the premises.
  - No open Food displays, Live Stations, Salad Bar or Open Buffets
  - All Food items will be served pre-packed and wrapped in single use, disposable packaging
  - Canteen seating areas (if in use) will be re-arranged to ensure social distancing
  - Seating areas will be sanitised after every break time
  - Additional Hand sanitising dispensers at canteen entrances
  - Ongoing daily deep clean of all kitchen & service areas by our trained staff with EPA approved chemicals
  - Additional reminder signage in place to encourage Handwashing and social distancing at pay points
  - Cashless Card system available for all students to make Contactless payments and we encourage all parents to please register for a Slices Cashless card on our Online Payment platform. [www.pay@slices.ae](http://www.pay@slices.ae)
  - Food items will not be displayed within reach of students, cannot be picked up and put back on the shelf
  - Daily temperature screening and symptom monitoring of all staff entering school sites
  - Revised Opening and Closing Cleaning and disinfection Checklists filled in daily, and will form integral part of regular Operations team site audits.
  - Daily end of day deep clean of canteen area, in readiness for next day
- We understand that the “new normal” will be an adjustment for all our customers and staff, and as a company we are fully committed to reassure students and install trust and confidence that we are doing everything possible to protect our customers.

## How to register for your child's Slices account and to link your Slices Account with STS BUS ID Card (GEMS schools)

Go to <https://pay.slices.ae/> and click on [Register Now](#).

1. Fill in the requested details and click on Next to Add Child. Please make sure to fill in the Card ID details with the correct number to link the card properly
2. Add your child's information
3. Add your child's Dietary Information (Optional)
4. Add any known allergies information (Optional) Submit
5. Great, Your child is now registered with Slices!

### To top up the account

1. Click the name of your child and choose the option "top up".
2. If your child is under classroom delivery, click the gear button beside your name on the upper right side of the screen and choose "top up".
3. Select Top-amount - Click on the prepopulated set amount (100, 300 or 500 AED) or enter custom amount in order to Top up account with your chosen method of payment.

### How to add another child to your account

1. Login to your account at <https://pay.slices.ae/>
2. Click "add Child" button
3. Add your child's information
4. Add your child's Dietary Information (Optional)
5. Add any known allergies information (Optional)
6. Great! You have now registered an additional child with Slices and their card will require top-up

### Important to remember:

The top-up amount will go to your parent "holding" account first, which you can see on the top right-hand side under your name.

This will allow you to manually transfer / add balances from your account to your individual child's account, and you need to manually transfer to each child's account separately.

### To top up your child's account,

click on your child's name and click the Top up button. The corresponding amount from your parent balance will then be transferred to the child.

If this amount is not manually transferred from the parent account by you, it will not show in your child's account