



# **Shared Kitchen Policies + Guidelines**

**[October 2020]**

## [Table of Contents]

- [ 1 ] Overview of CoMo Cooks
- [ 2 ] Terms + Conditions
- [ 2 ] Entry + Client Criteria
  - [ 2 ] Requirements
  - [ 3 ] Client Conduct
  - [ 3 ] Management Reserves the Right to Refuse Service
  - [ 4 ] Kitchen Monitoring
  - [ 4 ] Graduation
  - [ 4 ] Confidentiality
- [ 5 ] Facility Operations
  - [ 5 ] Mizzou North Hours
  - [ 5 ] CoMo Cooks Kitchen Hours
  - [ 5 ] Shared Workspace/Meeting Room Hours
  - [ 5 ] Parking
  - [ 5 ] Internet Service
  - [ 6 ] Smoke-Free, Alcohol-Free, and Drug-Free Campus
  - [ 6 ] Firearms
  - [ 6 ] COVID-19 Policies
- [ 7 ] Facility Access
  - [ 7 ] Key Cards
  - [ 7 ] Mail + Package Delivery
  - [ 7 ] Loading
  - [ 8 ] Food Product Delivery
- [ 8 ] Scheduling + Billing
  - [ 8 ] Kitchen Scheduling
  - [ 8 ] Kitchen Billing

- [ 8 ] Mobile Food Units
- [ 9 ] Storage
- [ 9 ] Meeting Room Scheduling
- [ 9 ] Shared Workplace Scheduling
- [ 9 ] Kitchen Operations
  - [ 9 ] General Policies
  - [ 10 ] Equipment Handling
  - [ 11 ] Kitchen Cleaning Policy
- [ 12 ] Facility Maintenance
  - [ 12 ] Janitorial Services
  - [ 12 ] Climate Control
  - [ 12 ] Pest Control
  - [ 13 ] Damage to Property
  - [ 13 ] Damage to Equipment
- [ 13 ] Facility Safety
  - [ 13 ] Fire
  - [ 13 ] Tornado
  - [ 13 ] Intruders
  - [ 14 ] Earthquake
  - [ 14 ] Cameras
- [ 14 ] Promotional Activities
  - [ 14 ] Photography + Video
  - [ 14 ] Client Logos
  - [ 14 ] CoMo Cooks +Maker Logos
  - [ 15 ] Client Promotions
  - [ 15 ] Social Media Policy
- [ 15 ] Suspension of Use
- [ 16 ] Signature + Addendums

## [Overview of Como Cooks]

Regional Economic Development Inc and The Loop CID have teamed up with other community partners to open a shared commercial kitchen at Mizzou North, known as CoMo Cooks. CoMo Cooks consists of approximately 6,000 square feet including a commercial shared-use kitchen, storage, shared workspaces, and private office space.

We believe all good cooks deserve a chance to turn their recipes into reality, regardless of background, income, or status. We aim to increase entrepreneurial success by providing accessible, inclusive, and affordable kitchen space for starting and expanding local food-based businesses.

CoMo Cooks will benefit the community by:

- Encouraging the growth of local food entrepreneurs by reducing barriers and creating opportunities for those without easy access to a commercial kitchen, including those who have been impacted by racial, social, and economic inequality.
- Supporting local and regional farmers by providing cost-effective space to produce value-added products.
- Increasing the economic vitality of the Business Loop by developing a catalytic project that can spur new food-based businesses along the corridor.
- Creating quality jobs that support upward economic mobility for the residents of Columbia and Boone County.
- Providing a space that can be used in the future for business incubation, workforce development, food safety classes, and other training opportunities.

Our goal is to provide a shared kitchen space to smaller food-based businesses without regular access to a kitchen. Our emphasis is on incubation so businesses who require full-time use of a kitchen are not suitable for this space will be referred to other business resources to assist with business planning and financing for a private kitchen.

This document is a summary of terms and conditions of use including policies, procedures and protocols for Client Use of the facility amenities known as CoMo Cooks, including commercial kitchen spaces, client storage, shared workspace, and other common areas. All other areas within Mizzou North are governed by University of Missouri policies and rules.

CoMo Cooks is a privately managed, not-for-profit business incubator. Just like your business, CoMo Cooks requires cash flow to remain open and operating. Our main source of funding is licensed use of the facility (sublease or licensed agreement).

In order to fulfill our mission, we keep our facility and use fee rates as low as possible. We need your help in maintaining a functional, clean, and welcoming facility so that we can continue to provide these services to our clients and our community.

## [Terms + Conditions]

These Policies and Guidelines, the House Rules and Policies, the Professional Standards of Conduct, the Internet Acceptable Use Policy, and the Kitchen Cleaning Guidelines are part and parcel of the License Agreement, which affords client access. Acceptance and compliance with these policies are mandatory for continued client facility use.

Failure to comply with Policy and Guidelines after receipt of written notification (via email or letter) requesting corrective action may result in suspension or withdrawal of facility access by Management. Management reserves the right to exercise suspension from facility with or without cause.

CoMo Cooks Policies and Guidelines are subject to change at the discretion of Management at any time and for any reason. Notification of change will be in writing, either delivered electronically or via post.

Acceptance: Use of the facility after notification of change in Policies indicates acceptance of Policies and Permissions: Policies, Procedures and Protocols.

Questions can be addressed to [info@comocooks.com](mailto:info@comocooks.com).

## [Entry + Client Criteria]

CoMo Cooks is focused on providing space for a range of clients, including those starting up or scaling up a business. In order to ensure a good fit between our facility and a client's needs, we have a number of requirements for entry, some of which are required by local, state, or federal law.

Non-profit groups seeking a kitchen for one-time use should email [info@comocooks.com](mailto:info@comocooks.com) for details.

## Requirements

CoMo Cooks requires the following:

- Federal Employer Identification Number (EIN)
- Missouri state registration
- City of Columbia business License
- Seller's permit/sales tax license, including designation as part of the Business Loop CID (an additional ½ cent sales tax charged to provide for public improvements)
- Permit to operate from the City/County Public Health Department
- Any required food handlers permits or certifications
- Worker's Compensation Insurance (if additional employees)
- Onboarding class and signed agreement recognizing the kitchen rules
- Deposit of \$200
- Copy of Driver's License or other acceptable photo ID
- Federal, state, and local permits as warranted by business activities
- Completed, reviewed, and approved CoMo Cooks application

- On-site tour and interview with CoMo Cooks staff
- Onboarding class including safety training
- Liability Insurance and COI covering the kitchen (\$1 million minimum)
  - General Liability Insurance (\$1,000,000 per occurrence, \$2,000,000 aggregate limit)
  - Must include REDI, the Business Loop Community Improvement District, and their directors, officers, employees, agents or affiliates as additional insureds.

Note: We realize that a City of Columbia business license or other City/County Health Department approvals may require a physical location prior to issuance. Clients will be given provisional use of the kitchen while they are actively securing these approvals.

Acceptance into CoMo Cooks is not guaranteed. Please be aware that the CoMo Cooks cooperates with local, state and federal agencies specific to business licensing and development as a way to aid businesses in the official startup process and to ensure that all clients are operating a fully legal business.

Entry Application and Onboarding Checklist are available at [www.comocooks.com](http://www.comocooks.com) or by contacting the business office at [info@comocooks.com](mailto:info@comocooks.com). Questions can be addressed to: Kitchen Manager, CoMo Cooks, 601 Business Loop 70 W, #128, Columbia, MO, 65203

## Client Conduct

Each Client is responsible for their personal conduct and that of their employees. Our mission is to provide accessible, inclusive, and affordable kitchen space for starting and expanding food- based businesses, regardless of the owner’s background, income, or status. As such it is expected that each client, their representatives, and guests will conduct themselves professionally and with respect for the person, property, and space of others.

Please notify CoMo Cooks management should you be disturbed by another client’s conduct. If another’s conduct is unlawful or you feel threatened, please remove yourself from the situation and contact CoMo Cooks management and, if necessary, 911.

## Management Reserves the Right to Refuse Service

We strive to provide a space that is welcoming and supportive to a diverse range of clients. It is our pledge that every person inquiring about starting or moving a business to the CoMo Cooks be treated with care and respect.

However, not every business is a good fit for CoMo Cooks and not every business that applies is actually ready to start business at CoMo Cooks. Management reserves the right to refuse or revoke entrance into the CoMo Cooks Program. Proper written notification (written being mailed letter or electronic mail communication at the last known address or email given by client) shall be given upon refusal of entry or revocation of admittance. There are circumstances of bad behavior by client or client employee where suspension may be immediate. In those instances, and after the crisis has been dealt with on-site, notification will be given at the first possible time convenient to CoMo Cooks staff.

Examples of reasons why a potential client would be denied entry or access to CoMo Cooks are: a) proposed business function has the ability to disrupt current CoMo Cooks operations; b) proposed

business development doesn't fit within the core infrastructure available to help the business grow; c) a potential client demonstrates that they are unwilling to work with CoMo Cooks administration; d) client indicates a disrespect for local, state and federal authorities necessary for their product development; or e) client expresses a lack of or disregard for business etiquette or personal privacy, or indicates violence, threat or harassment.

CoMo Cooks is a collaborative work environment. Revocation of access may be immediate should there be a threat to person or property, whether stated or implied. In such instance, client agrees to forfeit right of access and any fees paid in advance.

## Kitchen Monitoring

CoMo Cooks reserves the right to observe client activity within the kitchen, whether through inspection to ensure that a client is following local, state and federal protocols; via walk-through during operations; or by passive monitoring system located in the kitchen, storage spaces, or common areas. CoMo Cooks respects each client's right to trade secrets or unique practice part and parcel to a proprietary product. Observation and monitoring is not intended to infringe on client practice. It exists to maintain an efficient and safe kitchen environment.

## Graduation

Many clients will enter the kitchen as startups and there may come a time when a business outgrows the shared kitchen and requires a full-time space to support their enterprise—whether it's volume of production, size of company, sale of company, or through production or process improvement. CoMo Cooks management will provide recommendations regarding business counseling, financing, and available space in the surrounding area to ensure a smooth transition.

As a CoMo Cooks client, business success is not guaranteed. Having a network of support, utilizing counseling services, building relationships, and focusing on business in a professional environment are keys to business success. Every start-up will experience "pain points"—critical and fragile moments of development. Please know that you can communicate with CoMo Cooks staff and will be provided with recommendations for business counseling services. Be assured that you will be treated throughout your business evolution with professional courtesy and respect.

For however long your tenure lasts at the CoMo Cooks, we consider it a privilege to be a small part of your company's development.

## Confidentiality

For any type of business and product development, confidentiality is key. CoMo Cooks administration and staff holds any business information that you choose to share as confidential and will not share this information outside of a core development team without client permission, either verbal or written. If there is an actionable item, then both parties (client and CoMo Cooks) will discuss any outside resource communication prior to outreach. The CoMo Cooks staff will not engage in gossip or share client information between or with other clients or client employees not specifically designed by that business' ownership/administration.

It is also expected that client-to-client interaction remain confidential to ensure the development integrity of each client. CoMo Cooks is designed to encourage experimentation, product development, and other business incubation efforts and as such, relies on confidentiality. The Client will not, under any circumstances, appropriate, reveal, or otherwise misuse the recipes, techniques, or individualized business models of other clients without the express permission of Client of ownership. Any joint-venture or collaborative relationships that develop through interaction at the CoMo Cooks are the sole responsibility of the clients involved.

## [Facility Operations]

### Mizzou North Hours

Hours of Operation for Mizzou North are **7:00 am to 5:00 pm, Monday through Friday**. Closed weekends and holidays.

### CoMo Cooks Kitchen Hours

Clients have access to the kitchen **24 hours a day, 7 days a week** unless otherwise posted. Management reserves right to close kitchen for maintenance, repairs, private events and practice without notification. CoMo Cooks will make every attempt to send an email notification to Clients of any delay or closures in the kitchen.

### Shared Workspace/Meeting Room Hours

The shared workspace is adjacent to the kitchen is available to clients for office work. A small office is available for private meetings as well. Hours for both are **7:00 am to 9:00 pm, 7 days a week**.

### Parking

Parking is available at no cost for CoMo Cooks clients in north parking lot behind the building. (While drive-through COVID testing is in operation, please park in the front of the building). CoMo Cooks, REDI, the Business Loop CID, and the University of Missouri are not responsible for vehicle theft, or any loss or damage to personal property.

### Internet Service

Mizzou North is equipped with public wifi as part of your use agreement with CoMo Cooks. As a shared internet network, clients will be subject to an **Internet Use Policy**. This is an addendum to the general terms and conditions of use of CoMo Cooks.

Internet service and speed is subject to the provider's limitations of technology and speed of service is subject to volume usage. From time to time CoMo Cooks or the University of Missouri may update internet speeds, technologies or applications. We will make every effort to communicate this to clients to avoid disruption in internet services.



## Smoke-Free, Alcohol-Free, and Drug-Free Campus

The University of Missouri has smoke-free, alcohol-free and drug-free campus policies. The University of Missouri shall be free from use of all tobacco products by university community on university property.

This policy applies to all streets and sidewalks running through campus borders that are owned and maintained by the University of Missouri, as well as all streets and sidewalks that fall under the City of Columbia Ord. 22246, allowing the University a “right of use permit” to enforce university policy on city owned property. Littering the campus with the remains of tobacco products or any other related waste product is prohibited. No tobacco receptacles shall be provided at any location within the boundaries of campus. This policy applies at all times, twenty-four (24) hours a day; seven (7) days a week.

## Firearms

Firearms are prohibited on University of Missouri property, as per **state law**. The possession of and discharge of firearms, weapons and explosives on University property including University farms is prohibited except in regularly approved programs or by University agents or employees in the line of duty. No explosives, fireworks or flammable materials will be permitted at CoMo Cooks without disclosure to and specific permission from CoMo Cooks.

## COVID-19 Policies

The CoMo Cooks kitchen will follow all current health orders issued by the Columbia/Boone County Health Department. Please note that this guidance may change as the local conditions change and CoMo Cooks management will inform clients of any changes.

Clients are expected to clean and sanitize workspaces before and after use and CoMo Cooks management will clean and sanitize public areas as well. Any group workshops or training sessions for clients will be conducted virtually for the time being.

Everyone entering the kitchen—clients, staff, and visitors--must sign in and out to allow for easy contact tracing. This is how we keep you safe and ensure that businesses experience minimal disruption. The sign in sheet will be located at the kitchen manager’s desk.

All clients and visitors will be expected to follow these guidelines:

- Wear a mask at all times.
- Keep at least 6 feet of distance from others.
- Wash your hands, cover your cough, and keep up your best personal hygiene and sanitation.
- Sanitize workspaces before and after use.
- Stay home if you’re sick and quarantine if you have been exposed to the coronavirus.
- Contact your medical provider and seek testing if you are experiencing symptoms of COVID-19 or have been knowingly exposed to the virus through close contact.
- Inform the CoMo Cooks management if you have been exposed to the coronavirus or have tested positive.
- Any additional guidelines issued by the Columbia/Boone County Health Department.

## [Facility Access]

The kitchen entrance is located at the northwest corner of the building and is the recommended entrance for clients. During Mizzou North regular operating hours, the kitchen can also be accessed via the main door, taking the elevator to the ground floor. This entrance is recommended for business meetings or client meetings as it leads directly to the shared workspace, rather than the kitchen proper. Visitors may park in the front parking lot.

Common areas not within the kitchen—such as entry foyers, hallways, elevators, and restrooms—are accessible during Mizzou North’s regularly scheduled hours of operation. Please respect the tenants in the rest of the building and confine activities to the kitchen and the shared workspace.

## Key Cards

One key card will be distributed to the primary business owner upon execution of a license agreement which includes the acceptance of the CoMo Cooks Policies and Guidelines. The key card will provide access to the kitchen area via northwest outdoor door. Clients will also receive a code for the keypads to access storage areas. Please inform management of any staff turnover so these codes can be changed.

Key Cards are provided by the University of Missouri via CoMo Cooks administration. Should a keycard be lost, the client needs to contact the CoMo Cooks administration immediately to request a new card and so management can deactivate the lost one. Clients will surrender the key card upon graduation of the CoMo Cooks and the key card will be deactivated. **Replacement keycards cost \$50, payable immediately.**

Premises will be monitored 24/7.

## Mail + Package Delivery

Mail or packages should not be sent to the commercial kitchen.

## Loading

Temporary loading/unloading space is available at the northwest outer entrance to the kitchen. **Do not leave engines running because exhaust will vent directly into the kitchen.** Do not take hand carts or dollies through the main entrance of Mizzou North. We ask that clients respect everyone’s need for easy kitchen access by moving vehicles to the main parking lot after loading or unloading. This will be enforced and continued abuse of this privilege will lead to a cancellation of the agreement.

## Food Product Delivery

Deliveries should occur at the outer northwest door. **Do not leave engines running because exhaust will vent directly into the kitchen.** Do not take hand carts or dollies through the main entrance of Mizzou North. We ask that clients respect everyone’s need for easy kitchen access by loading and unloading as quickly as possible. **Client must be present to accept food product delivery.**

## [Scheduling + Billing]

All scheduling and billing is managed via an on-line, automated system. Each client will have 24-hour access to their CoMo Cooks account and the calendar. Clients may pay with credit card or ACH, whichever is most convenient. CoMo Cooks clients will be provided with the website and access codes to schedule at their convenience.

### Kitchen Scheduling

Kitchens should be **scheduled 24 hours in advance** and clients will be automatically **billed for the scheduled kitchen time**, subject to audit. Plans and production times change so reservations may be cancelled or adjusted up to 12 hours in advance. **All cancellations made within 12 hours of scheduled time approved will be subject to billing.**

### Kitchen Billing

Kitchen Clients are responsible for maintaining their kitchen use schedules including booking and/or amending bookings. Kitchen reservations may be cancelled or adjusted up to 12 hours in advance. Equipment reservations may be cancelled or adjusted up to 8 hours in advance.

**All kitchen reservation cancellations made after this 12 hour grace period will be subject to billing.** Clients will be charged for any kitchen time that remains on the schedule after the designated time on schedule, even if un-used.

A free 30 minutes of kitchen time will be automatically added to every booking to allow for cleaning.

CoMo Cooks staff will not be responsible for bookings or cancellations. CoMo Cooks MUST approve the scheduled booking prior to the Client utilizing the kitchen.

Kitchen Clients will sign up for a monthly membership level which includes a set number of hours per month plus storage. Any hours over and above the membership level will be billed at a set rate of \$17 per hour in the next billing cycle. Unused hours in a monthly profile do not roll over to the next month. Monthly Profile clients will be billed on the 1<sup>st</sup> of each month and invoiced with automatic payment taken on the 15<sup>th</sup>.

Upon prior approval of CoMo Cooks management, non-profits may reserve the kitchen for a one-time project. Please contact the kitchen manager for details.

### Mobile Food Units

Food trucks, food carts, or other mobile units using CoMo Cooks as a commercial commissary must have, at minimum, a 10 hours per month membership. The Client is responsible for keeping all appropriate documentation necessary by the jurisdiction of operation and shall be subject to the same standard of operation as are other CoMo Cooks kitchen clients.

## Storage

Client's must have, at minimum, a 10 hours per month membership to have dedicated dry, cooler and freezer storage. Storage over and above what is allocated with membership can be secured for an additional monthly fee. Please see the price sheet for details.

## Meeting Room Scheduling

A small meeting room adjacent to the shared workspace is suitable for private meetings with clients or business coaches. The meeting room should be **scheduled 24 hours in advance** via the online scheduling service to avoid possible conflicts or interruptions. Use of the space is free of charge. If you have an immediate need to use a room, please take a few minutes to check the schedule. If no one is scheduled in the time you need, please feel free to use the room.

## Shared Workspace Scheduling

The shared workspace is available free of charge to clients for office work or quiet. No scheduling is required but we will occasionally have workshops or events in the space so please check the kitchen announcement board before scheduling meetings. We ask that everyone show courtesy and respect in this shared space since it's often the only place our clients can work free of distraction.

## [Kitchen Operations]

Our goal is to provide a safe, clean, and welcoming environment in which to grow a business. A shared kitchen lowers the barriers to entry for small and startup businesses but is based on a foundation of mutual respect and joint maintenance of the space. To ensure we can fulfill our mission, CoMo Cooks reserves the right to impose fines for improper use of kitchen, equipment, and smallwares. Intentional misuse or consistent, uncorrected misuse may result in suspension or revocation of access.

## General Polices

- Do not be disruptive to other clients.
- Be responsible for your business representatives, clients, vendors and guests.
- Register all employees or persons authorized to enter the kitchen on your company's behalf without your presence with CoMo Cooks management.
- No one under 16 is allowed in the kitchen area without the express permission from CoMo Cooks management and as state, federal work-safety laws allow.
- Be aware that during facility after-hours and off-hours you will have to greet your guests at the outer northwest door
- Help maintain the kitchen, shared kitchen, and dishroom as a clean, sanitary work environment. Cleaning supplies, brooms, and mops are available for your convenience. If you need anything further, please ask. (See cleaning policy below.)

- Keep your storage areas (dry and cooler/freezer storage) clean, safe, and presentable. The kitchen will be business-friendly and health code compliant.
- Clean up after yourself in meeting rooms and common areas. **A cleaning fee of \$25.00** per occurrence may be imposed for businesses consistently leaving the common areas in a mess. Client will be responsible for professional cleaning service costs should those be incurred as a result of common area use.
- Please respect each other's business practices (see photograph and confidentiality sections).
- Help us maintain a welcoming work environment. Threats, harassment, or any other behavior that creates a hostile work environment will not be tolerated.

We appreciate that the shared kitchen is a collaborative, cooperative workspace. Clients report a huge benefit from being able to talk and learn from each other. Please let CoMo Cooks management know if there are infractions in terms/conditions or conflicts arising from client or client's guest conduct.

## Equipment Handling

The CoMo Cooks has invested in shared equipment to lower the entry barriers for small and startup businesses. It is expected that equipment be treated with respect, as you would treat your own property. Smallwares are not provided and should be either secured in client storage area or brought to the kitchen as needed.

We assume clients will have working knowledge of professional equipment but CoMo Cooks management will provide a brief orientation on shared equipment use and cleaning and may require special classes for certain pieces of equipment. It is the client's responsibility to seek out guidance if they need further instruction or help with equipment use and handling.

Clients are responsible for their safe use of the equipment. Clients are responsible for their own prep, production, and product. **Neither REDI, the Business Loop Community Improvement District, nor their, directors, officers, employees, agents or affiliates is responsible for injury to person while using the kitchen or any CoMo Cooks supplied equipment.** Clients must report any injury to the kitchen manager within 12 hours.

- Equipment should be used for its intended and proper use only. Equipment should be cleaned and sanitized before and after use. If you do not know how to use a piece of equipment, please contact CoMo Cooks management. Client may be held responsible for damage to equipment not used property. Client may be subject to cleaning charges. Intentional abuse of equipment will be cause for revocation of access.
- Major pieces of equipment must be reserved at the time you schedule your kitchen time. Smaller equipment does not require reservation so please be mindful that others may need the equipment as well.
- Do not remove another client's food or product from a shared piece of equipment without their permission. Actions that cause another client harm, whether to person or product may be grounds for suspension of access.
- Do not remove equipment from a kitchen in use by another client without their permission.
- Do not store any CoMo Cooks-owned equipment in your dedicated storage space.

- Do not remove equipment from the CoMo Cooks kitchen. Clients may be charged for missing equipment.
- Each client is responsible for the thorough cleaning of equipment. The dishwasher does not scrub so make sure all food particles and residue are removed from all equipment. Failure to do so may result in a cleaning fine.
- CoMo Cooks staff is available to guide you through proper cleaning process.

## Kitchen Cleaning Policy

CoMo Cooks and its clients are expected to follow all local, state and federal food handling practices. Cleaning is critical for safe food handling and the success of your product. Additionally, we are extra vigilant in our cleaning standards in light of the coronavirus. (See the attached Kitchen Cleaning Guidelines.) **Each client is responsible for cleaning their preparation, cooking, and packaging areas before and after use.** Follow all local, state and federal guidelines in sanitizing your workstations prior to food prep and production. Please note there is a cleaning check list posted near the announcement board in the CoMo Cooks office.

Specifically:

- **Surfaces and Equipment:** Before and after use, wipe down and sanitize all surfaces you touch including racks, carts, kitchen surfaces, tables, sinks, shelves, equipment, floors, dishwasher, and any other equipment or space you used. Sweep all floors and any spills must be mopped up. Please make sure to visually inspect all equipment, dishes, and smallwares that you use to ensure the item is free of food particles.
- **Grease:** there are no internal volume-based grease traps. **DO NOT POUR INTO FLOOR DRAINS OR SINKS.** Dispose of grease in the designated outside area.
- **Dishwasher:** The dishwasher does not scrub. Please remove residue and stuck on particles from dishes and smallwares before washing. Drain and wipe down dishwasher after use.
- **Three-tier Sink:** Every client should be already versed on using the three-tier sink to wash, rinse and sanitize. **NEVER** scrub dirty dishes in the sanitizer section. By the time your dishes reach the sanitizer sink they should be clean. The sanitizer sink should be free and clear of food particles. Food particles and greasy food waste should be disposed of in provided refuse containers, not the sink.
- **Refuse and recycling:** Refuse containers should be emptied and all trash removed to dumpster or recycling container at the conclusion of your time slot.
- **Cleaning Checklist:** Clients agree to follow the Kitchen Cleaning Guidelines as part of the kitchen agreement. A cleaning checklist is provided by CoMo Cooks management. Cleaning audits may be conducted by CoMo Cooks management and fines may be issued for cleaning infractions.
- **Clients may be fined or suspended for not following Kitchen Cleaning Guidelines.**

Please send complaints to the kitchen manager via email or through our easy online form.

## [Facility Maintenance]

General maintenance is performed when needed or as routine by either CoMo Cooks or the University of Missouri. Please contact CoMo Cooks management should there be either facility or equipment maintenance require. If there is an emergency situation, please notify CoMo Cooks management immediately.

For emergencies only, please contact the following individuals:

Susan Hart, facilities (573) 819-3058  
Bryan Maness, kitchen manager phone TBD  
Stacey Button, REDI (928) 606-9925

## Janitorial Services

CoMo Cooks will provide some janitorial services, including cleaning of common areas and restrooms, and a regular deep cleaning of floors, grease traps, hoods and the like. **It does not include cleaning up after clients.** Each client is responsible for cleaning before and after use of kitchen area including all surfaces and floors, spills or debris in common area, and in and around any equipment utilizes in common or shared equipment areas. Kitchen cleaning protocols are addressed in an addendum.

## Climate Control

All heating and cooling is maintained by the University of Missouri and monitored by CoMo Cooks. If there is a maintenance issue with climate control, please contact CoMo Cooks management.

## Pest Control

The facility is treated regularly for pest control. This includes general treatment and spray of kitchen and common areas. If there is an issue to address, please contact CoMo Cooks management.

## Damage to Property

Any damages to the facility will be the responsibility of the client and may be billed on the next billing cycle. Please report any scrapped or chipped walls, tears or undue stains on carpets, or damage to floors to CoMo Cooks management.

## Damage to Equipment

Willful action or improper handling of equipment that results in breakage or damage will be the client's responsibility and may be billed on the next billing cycle.

## [Facility Safety]

The University of Missouri has an Emergency Action Plan for Mizzou North and CoMo Cooks has internal safety standards as well. CoMo Cooks Staff will review safety and emergency response as part of the onboarding process. The Mizzou North Emergency Action Plan is also available for client review in the CoMo Cooks office upon request.

However, please do remain cognizant of your surroundings. Each client is responsible for the safety of themselves and their employees. If there is a threat or emergency, please get yourself to safety, call 911 and then notify CoMo Cooks staff.

### Fire

There is a visual and audible warning system throughout the building for fire activity. Please turn off all appliances and open flames and proceed to closest exit. Wait at the designated gathering area as marked on the exit plan posted by the stairwell so that everyone can be accounted for. If your primary exit route is blocked, please proceed to a secondary facility exit. Do not use elevators.

### Tornado

There is a visual and audible warning system throughout the facility for tornado activity. For kitchen clients, please turn off all appliances and open flames and calmly proceed to a lower level interior room/hallway away from doors and windows. Monitor local media for developments.

### Intruders

There is currently no facility-wide warning system for intruder alerts. If you become aware of a hostile intruder or unsafe situation, safely exit the building if possible, call 911, and then CoMo Cooks management. If no safe exit is possible, please lock or barricade doors and call 911 to let emergency personnel know your location.

### Earthquake

There is no warning system for earthquake. For kitchen clients, please turn off all appliances and open flames and seek cover under a table or desk. Be aware of falling objects. Once the quake has passed, gather personal belongings and proceed outside so emergency personnel can check the building.

### Cameras

The space is equipped with a visual and audio recording system to confirm client hourly use, client and visitor conduct, and to monitor any other problems. CoMo Cooks will endeavor to maintain client privacy and does not share captured images with anyone other than the client taking corrective action or, in the case of a criminal act, the appropriate authorities.



## [Promotional Activities]

The success of any business is dependent on good marketing and part of our role is to promote the kitchen, the clients, and the products as part of a larger maker brand for the area.

### Photography + Video

As a client, you give your permission for the CoMo Cooks management to use images of you or your product in collateral marketing materials such as brochures, presentations, websites, social media platforms, videos, and the like. CoMo Cooks will endeavor to protect the privacy of your “secret sauce” and will not take pictures focused on your production process without permission, either verbal or written. CoMo Cooks management will in most instances be able to inform you prior to taking photos or videos.

### Client Logos

Upon entry to CoMo Cooks, administration will request a clean digital version of the Client logo to use in promotion of CoMo Cooks and our clients including but not limited to placement of client logo on the kitchen website, social media, and other promotional materials. Please provide updates should the logo evolve during your business development.

### CoMo Cooks + Maker Logos

The Loop CID, in partnership with Jabberwocky Studios, was named an Etsy Maker City, one of only 11 in the nation. Our goal is to support and promote our diverse maker community and raise awareness of how critical local makers are to the economic vitality of the area. We know small makers and food producers don't have big ad budgets and that's where we can help with joint branding and a shared marketing campaign. We've created a brand that all our local makers, producers, and creatives can use on packaging, labels, social media and more. And the more we work together, the stronger our community becomes.

All kitchen clients will automatically become part of this Maker City program and will receive a page on our maker website, the use of our logo, and inclusion in a larger promotional campaign. Upon entry, all clients will receive logo files and the brand style guide for their use, as well as instructions on how to participate in other Maker City events and promotions. Clients will also receive a CoMo Cooks logo for their use.

### Client Promotions

Photos, videos, and social media posts of Client processes and products is welcome. Any video or photo crew must inform CoMo Cooks management to schedule a shoot and ensure that other clients are notified. In all cases, please respect the privacy of other clients and refrain from filming or shooting their processes or products without their permission. Likewise, we welcome press reports about our clients. Please inform CoMo Cooks management about any scheduled press visits and please follow the same guidelines to respect the privacy of other clients.

## Social Media Policy

We encourage the strategic use of social media as a promotional tool so keep posts positive and respect one another's privacy. Any concerns with the another clients or with the kitchen itself should be directed to CoMo Cooks management to resolve.

Clients agree they will not post negative, insinuating, or disruptive comments about CoMo Cooks or any fellow client of CoMo Cooks on any social media tool. As with photography and videography, clients agree to obtain permission before utilizing another client's image, packaged product, or product in process.

## [Suspension of Use]

The CoMo Cooks reserves the right to suspend or revoke access at any time with or without cause.

By using the facility, CoMo Cooks approved businesses ("Clients") agree to abide by all state, federal and local jurisdictional laws within the scope of their business development and in development within the CoMo Cooks facility. Failure to follow such laws will result in a suspension of use of client or particular employee, with or without written electronic notification.

Following are examples of intervention and suspension of use should this need to be addressed:

**Sever Infractions:** Unlawful disturbance or threat to person or property, whether stated or implied, will result in immediate revocation of access. This suspension of access may be immediate and permanent. Should there be such instance, client agrees to forfeit right of access and any fees paid in advance.

Clients may request an immediate suspension of access for a terminated employee. Please note that the client is responsible for retrieval of keycards and hard keys. CoMo Cooks management is not responsible for intervention between client and employee.

**Minor or Consistent Infraction:** CoMo Cooks management will issue verbal and written (email) notification for minor infractions along with specific corrective actions the client will be required to take. Clients may be subject to a fine. Consistent, uncorrected behavior after notification which continues to negatively impact other clients or puts the kitchen at risk will result in suspension. Further consistent infraction will result in permanent revocation of access.

**Non-payment for Service:** Bills are due upon booking a reservation. CoMo Cooks will suspend access of anyone over 60 days past due. Access may be revoked for non-payment after billing notification has been sent without further email notification. Once suspended, access privileges may be reinstated upon payment and/or terms of payment agreed to by both parties. Suspension or revocation does not eliminate the client's obligation to pay for time or services due. If permanently revoked for nonpayment, the full amount due upon the time of removal from the system must be paid prior to reentering CoMo Cooks.

# [Signature + Addendums]

By entering into a Client Use or Tenant agreement and/or continuing to utilize the CoMo Cooks for business development, Client agrees to accept and abide by the updated General Policies, Terms and Conditions set forth in this document as well as the Professional Standard of Conduct, Internet Acceptable Use Policy, House Rules and Policies, and the Kitchen Cleaning Guidelines all included as addendums to this document.

Thank you for choosing CoMo Cooks as your location in which to conduct business. On behalf of REDI, The Loop CID, the CoMo Cooks Staff, and all our partners, we wish you great success.

_____	_____	_____	_____
CoMo Cooks Management	Date	Client	Date

## [House Rules + Policies]

CoMo Cooks agrees to provide Client access and use of Facility as long as the following House Rules and Policies are adhered to. Should the Client choose not to adhere to House Rules and Policies, CoMo Cooks, at its discretion, shall revoke the use of the Kitchen either temporarily or permanently.

House Rules and Policies are as follows:

1. The sidewalks, entrances, passages or hallways in the common areas of Mizzou North and the CoMo Cooks kitchen shall not be obstructed by any client or used for any purpose other than ingress and egress.
2. Clients will be responsible for providing supervision of their deliveries and will be liable for any losses and/or damages that result from such activities and/or from client's failure to provide such supervision.
3. The parking spaces adjacent to the northwest outer door are reserved for loading/unloading only and shall not be obstructed by any client or used for any purpose other than temporary loading/ unloading. No idling of engines is allowed as this area vents directly into the kitchen.
4. Clients shall abide by all established Mizzou North parking regulations.
5. The University of Missouri has smoke-free, alcohol-free and drug-free campus policies. No illegal drugs or tobacco will be permitted in Mizzou North or the Como Cooks kitchen. Alcoholic beverages produced on site or used in the preparation of food will be permitted with disclosure to and specific permission from CoMo Cooks management.
6. Firearms are prohibited on the property by the University of Missouri, as per state law. The possession of and discharge of firearms, weapons and explosives on University property including University farms is prohibited except in regularly approved programs or by University agents or employees in the line of duty.
7. No explosives, fireworks, or flammable, radioactive, or potentially contagious/hazardous materials will be permitted in CoMo Cooks or Mizzou North.
8. Appropriate dress, consistent with a business atmosphere and compliant with required health codes, is required. This includes face masks at all times when in the CoMo Cooks kitchen, the shared workspace, and the Mizzou North facility.
9. As representatives of CoMo Cooks, clients are expected to maintain appropriate behavior and standards at all times. Actions or behavior deemed by CoMo Cooks Management to be damaging to the image or reputation of the facility or the program will be cause for immediate termination of the license agreement and eviction from the kitchen. Inappropriate conduct shall include, but is not limited to, breach of leases or other agreements, charges involving

moral turpitude, investigations by law enforcement officials, or any other behavior deemed inappropriate.

10. Canvassing, general solicitations, or distribution of political, religious, or cause literature are not permitted.
11. No offensive displays of any type, including those of a sexual or political nature, will be permitted in the CoMo Cooks space.
12. Clients agree to cooperate with other clients using the facility. Any grievances or complaints regarding other clients should be submitted via email to the CoMo Cooks administration. No complaints via social networks will be tolerated.
13. Clients are expected to keep the facility in a clean, professional state at all times. Clients will clean up after using the kitchen, common areas, and meeting rooms. Kitchen Clients will follow proper sanitation protocols outlined in the Kitchen Cleaning Guidelines document. Failure to abide by these policies will result in fines and/or loss of kitchen privileges. Cleaning guidelines are provided to clients during their first shift and are posted in each kitchen and dish room.
14. All Client employees are expected to follow the CoMo Cooks policies. All employees working in the kitchen are required to obtain and submit a Food Managers or Food Handler's card from the Columbia/Boone County Department of Health and Human Services.
15. REDI, the Business Loop Community Improvement District, or their directors, officers, employees, agents or affiliates are not responsible or liable for any client equipment and/or supplies that are missing or stolen.
16. Clients are expected to be cooperative and respectful with CoMo Cooks staff.

Kitchen Specific:

17. Children under the age of 16 are not permitted in the kitchen without the consent of CoMo Cooks staff.
18. Kitchen equipment including, but not limited to, small wares, portable counter top equipment, cleaning supplies, and carts are not to be removed from the kitchen.
19. Clients must abide by all applicable local, state, and federal health regulations.
20. Clients will pursue the necessary filings, permitting, and registering with all local, state, and federal agencies regarding food production and distribution practices. Clients will provide CoMo Cooks with a copy of their local, state and federal filings and registrations.

21. Clients agree to notify CoMo Cooks if any additional products will be produced in the kitchen and agree to obtain an additional licenses or permits if necessary.
22. Kitchen Clients agree to schedule any requested bookings via the CoMo Cooks approved **scheduling system 24 hours in advance**. Clients must receive confirmation that their shift request has been received and approved prior to operating within the kitchen incubator.
23. Cancellations must be made no later than 12 hours in advance to avoid full charge for kitchen time.
24. Clients agree to honor the schedules they have submitted to the CoMo Cooks approved scheduling system. CoMo Cooks reserves the right to charge clients for last minute cancelations.
25. Food truck establishments are subject to audit and must follow jurisdictional guidelines. Food Truck clients will do regular reporting including log books and filings, and will provide the CoMo Cooks with a copy of each jurisdictional health permit for that audit. Failure to do so will result in restriction or loss of commissary use.
26. Caterers must get special event licenses as per required by the jurisdiction you are serving.

Clients are subject to termination from use of the incubator for violation of any rules and/or policies outlined in the Client Handbook.

Clients are subject to be called in for contract review should any regulatory agency contact CoMo Cooks with a concern or potential violation.

Clients in violation of the rules and/or policies will receive written notification and are expected to remove all personal effects from any and all rented areas within the facility and surrender all access cards. The client is also responsible for paying any balances incurred from storage and/or kitchen usage.

By signing the CoMo License Agreement and continuing to utilize CoMo Cooks, the Client agrees to adhere to these House Rules and Policies.

Should the Client lose access to the Facility he or she may file a grievance to be reviewed by CoMo Cooks staff. Upon review, it will be determined if access will be reinstated.

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CoMo Cooks Management

Date

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Client

Date

# [Internet Acceptable Use Policy]

Use of the internet by Client and Client guests is permitted and encouraged where such use supports a productive, professional environment. Each Client will:

- Comply with the current Acceptable Use Policy.
- Use the internet in an acceptable way.
- Not create unnecessary business risk to CoMo Cooks, its affiliates and partners, or other Clients by their misuse of the internet.

## Unacceptable Uses

The following is deemed unacceptable use or behavior:

- Visiting internet sites that contain obscene, hateful, pornographic or otherwise illegal material.
- Using the computer to perpetrate any form of fraud, or software, film or music piracy.
- Downloading commercial software or any copyrighted material belonging to third parties, unless the download is covered or permitted under a commercial agreement or other such license.
- Hacking into unauthorized areas.
- Publishing defamatory and/or knowingly false material about CoMo Cooks, its affiliates and partners, your colleagues and/or other Clients on social networking sites, blogs, and any other online publishing format.
- Revealing confidential information about CoMo Cooks, its partners and affiliates, other Clients of the CoMo Cooks in a personal online posting, upload, or transmission - including financial information and information relating to proprietary property, business plans, policies, staff and/or Client-to-client or other overheard Client internal discussions.
- Undertaking deliberate activities that waste staff effort or network resources.
- Introducing any form of malicious software into the network.

## Sanctions

Where it is believed that a Client has failed to comply with this policy, they will face a restriction of internet access, facility access, and/or permanent expulsion. If the Client is found to have breached the policy, they will face a disciplinary penalty ranging from a verbal warning to blocked access. The actual penalty applied will depend on factors such as the seriousness of the breach and the Client's disciplinary record.

By entering into a use or tenancy agreement with CoMo Cooks, the Client agrees to abide by the Acceptable Use Policy.

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CoMo Cooks Management                      Date

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Client    Date

# [Kitchen Cleaning Guidelines]

**Kitchen clients are responsible for cleaning up after themselves before vacating the kitchen area.** This includes the client's kitchen area, all shared equipment areas (if used), shared equipment and dishwashing room. Cleaning checklists are provided to each client prior to the start of the client's first shift and are also posted in the shared kitchen area. Clients will receive 30 minutes for free at the end of their scheduled time to clean.

CoMo Cooks agrees to provide Client access and use of the kitchen provided the CoMo Cooks Cleaning Guidelines are followed. These are:

- All kitchen equipment is turned off (including oven, hood fans, hood lights, gas stove top, etc.)
- Counter tops are clean and sanitized
- Sinks (prep and hand washing) are clean and dry
- Floors are clean and dry – sweep always and please mop if necessary
- All portable equipment is clean, sanitized and has been returned to storage area
- Shared equipment (if used) has been thoroughly cleaned and sanitized
- Parts to shared equipment are clean, sanitized and returned to the proper storage area (stand mixer bowls, blenders, food processor blades, etc.)
- Counter tops and floors around shared equipment are clean and dry
- All rags, mops, buckets, brooms, etc. have been returned to their proper storage area
- Dishwashing room and equipment have been wiped down and are free of food debris
- All equipment has been returned to designated storage areas
- Refuse containers should be emptied and all trash removed to dumpster or recycling container at the conclusion of your time slot.

## Disciplinary Procedure

**First Occurrence-** Client will be notified that a cleaning violation has occurred. Client is responsible for returning to the facility to alleviate the issue.

**Following first occurrence, if additional infractions occur, CoMo Cooks reserves the right to fine and/or restrict kitchen use. CoMo Cooks also reserves the right to terminate the contract with client.**

By entering into a use or tenancy agreement with the CoMo Cooks and/or continuing to utilize the CoMo Cooks for business development, the Shared Commercial Kitchen Client agrees to abide by the Kitchen Cleaning Policies and Guidelines.

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CoMo Cooks Management	Date	Client	Date
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## [Professional Standards of Conduct]

CoMo Cooks agrees to provide Client access and use of Facility as long as the following Professional Standards of Conduct are adhered to. Should the Client choose not to adhere to Professional Standards of Conduct, CoMo Cooks, at its discretion, shall revoke the use of the shared kitchen and the associated public spaces either temporarily or permanently.

The Professional Standards of Conduct are as follows:

- 1) Theft of Services: The Client will report days of usage accurately and honestly at all times.
- 2) Theft of Items: The Client will not, under any circumstance take and or use other Clients items or equipment without the express permission of Client of ownership.
- 3) Confidentiality: CoMo Cooks is designed to encourage experimentation, product development, and other business incubation efforts. The Client will not, under any circumstances, appropriate, reveal, or otherwise misuse the recipes, techniques, or individualized business models of other clients without the express permission of Client of ownership.
- 4) Respectful and Quiet Enjoyment: The Client will be respectful of other Clients and CoMo Cooks staff. This includes speaking in a respectful tone, no use of inappropriate language, and refraining from threatening behavior.
- 5) Respect: Creativity, professionalism, and diversity is welcome at CoMo Cooks and our mission is to provide a space for cooks regardless of background, income, or status. The Client and client guests shall treat others with respect and shall not discriminate against anyone else on the premises based on gender, race, religion, sexual orientation, industry, or background.
- 6) Social Networking: The Client will be respectful of other Clients, CoMo Cooks, REDI, The Loop CID, and the University of Missouri when referring to them on social networking sites.
- 7) Internet Usage: The Client will not create unnecessary business risk to CoMo Cooks by their misuse of the internet. The Client will follow the Acceptable Use Policy and will not misuse, abuse, interfere, or cause harm to CoMo Cooks's internet service and service systems.

By signing the CoMo Cooks Entry License or Lease Agreement and continuing to utilize CoMo Cooks, the Client agrees to adhere to Professional Standards of Behavior.

Should the Client lose access to the Facility he or she may file a grievance to be reviewed by CoMo Cooks staff. Upon review, it will be determined if access will be reinstated.

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CoMo Cooks Management                      Date

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Client    Date

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CoMo Cooks Management	Date	Client	Date
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