

# D&D London Health Measures

Getting our restaurant back up and running is the biggest challenge our industry has ever faced. We have immersed ourselves in guidance from federal, state, and local agencies and come together with HR experts, legal advisors, industry peers and our vendor partners to assemble recommendations that we believe will be the most helpful in getting back to doing what we love to do most, serving our guests.

Since our restaurants temporarily closed in March due to COVID-19, our teams have focused on how we will approach the employee and guests dining experience with enhanced health and safety protocols.

Our goal is to implement these procedures into our restaurants to keep our teams and guests safe. While these standard operating procedures will always need to be adapted to each individual restaurant, we hope that they will serve as a good jumping off point.

Our handbook and related procedures are live documents, meaning we'll continue to update them as new regulations and guidelines develop. As the policy manual includes the service SOP's, we all need to comply to the safety and service guidelines to make this transition of re-opening the most effective.

## Guest & Staff Efforts

As we reopen our restaurants in accordance with the CDC and city regulations, we have taken the time to implement new operational standards to keep our guests and team members safe and healthy. Our handbook and related procedures are live documents, meaning we'll continue to update them as new regulations and guidelines develop. We welcome your suggestions and we are directly available to converse on matters you deem important.

Some of these measures include:

- All guests must wear masks at all times, except when seated and/or eating.
- All guests dining outside and/or entering the restaurant must have their temperature scanned. Any guest with a temperature of 100.3°F or higher and their entire party will not be permitted to enter or dine with us.
- All restaurant team members are required to wear a mask at all times and are provided with replacement masks as often as needed.
- Front of house and Back of house restaurant team members are always required to wear disposable HDPE gloves.
- Back of house restaurant team members and cleaning staff are required to use durable Nitrile gloves when cleaning or during regular maintenance.
- All restaurant team members are required to take their temperature before each shift. Employees who have a fever or are exhibiting any COVID-19 symptoms will be asked to go home.
- Managers will oversee hourly sanitation of the following areas: order pickup areas, restrooms, common employee or guest areas of high traffic, doorknobs, door panels, phones, and employee stations.
- All restaurant team members are required to wash hands regularly throughout service and for at least 20 seconds.
- Hand sanitizers are set up at all server stations.
- All restaurant menus are single-use and disposable. Guests also have the option to use their phone to access menus online via a QR code at their table & to pay via the same QR code.