

## OUR COMMITMENT TO OUR GUESTS

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During these difficult days, while our doors across the country have been closed, our thoughts have been with our employees, our communities and with our guests. Preparing for the moment when we can re-open our doors, the Crafted Hospitality team has been continually following guidance from health experts, the CDC and our local governments to develop a plan that elevates the health and safety of our guests and communities to the center of what we do.

Our “Five-Point Safety Plan” is a comprehensive, multi-layered approach resulting from months of guidance from public health experts that will build on Crafted Hospitality’s existing rigorous protocols. It addresses everything from employee screening, masks and other protective measures, physical distancing and cleaning and sanitation.

Our restaurants were created to bring people together and share common experiences. Our reopening plans will continue to stay true to who we are and embrace our core values while at the same time create new ways to ‘make people happy’. Our leadership team has worked diligently on this comprehensive plan that will allow our guests to return to our properties safely. While there is no proven playbook for the current challenges we face, we will continue to be driven by data, science and public health guidelines as we evaluate and evolve these safety protocols and policies.

As we prepare for the future, our priority is reopening in a manner that puts health and safety at the center of our operations. We believe we can balance the hospitality and service our guests have come to expect from us, with the urgent need to apply the knowledge we have about the virus that causes COVID-19 and adapt our environment accordingly. Even before COVID-19, many of our cleaning and disinfection protocols were of the highest standards. *As our knowledge of the virus and how it is transmitted evolves, so will our protocols. Our employees will undergo detailed training and briefings on these new protocols before welcoming guests and again as they evolve, so we can provide the safest environment possible.*

### **FIVE-POINT SAFETY PLAN**

Following guidance from the CDC and local government, we have developed a multi-layered, Five-point safety plan designed to deter the spread of the virus, protect our customers and employees, and help us rapidly respond if a guest or employee shows symptoms or tests positive for the virus. Using this approach, Crafted Hospitality is creating an environment that puts health and safety at the forefront of all that we do.

## **1. Health Screening and Employee Training**

- a. We have implemented employee-screening measures to assess signs and symptoms of infection and the possibility of recent exposure to someone infected with the virus. Employees will go through temperature checks before entering a property. Employees are also asked to answer a series of screening questions about any current symptoms and recent exposure to COVID-19-infected individuals.
- b. Employees who do not feel well should not come to work
- c. Guests will be asked to follow similar measures when coming to our property

## **2. Mandatory Masks for all Staff and Guests**

- a. Employees will be provided and required to wear an approved mask at all times
- b. Crafted Hospitality will also strongly encourage our guests to wear masks in public areas and will offer masks to any guests who need one, free of charge.
- c. Gloves will continue to be worn by employees who require them to do their jobs, such as food handlers.

## **3. Physical Distancing**

- a. A 6-foot physical distancing policy will be in place. Guests will be asked to practice physical distancing (standing at least 6 feet apart) from other guests while moving around the property.
- b. In areas where physical distancing will be challenging, reasonable mitigating protocols will be implemented, such as plexiglass barriers or face shields for our employees.
- c. Physical layouts will be arranged to provide for appropriate distancing (in restaurants, meeting spaces, lobby) where feasible.
- d. Signage will be posted in high traffic areas to remind guests of distancing protocols and other safety practices.

## **4. Handwashing and Enhanced Sanitation**

- a. Following CDC guidelines, we have implemented increased routine cleaning, with a focus on high-touch surfaces in common-areas. We will continue using proven cleaning products in accordance with EPA guidelines for coronaviruses, bacteria and other infectious pathogens.
- b. Implementation of enhanced food safety and hygiene protocols for restaurants, room service, and group meetings and events.
- c. Hand sanitizing or handwashing stations will be placed at key guest contact areas such as hotel lobbies, restaurant entrances, meeting and event space entrances.
- d. A dedicated team member will be assigned to clean all high touch areas during each shift or event.
- e. Signage will be posted throughout the property reminding employees of the proper way to wash hands, sneeze and to avoid touching their faces.

## **5. Digital Innovation**

- a. We are reimagining several aspects of the guest experience through technology to transition current processes into contactless options for guests.

This is Crafted Hospitality's commitment to keep our team, our guests and our community's safety as we reopen our restaurants. We want our guests to feel confident that each aspect of our commitment is being implemented with their safety in mind. Thank you for your trust and we look forward to seeing you soon!

With gratitude,

The Crafted Hospitality Team