



April 29, 2020

Office of the Governor

Dear Governor,

On behalf of The National Automatic Merchandising Association (NAMA), I would like to thank you for your leadership and partnership during these challenging times as the nation begins to safely re-open. I am writing today to help inform your guidance on the use of vending machines, office coffee/tea/water services, micro markets (unattended retail) and pantry service in employee breakrooms when developing orders and plans to re-open your state.

Founded in 1936, NAMA represents the United States convenience services industry, with its core membership being comprised of owners and operators of vending machine, micro market, office coffee/tea/water, and pantry services providers, as well as the manufacturers of refrigerated vending machines used throughout the industry. With nearly 1,000-member companies – including many of the world's most recognized brands – NAMA provides advocacy, education, research and business forums for its membership. The convenience services industry employs over 150,000 Americans nationally and provides nearly \$26 billion in annual economic impact.

The Convenience Services Industry is uniquely equipped to assist the nation in this time of crisis. Vending machines, micro markets, pantry, and office coffee/tea/water services provide over 40 million consumers with food and beverages daily, with a focus on providing these services in the workplace. NAMA members have been working diligently to keep vending machines and micro markets in hospitals, 911 dispatch centers, police stations, firehouses, truck stops and rest areas stocked with necessary sustenance to keep our essential response teams going at a time when social distancing is not only encouraged, but required to stop the spread of the virus. And it is all accomplished in an unattended retail environment, often with round-the-clock availability.

NAMA has been engaging the industry throughout the COVID-19 public health emergency on the proper ways to sanitize and disinfect machinery as well as practicing safe re-opening procedures in their own operations to ensure employee and customer safety. **As you look to re-open your state, we encourage you to consider safe social distancing protocols that allow for the continued utilization of this food and beverage distribution channel in breakrooms.** On-site vending machines and micro markets provide employees a safe and effective way to purchase lunches, snacks, and beverages in a contactless, controlled manner, while eliminating the need for employees to travel off-site, engage in additional personal contact, and risk returning to work and exposing their colleagues.

Below is proposed language for use in any reopening order:

*Given that they provide critical delivery of food and beverages without human contact or the need for employees to leave the workplace, employee breakrooms may remain open and shall implement the following additional measures:*

- a) *Enacting policies for employees to maintain social distancing pursuant to state order. Measures may include:*
  - a. *Decals on the floor measuring social distancing.*
  - b. *Limit occupancy, to encourage social distancing while employees are making purchases.*
  - c. *Allowing employees to take breaks outside or other areas that enable social distancing.*
  - d. *Limit time spent in breakroom to allow employees to obtain food from the breakroom and move to more isolated areas to continue their break.*
  - e. *Post signs providing visual directions on social distancing.*
- b) *Requiring handwashing or hand sanitization of employees before and after obtaining food from any unattended retail device or coffee/tea/water station in employee breakrooms.*
- c) *Additional sanitation of high-touch areas on vending machines, micro markets, coffee brewers and other areas according to CDC disinfecting guidelines.*
- d) *Increasing hand sanitizer stations in and around breakrooms.*

Again, thank you for your leadership during this challenging time. Working together, we are excited to return your state and the nation to business as usual and continue serving our over 40 million American customers, where they work, live and play each day. Please feel free to reach out to our team at 571-348-9899 or contact me directly at [edell@namanow.org](mailto:edell@namanow.org) if you have questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'W. Eric Dell'.

W. Eric Dell, JD, MBA  
Senior Vice President, External Affairs