

## COVID-19 Specific Worksite Plan

### INTRODUCTION

Our mission at Love & Salt is to provide our guests with nourishing food and hospitality. The safety and wellbeing of our Love & Salt Family - our guests, team, and surrounding community - is always our top priority.

The pandemic has been unprecedented and traumatizing for all of us. We intend to approach each person in our community with extra love and empathy as we navigate these times. Some may behave out of character or have sensitivities. We all need a little extra care and consideration as we recover from the pandemic. This crisis is new for all of us. It's critical that we're all on the same page, working together as a team to stay safe. We have an incredible opportunity here to provide valuable service that looks different from anything we've ever done before and to impact our guests through a thoughtful reimagining of what service can be. This is a manual to guide us into this next chapter. There are a lot of unknowns at the current time, and we need to acknowledge that to press on towards progress is inherently risky. Let's do everything we can to minimize those risks. Let's meet these challenges with our core values still at the heart of what we do, so that we emerge from this as a team stronger than ever. Every day that our team is healthy and we're able to provide service is a victory. We'll continue to follow government guidelines closely as they develop, including possible recurring shutdowns and restrictions. Until then, we've all made the decision to keep the lights on and make this work. It won't be easy, but nothing meaningful ever is.

### CORE VALUES

**COMMITMENT TO EXCELLENCE:** Doing what needs to be done as well as it can possibly be done. New territory: Finding new ways to surprise and delight.

**WORK ETHIC:** Actively contributing solutions and efficiencies that benefit the whole, not just oneself. New territory: Looking for ways to RISE to the current challenge.

**INTEGRITY:** Doing the right thing and using sound judgment, even when no one is looking. New territory: More than ever, our personal decisions have an impact.

**CAN DO:** Together we can achieve inspiring heights. We can do this. Our job is taking a new shape. Let's meet uncertainty with optimism and confidence. New territory: Minimizing risk and pushing forward

**PASSION:** Passion is the one trait that can make the lasting difference. All of us at, Love & Salt are leaders and ambassadors of our story. It is our duty to share that story with our

guests and our community. New territory: Taking pride in how we respond to a global crisis as a team

## HEALTH & HYGIENE

The following are guidelines that should be observed, learned and practiced by each and every team member both at work and home. These guidelines will reduce the risk of contamination within the team. Restaurant team members are an at-risk group as we come in contact with members of the public, so these guidelines will facilitate the team's health and safety.

- **BE SURE TO REVIEW FFCRA HANDOUT** to learn about employer/government-sponsored leave benefits that you may be entitled to receive, which would make it financially easier to stay at home, including team member's sick leave rights under the Families First Coronavirus Response Act. See section below: What to Do If Someone Tests COVID-19 Positive.
- Team members are NOT to come to work if sick or if they are exposed to a person who has symptoms of or have been tested for COVID-19.
- Symptom checks are conducted before team members may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the team member may be experiencing. These checks can be done remotely or in person upon the team members' arrival. A temperature check will be done at the worksite.
- All team members who have contact with the public or other team members during their shift(s) are offered, at no cost, a cloth face covering. The covering is to be worn by the team member at all times during the workday when in contact or likely to come into contact with others. Team members need not wear a cloth face covering when the team member is alone. Team members are instructed on the proper use of face covering, wash their face coverings daily. Face shields are provided and worn by servers and other team members when servicing guests that have removed their cloth face covering to eat and drink. The face shield is to be worn in addition to the cloth face covering. Face shields are to be cleaned and disinfected per manufacturer's directions. All face coverings and shields must be washed and disinfected daily. **Please refer to our Guidance on Face Coverings & Shields and How to Wash Face Coverings Handout.**
- Avoid physical contact with co-workers (fist bumps, etc)
- Team members are directed to ensure hand hygiene practices including hand wash frequency, use of hand sanitizer and proper glove use are adhered to. Team members are required to wash their hands at least every 30 minutes.
- Team members are reminded to cover coughs and sneezes with a tissue. Used tissue should be thrown in the trash and hands washed immediately with soap and warm water for at least 20 seconds. **Please refer to hand-washing handout.**
- **When to Wear Gloves.** It is critical that servers, server assistant's, and other team members moving items used by guests (dirty cups, plates, napkins, etc.) or handling trash bags use disposable gloves (and wash hands before putting them on and after

removing them) and disposable aprons that are change frequently or waterproof aprons that are disinfected regularly. We will use high-density gloves that are easy to take on and off. We will not use Nitrile Gloves for the front of house operations.

- Per health code, team members are prohibited from eating or drinking anywhere inside the food facility. We are suggesting team members take breaks at the outdoor tables in the Metlox center.
- All team members, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings or shields when around others. Breaks are staggered, in compliance with wage and hour regulations, to ensure that six (6) feet between team members can be maintained in break areas at all times.
- Avoid touching others' pens and clipboards. If possible, install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs.

### KEY HEALTH POINTS

- Practice physical distancing with guests and coworkers: 6 ft markers should be present in on walkways, and in kitchen spaces
- Wash hands every 30 minutes
- Use hand sanitizer after contact with guests or food
- Wear a mask at all times and a face shield if interacting with mask-less guests (guests while seated)
- Use gloves whenever running food or clearing the table.

### **Vendors Deliveries must follow these guidelines when dropping off deliveries:**

- DO NOT ENTER THE BUILDING
- Notify us of arrival via security gate buzzer located on exterior security gate at West side of building
- Place ordered items on exterior dunnage racks
- Leave invoice on top of the order items
- Step away 6 feet
- L&S will sign invoice and leave copy.
- Please wait for L&S team member to step 6 feet away to retrieve signed invoice.

### **3rd Party Delivery Services must follow these guidelines when dropping off deliveries:**

- We package our takeout and delivery to be tamper-proof. That is, we staple all take out bags and seal the pizza box with a sticker.
- Take out and delivery orders will be picked up in front of the restaurant and the crowd is controlled via a takeout/delivery line separate from dine-in guests.
- 3<sup>rd</sup> Party Delivery Services and Take out order guests will not be entering the facilities.

### MEASURES TO ENSURE PHYSICAL DISTANCING

- At the entrance of the restaurant, an team member wearing a cloth face covering is posted 6 feet from the nearest guests to monitor physical distancing procedures are adhered to.
- We have designed interaction between guests, delivery drivers and team members to allow for physical distancing. At the entrance are retractable stanchions so we can control entry. There will be two lines outside. One for dine-in guests to check-in and one for takeout and delivery pick-ups. These lines are clearly marked with pedestal signs. Markers have been placed at 6-foot intervals in all areas where members of the public may form a line or stand.
- Measures to ensure physical distancing are adhered to where guests or team members are in a queue. This includes terminals, counters, restrooms, entries, exits, greeter stands and waiting areas, and any other areas where guests congregate. – separate terminals and phones for team members
- We have established directional hallways and passageways for foot traffic, when possible, to minimize team members and guests from passing by one another. We ask that you circulate the dining room at all times and do not congregate in any part of the restaurant.
- Where possible, we have prioritized outdoor seating and curbside pickup, as allowed by local zoning and planning codes.
- Technology solutions where possible have been implemented to reduce person-to-person interaction; mobile ordering for take-out and delivery, text on arrival for seating, and contactless payment options. Guests are asked to view our menu on their mobile device using a QR code or our website and, can be given a disinfected printed menu in a cover upon request. When ordering at the table, servers do not take printed menus. Greeters or server assistants will take them and place them in the “to disinfect” pile. We are cashless for the time being. We now have a pay at the table system to limit contact between servers and guests. Please limit the number of times you are touching credit cards as much as possible. We are using a mix of handhelds and fixed terminals to enter orders. You will be advised each shift which method of entry to use to stagger workstations. In progress, we are working on a messaging system so that guests can message servers what and when they need something.
- We have limited our occupancy within the restaurant to ensure there is adequate distancing and/or physical barriers between tables that minimizes contact between guests at different tables. Occupancy limits will be reevaluated after 21 days to assess timing for additional occupancy increases.
- In progress: We are working with the city to secure some outdoor dining. Outdoor seating will be subject to adhering to the 6 feet physical distancing requirements between groups of guests but is not to be included in the occupancy limit.
- Bar/counter areas within the restaurant must remain closed to guests unless a 6-feet distance can be created or physical barriers can be used.
- Floors in and outside of the restaurant in areas when guests, delivery drivers or others may wait are marked to enable and enforce physical distancing.

- Our kitchen prep is spread out, physically and by the schedule, so that the BOH team members can work 6 feet apart. During service they will also work 6 feet apart as much as possible.
- The use of contactless processes for pickup and delivery and other electronic systems for guest interactions have been implemented, where possible.
- Interactions between servers or other team members' interactions and guests are limited to a maximum of five minutes per occurrence, where possible.
- We don't expect our capacity to service walk-in guests, however, we do have the capacity to implement an online waitlist. We will activate this system when possible. Contact information for each guest is collected either at time of reservation booking or on site to allow for contact tracing should this be required.
- Our reservation system allows people to queue or wait in cars and enter only when a phone call, or text notifies the guest that a table is ready.
- If a guest walks up to place a takeout order, we encourage the guest to step back and order via their mobile device. If unable, the guests are asked to view the menu on their mobile device or will be given a disinfected, covered menu if necessary. Guests will be asked to wait for their orders in their cars or away from the restaurant. Takeout and delivery guests will be notified via text or calling out their name that order is ready.
- Limit the number of guests at a single table. People in the same party seated at the same table do not have to be six feet apart. All members of the party must be present before seating and hosts must bring entire party to the table at one time. On-site seating at a table shall be limited to no more than 6 people.
- In progress: We will likely install physical barriers such as partitions or Plexiglass at between tables and at the chefs counter and bar or anywhere maintaining physical distance of six feet is difficult.
- Generally, and whenever possible, servers will be taking orders and running food and drinks and an assigned server assistant will be bussing tables. Limit the number of team members serving individual parties.
- Discourage team members and guests from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
- Require team members to avoid handshakes and similar greetings that break physical distance. Shaking hands, fist bumps, hugging are all prohibited. You can give air hugs and feet bumps.
- The counters of the kitchen and other back of house areas are marked to reinforce physical distancing requirements.
- Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers, or other high density high-traffic team member areas.
- Incidental contact is to be expected, however, the goal is to limit this to less than 15 minutes, preferably 10 minutes, and the team members are always wearing their face coverings.
- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. We will be leaving our front and back doors open, however our back entrance will be for egress of guests.

- In progress: We are upgrading the building's air filters to the highest efficiency possible that to filter out up to 99.9% of pollution, bacteria and viruses.
- Facility has been thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19)
- We have procured options for third-party cleaning company to assist with the increased cleaning demand, as needed.
- Spaces such as dining rooms, greeter stands, and kitchens have been equipped with proper sanitation products, including hand sanitizer and sanitizing wipes for all team members directly assisting guests.
- Ensure sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- In Progress, we will be installing touch-less dispensers for soap dispensers, and paper towels.
- Drop-off locations are designated to receive deliveries away from high traffic areas. Person-to-person contact for delivery of goods has been eliminated whenever possible.
- Guests will arrive through the front door and be directed to exit out the back door.
- Take out & delivery drivers will pickup from the front entrance, but will not enter the building.

## FOOD SAFETY CONSIDERATIONS

All food safety practices outlined in the California Retail Food Code (CRFC) are being followed and maintained.

- Keep hot food hot (135 °F or above) and cold food cold (41 °F or below). Thoroughly cook foods as required in the CRFC.
- Clean and sanitize utensils and equipment at the required frequency outlined in the CRFC.
- Adhere to team member health and hygiene practices: Don't work when ill; wash hands frequently; gloves used as required in the CRFC.
- Ensure all food and food ingredients are from an approved food source.
- Food preparation team members are discouraged from changing or entering others' workstations during shifts.
- Each food prep area will be disinfected every hour and logged in respective sanitation logs.
- Areas where guests may congregate or touch food or foodware items that other guests may use have been closed. These items are provided to guests individually and discarded or cleaned and disinfected after each use, as appropriate.
- Tableside food preparation and presentation will be discontinued. This means we will not be serving the bone marrow at the table.
- All menu items will be garnished on the line and no longer at the expo station.

## WITHIN THE RESTAURANT

- Set up hand sanitizing stations at every entrance and exit. (Hand sanitizer must be alcohol-based.)
- Make sure all hand-washing sinks are operational with hot water and antibacterial soap. Clean and stock sinks daily.
- Place no-touch hand sanitizer dispensers, along with no-touch trash receptacles, at the front entrance..
- Provide spray sanitizer/disinfectant, sanitizing buckets, sanitizing wipes throughout the workplace so workers can frequently wipe down personal items (e.g. cell phones) and commonly touched objects and surfaces (e.g. touchscreens, doorknobs, light switches, handrails, etc)
- To the extent allowed by health code, prop open frequently used doors to increase air flow and limit contact between team members and guests.
- Clean and disinfect bathrooms frequently and meticulously. Ensure bathrooms are adequately stocked with paper towels, etc.
- Ensure that stove hood filters are regularly cleaned and disinfected.
- Verify that your dishwashing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers.
- A food team member per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- A cleaning and disinfection plan for high-touch surfaces and access areas has been developed and is followed. **Please refer to disinfecting checklist per workstation.**
- Common areas and frequently touched objects related to guest pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants.
- All payment portals, pens, and styluses are disinfected after each use.
- Facility is thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19) nightly. BOH, FOH Floors?
- A log is kept to monitor completion wherever possible. FOH time log.
- Audio headsets and other equipment are not shared between team members unless the equipment is properly disinfected after each use. Assign phones to designated team members.
- Consult equipment manufacturers to determine appropriate disinfection steps.
- Dishwashers are provided with equipment to protect their eyes, nose and mouth from contamination due to splash using a combination of face coverings an protective glasses or face shields and face coverings. Dishwashers are provided impermeable aprons and required to change frequently. Reusable protective equipment such as shields and glasses should be properly disinfected between uses. Face coverings should always be used with face shields.
- Restrooms are checked regularly and cleaned and disinfected on an hourly basis using approved EPA disinfectants.
- Hand sanitizer and trashcans are available to the public at or near the entrance of the facility.

## GUESTS RELATIONS & SERVICE



Guests, team members, and the general public will be looking for guidance and a sense of safety and security as they resume their day-to-day lives. Communication efforts must be focused on educating the guest on measures that the business is taking to protect them, outlining options available to them, and highlighting experiences that they have been missing. We will be communicating our interim operating and dining protocols via reservation email conformation, our website, e-blast, storefront signage and QR code at the table.

The pandemic has been unprecedented and traumatizing for all of us. We intend to approach each person in our community with extra love and empathy as we navigate these times. Let's be sure to greet guests with warmth and kindness, as they will not be able see your entire face. Also, lets be sensitive when giving guidance or "reminders" to follow the rules. Lets try using physical gestures first, and then words. For example, physical gestures that remind guests about wearing masks is more gentle than using words.

#### GUEST ARRIVAL

- Greet guests with our commitment to experience script, "We are happy that we are now able to give our guests an enjoyable experience while making some temporary changes to do so safely. Are you aware of interim hours, policies, and operational changes? These are directed by health order to minimize time and contact with others. If you are interested, you can find them in your reservation confirmation, our website, or via QR code at the table. We have a print copy as well."
- Communicate the key temporary changes. Maintain a positive, friendly, and transparent stance and actively communicate key guidelines for groups (no more than 6 in LA county) and occupancy (60% of capacity).
  - Face covering are not required while seated, but are everywhere else. (Only individuals with chronic respiratory conditions or other medical conditions that make the use of a face covering hazardous are exempted from this requirement.)
  - We ask that you view our menu via your mobile device. You can access this with a QR code at the table or via our website. We do have a disinfected hard copy available if needed.
  - All members of the party must be present before seating and greeters must bring the entire party to the table at one time to minimize time spent in the restaurant. as directed by health order.
  - You may see some temporary service changes directed by health order to minimize time and contact.
- Guests will arrive, check-in outside, and then be directed to their table through the front entrance with doors that are propped open (this will be evaluated for approval based on overall vermin exposure).
- Guests will wait outside the restaurant and will be notified when their table is ready. We will only take reservations or online wait-list. We will not be have guests wait inside the restaurant.



- Ask guests to wait in their cars away from the establishment and alert them that their table is ready through their mobile phones.
- Show parties to their tables one party at a time.
- Seating system will be that the greeter will inform the guests of where their table is and then have the person leaving the menus put their hand up so they know where to go. Then, they can take two steps back and let the guests sit at the table.
- Encourage reservations to allow for time to disinfect restaurant areas and provide guidance via digital platforms if possible to guests for physical distancing while at the restaurant.
- Guests arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.

## GUEST SERVICE

Guest perception and reaction are key. As we have always practiced, messy areas will be perceived as unclean and contaminated. Keep all visible areas tidy to help guests feel more secure and safe. Personal appearance of the team should be carefully practiced. Any team member that comes in site of a guest should be properly groomed and attired. Clean uniforms as well as a neat and tidy appearance are a must during these times. Hair should be neatly groomed and tied back.

Guests should be able to see team members participating in our new health and safety procedures: washing hands, wiping restrooms and surfaces, cleaning service areas, cleaning and re-setting tables, etc. Let's be model citizens for our guests.

- All guests should be greeted with warmth and kindness, as they will not be able see your entire face.
- Greet them with the essentials
  - Place settings
  - QR Code
  - Envelope for mask
  - Inform guests of some temporary changes to service.
    - As much as we feel naturally inclined, we will set your cocktails, wine and water on the table and have your take them and refill.
    - We are to minimize our time at the table, so I will oversee your progress from a social distance as much as possible, but here at all times in spirit. Smile.
  - Tableside food preparation and presentation will be temporarily discontinued. This means we will not be serving the bone marrow at the table.
    - We ask that you keep your silverware throughout the duration of the meal, but can bring more if needed. We also will minimize the changing of plates. Last, we will try to make as few trips to clear your table as possible without leaving your table feeling messy.
- Guests may remove cloth face coverings while seated. Guests must wear face coverings unless seated at a table.

- Tables will no longer be preset. Silverware and share spoons will be wrapped in linen napkins. A designated food team member is assigned the task of wrapping silverware prior to providing to the guest, rather than multiple team members handling uncovered silverware prior to guest use. Guests are asked to keep their silverware.
- When delivering food and drinks, DO NOT reach over the guest to set the food or drink down. Walk around the table.
- Takeout containers are filled by guests and available only upon request. Do not pack doggy bags for guests. Please bring boxes to the guest and have them pack it themselves.
- Servers, SA's, and other team members moving items used by guests (dirty cups, plates, napkins, etc.) or handling trash bags use disposable gloves (wash hands before putting gloves on and after removing them) and are provided aprons, which they must change frequently.
- Reusable menus are cleaned and disinfected between guests. If using paper menus, discard after each guest use. Alternatives such as stationary menu boards, electronic menus, or mobile device downloadable menus should be considered. We will be encouraging guests to use their mobile devices for menu viewing.
- Guest seating areas are cleaned and sanitized after each use. Seating, tables and other items on table must be single-use or cleaned/sanitized between guests. Each table has either a top cloth replaced between guests or a hard-non-porous surface, which is sanitized between guests.
- Pre-roll utensils in napkins prior to use by guests and store in a clean container. No flatware, glassware, dishware, menus, condiments or any other tabletop item is present on tables prior to the seating of guests. All such items are fully sanitized between seat changes and stored during nonuse in a location that prohibits potential contamination.
  - Pre-roll utensils in napkins prior to use by guests. Team members must wash hands before pre-rolling utensils in napkins. The pre-roll should then be stored in a clean container. After guests are seated, the pre-roll should be put on the table by a team member who recently washed their hands.
  - Roll-up will include a fork, knife and a serving spoon. Additional serving spoons will need to be delivered wrapped.
  - If you need to bring additional silverware, wear a glove and deliver it in a clean glass and set it on the table.
- Wipe every credit card, pen, check presenter after single use
- Each server is responsible for his / her own pens. No communal pens.
- If printed menus are used, do not pick them up. A greeter or SA will.
- We prefer no cash and contactless payments. Provide the guest with the QR code for their check. Guests are enabled to swipe their own credit/debit cards, and card readers are fully sanitized between each guest use. Drop the QR code for the check. If a guest does not want to use this method, we will not use check presenters.
  - Sterilize each decanter after each use
  - Clear tables with gloves.
  - Supply shared condiments only as needed or supply single serve containers. Give sweetener and tea choices.
  - Provide takeout containers as needed and guests are to pack their own leftovers.

- Do not put clean utensils on the dirty linen can.
  - Thoroughly clean and disinfect each guest dining location after each use.
  - Reusable guest items including utensils, food ware, etc., must be properly washed, rinsed, and sanitized. Cleaned flatware, stemware, dishware, etc., must be properly stored away from guests and personnel until ready for use. Use disposable items if proper cleaning of reusable items is infeasible.
  - Avoid touching guests and minimize all shared surfaces.
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- Thoroughly clean each guest dining location after every use. This will include disinfecting tables, chairs, booster seats, highchairs, booths, etc. and allowing adequate time for proper disinfection, following product instructions. Many EPA-approved disinfectants require minimal contact time (seconds to one minute) against human coronavirus.
  - Discontinue use of shared entertainment items such as board games, pool tables, arcade games, vending machines, etc. Close game and entertainment areas where guests may share items such as bowling alleys, etc. This doesn't apply to us, but just in case.
  - Continue to follow existing codes regarding requirements for sanitizing (rather than disinfecting) food contact surfaces.

### BRAINSTORMING SCENARIOS: FIND THE YES

It is important for the FOH team to be on the same page and have simple and consistent answers of what to say to a guest. Try to brainstorm various scenarios and give your teams guidance on how to handle them.

- What if someone starts displaying symptoms like coughing?
- What if they are refusing to wear a mask even when they are offered one? (Outside of certain medical conditions, the county requires this)

### MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- A sign notifying guests that they will be screened for symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering when not eating or drinking is also posted at all entrances.
- Signage is posted that reminds the dining public to maintain physical distancing of six feet, wash hands or use sanitizer upon entry into a restaurant, and to stay home if they are ill or have symptoms consistent with COVID-19.
- Signage is posted that notifies guests that while it may be common practice for diners to socialize after the meal, this practice will be discouraged during the pandemic. Per health code, we are required to provide an in and out time for your reservation. Booking policy.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face coverings, policies in regard to

preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.

- Display a set of clearly visible rules for guests and restaurant team members at the restaurant entrance(s) that are to be a condition of entry. The rules could include instructions to use hand sanitizer, maintain physical distance from other guests, avoid unnecessary touching of restaurant surfaces, contact information for the local health department, and changes to restaurant services. Whenever possible, the rules should be available digitally, include pictograms, and included on/with menus.
- Guests should be asked to use hand sanitizer, and to bring and wear a face covering when not eating or drinking. Appropriate signage should also be prominently displayed outlining proper face covering usage and current physical distancing practices in use at all entrances and throughout the property.

### **MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES**

- Services that are critical to the guests/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for guests who have mobility limitations and/or are at high risk in public spaces.
- We have made ordering by phone or in-person available to guests who are unable to order online.

### **MEASURES FOR INTERNAL COMMUNICATION**

There is NO stigma around having COVID, and management will not make their identity known to the wider team, but we need to be able to get team members and immediate colleagues the tests and help that they need.

Make sure the entire team is fully up-to-date with all hygiene and health protocols, leaving no stone unturned. Create signage for back-of-house areas to remind everyone daily. Knowledge is power, and mental peace comes immediately after

- In an effort to stay healthy, safe, and successful, it is imperative that we
- establish honest, open, and transparent internal communication amongst all team members. As always with Love & Salt, the spirit of “take care of your family first and the guests will follow” is always true.
- Keep all team members informed on what is happening with the business,
- involving owners and managers

Talking points that need to be actively and openly discussed:

- Updating team members on anything to do with the virus as it pertains to their personal life
- Communicating with the team if someone in their building tests positive for COVID
- Communicating with the team if someone they live with may have been exposed at their place of work or is experiencing even mild symptoms

- Actively speaking about mental and physical health also translates into job security and finances.
- Although currently uncertain how much, what form, and in what capacity unpaid leave or pay cuts will happen, we do know that when the business comes back, it will be a slow start and not up to pre-COVID numbers.
- Team members may have reduced hours and reduced pay, and as we continue with
- Our “family first” mentality; management teams need to provide resources to help team members:
  - Manage their finances and deal with unemployment
  - Find medical assistance
  - Locate meal/grocery benefits
  - Negotiate rental reductions with their landlord
  - Fill out government aid forms
- Whenever possible, please communicate via email, online meetings or by phone regarding business issues that are not related to real-time operation concerns. We will continue to meet on Zoom when necessary and refrain from too many people in physical meetings. Please be sure to stand 6 feet apart for pre-shift meetings. We understand that many of you like to socialize after your shifts at a bar or elsewhere and, for the time being, ask you to refrain or limit it.

## EXTERNAL COMMUNICATIONS

We must ensure that the messaging across all platforms (social media, emails, press releases, conversations with guests etc.) is aligned, timely, and sensitive to the mood and health of the greater community. Prepare for a guest or a team member to test positive for the virus as if it is inevitable. Guests will be frustrated, stressed and scared, but it's important to stick to our Core Values and greet guests with empathy and transparency in the face of emotional responses.

- Let the management team know if you find out a guest who was in the restaurant had COVID. Try to figure out the time and date they were at Love & Salt, where they were sitting, and the guests seated at that time.
- Reach out to every guest who has dined in the last 14 days to keep them aware of the situation. Do not forget to let guests with upcoming reservations know if they cannot be accommodated, and provide alternatives such as our take-out and delivery options.
- Ensure that there are team members on hand to answer all calls and emails in real-time, even when you are closed. Redirect phones if you need to.
- Stick to prepared templates (see Appendix) of communications for various scenarios that can be adapted quickly and used across all platforms.
- If there is a situation where someone on the premises had COVID-19, it is our approach to be transparent and overcommunicate with the public. It is better to bombard them with updates and share the information across all platforms than to appear to be hiding anything.

- Good news can come from social media, online articles, videos, or customer reviews and reports, but bad news should come directly and swiftly from the restaurant. Prepare holding statements to give to media and various restaurant-related outlets.

## TEAM ORGANIZATION

- Designate a coordinator to have overall responsibility for COVID19 issues at the workplace.
- Screen all team members before they enter the building. Temperatures should be taken. Have they been in contact with anyone showing symptoms?
- Train supervisors to send team members home if they feel ill.
- Implement flexible sick leave and supportive policies and practices to reduce likelihood that workers will come to work when ill.
- Ensure that workers are aware of and understand these policies; post and distribute them in languages appropriate to the team members.
- Give a reusable digital oral stick thermometer with single-use disposable caps or covers to each worker who does not already have one at home.
- Limit the number of team members allowed in the team member break room. One at a time is best. Make sure there is space to ensure distancing when more team members must be present. Stagger breaks to facilitate this.
- Plan for an A team and a B team. For instance, we will now be operating with "Team Love" and "Team Salt."
- Only one team is on at a time, typically for the same shifts every week. This keeps the risk of infection or outbreak lower for all team members by cutting in half the amount of team members interacting. This practice also helps the restaurant in case of an outbreak. If a member of Team Love becomes ill, Team Salt can step in while steps are being taken to confirm Team Love's health.
- Ideally, team members on different teams should avoid interactions both within and outside of work in order to keep the team format effective.
- Team members who are dating or cohabitating will be designated to the same team which also reduces risk.

## WHAT HAPPENS IF THERE IS A COVID-19 DIAGNOSIS?

### PREPARING FOR THE WORST

- Every team member should be aware of symptoms of Covid-19. Knowing these symptoms and knowing what to do is essential to the health and safety of the team. **REFER TO THE SYMPTOMS HANDOUT.**
- Covid-19 is a virus that is spread from one person to another through the air or contaminated surfaces via infected respiratory droplets from a cough or sneeze. It is possible to show dramatic symptoms or be asymptomatic.

- All team members should be aware of their personal risk and exposure to COVID-19. Being aware of the risks facilitates safety practices and adherence to guidelines. Knowing what to do and when to do it is half the battle.

Anyone showing signs of respiratory symptoms or fever should be turned away, or sent home. This applies to team members as well as guests. Team members should closely monitor their temperature, and anyone showing symptoms should self-quarantine and should not return until testing has confirmed them virus-free. In most areas (Los Angeles included), tests are now free and readily available. Free tests can be booked online at this link. <https://covid19.lacounty.gov/testing/>

### CLOSEST MEDICAL HELP

Providence Little Company of Mary Medical Center - Torrance

4101 Torrance Blvd, Torrance, CA 90503; (310) 540-7676

Torrance Memorial Urgent Care

855 Manhattan Beach Blvd, Manhattan Beach, CA 90266; (310) 939-7873

- Upon being informed that one or more team members test positive for, or has symptoms consistent with COVID-19 (case), the team member is to immediately isolate themselves at home and all team members who have been exposed Identify close contacts (within six feet for 15 minutes or more) are also required to immediate self-quarantine as well.
- All quarantined team members will be given access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. Where and how?
- In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days we will must report this outbreak to the Department of Public Health. We will investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Call the restaurant COVID health department number right away. 877-777-5799 if you have any additional questions.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.

### IMPORTANT COVID INFORMATION TO REVIEW

- Please read the handout Information handouts on:
- Information on COVID-19, how to **prevent it from spreading**, and which **underlying health conditions** may make individuals more susceptible to contracting the virus.
- preventing spread, and who is especially vulnerable.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.



- Stay Home if Your Sick. The importance of not coming to work if team members have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID
- When to seek medical attention if symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on **CDC's webpage**.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when team members cannot get to a sink or handwashing station, per CDC guidelines).
- The **proper use of face coverings and shields**. Face coverings should be washed after each shift.
- Information on leave benefits and workers' compensation for team members.
- Information on employer or government-sponsored leave benefits the team member may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker's compensation for COVID-19, including team member's sick leave rights under the Families First Coronavirus Response Act and the Governor's Executive Order N-51-20, and team member's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's Executive order N-62-20.

## **CLEANING AND DISINFECTING PROTOCOLS**

### **(REFER TO THE DISINFECTING CHECKLIST FOR WHERE TO DISINFECT)**

A risk assessment and the measures that have been taken to prevent spread of the virus. We've identified touch points at each work station, at ingress and egress, at tables, at restrooms, at vendor delivery vestibule, offices, and private dining room, Stations: Greeter, Server, Server Assistants, Bar, Expo, Pasta, Roast, Pizza, Garde Manger, Prep kitchen. A disinfecting checklist and log is provided of all high-touch surfaces and restrooms is provided and assigned for disinfection every hour.

- Perform thorough cleaning in high traffic areas.
- Frequently disinfect commonly used surfaces and surfaces touched by patrons.
- Clean touchable surfaces between shifts or between users, whichever is more frequent.
- Equip spaces such as dining rooms, bar areas, host stands, and kitchens with proper sanitation products, including hand sanitizer and sanitizing wipes and ensure availability.
- Ensure that sanitary facilities stay operational and stocked at all times.
- Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.
- Provide time for workers to implement cleaning practices during shifts and consider third-party cleaning companies.

- Perform thorough cleaning in high traffic areas of ingress and egress including greeter stands, entry ways, stairways, stairwells, and handrails,. Frequently disinfect commonly used surfaces including doors, door handles, crash bars, light switches, credit card terminals, ATM PIN pads, receipt trays, bus tubs, serving trays, phones, toilets, and handwashing facilities.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, phones, registers, touchpads/touchscreens, tablets, timeclocks, appliances, kitchen and bar utensils and implements, oven doors, grill and range knobs, carts and trolleys, keys, etc.
- Avoid sharing audio equipment, phones, tablets, laptops, desks, pens, and other work supplies wherever possible. Never share PPE.
- Discontinue shared use of audio headsets and other equipment between team members unless the equipment can be properly disinfected after use. Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.
- Equip spaces such as dining rooms, bar areas, host stands, and kitchens with proper sanitation products, including hand sanitizer and sanitizing wipes to all team members directly assisting guests.
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- Chemical training: Spray disinfectant- what is contact/kill time? Labor for disinfecting. Certified chemicals. Use cleaning bins. What chemicals to use with what. Restrooms every hour.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide team members training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.

## ACCOUNTABILITY

Our ownership and management are responsible for the implementation of this specific COVID-19 plan. It is the responsibility of ownership, management, and all team members to carefully, consistently and mindfully execute the plan. We will regularly evaluate compliance and document and correct deficiencies identified. The management team will verify the follow through and completion of procedures and checklists with respective frequency, look for any deficiencies in the system, and will file these checklists for future reference. If deficiencies are found, the management team will document and correct the deficiency, update the protocol if necessary and train and communicate team members on updates.