

# Safety Policies & Procedures

## COVID-19 Special Amendments

### HEALTH

- Have all colleagues resign the ME Health Dept. “working sick” guidelines.
- Know the location of your nearest clinics, hospitals and testing centers.
- F&B is not contactless. There are risks, make sure your colleagues know the risk, and work with any colleague who feels uncomfortable in the workplace.
- If a colleague chooses to travel let them understand they may need to stay off the schedule for 14 days upon their return.
- Check everyone’s temperature before entering the workplace. This will require investing in a contactless thermometer. A member of the HR team should be conducting this, taking a log, and keeping data confidential.

### HYGIENE

- Handwashing to be done at start of shift and without exception every 30 minutes.
- Hand Sanitizer and Wipes Available at all work stations and major contact points
- Masks available and mandatory for all
- Gloves should be worn by all staff at all time and changed as mandated by state health department. 30 Minute Recommendation
- Gloves should be changed after any payment interaction.
- Sanitizing of all Surfaces in between guest use
- Staffing of dedicated sanitation manager
- Should be able to hit all useable surfaces every 60 minutes (Chairs, Door Handles, Work Stations, if the public can touch it, you can wipe it)
- Agency Deep Clean Every two weeks.
- Ban Physical Contact between guests/colleagues and colleagues/colleagues

Optics Matter: Revisit your personal hygiene and grooming standards policies. If a guest sees something that looks un-kempt, they will worry about the overall standard of the operation.

## **MANAGING THE TEAM**

- Keep immaculate timesheets.
- Be aware of log in procedure:
  1. Log in to Toast / Secure your phone in the phone locker
  2. take temperature and load it into Toast POS
  3. Only after a manager's approval of your temperature may you begin work
- If colleagues work multiple jobs work with their other employer to make sure their standards are appropriate.
- Have different entrances and exits for FOH and Culinary Teams.
- Encourage at home hygiene and if a colleague is feels unable to afford some of the extra steps help them when possible.
- Signage Signage Signage

## **DELIVERY / TAKEOUT**

- If using a service implement a contactless pick-up system. Do not let delivery drivers enter your business.
- Delivery menu will be limited, might offer different options, and will be conducive to the packaging used, and will when possibly offer family style options to reduce waste and excess handling.
- Treat Togo containers like ready to eat food. See SOP
- If parking is available on your site, take car information before ordering. Tell guests to alert you when they arrive, and use a runner system to deliver the food to their car.
- Go cashless if possible.
- Signage Signage Signage

## **MANAGING THE BUSINESS**

- Consider a smaller menu as guest volume is an unknown.
- Consider higher margin, longer shelf-life options.
- If you cannot decide how to reduce your menu, consider rotating “favorites” and highlighting on social media when those items will be available. You may not get everything every day, but everything will be available throughout a given period.
- As other restaurants do the same, scarcely used items will create quality issues. Work with vendors on how you are going to inspect all items, after the delivery has departed, and how you will handle returns.
- Keep small inventories
- Work on your SOPS that may include (Smoke Break, Handwashing, Cleaning Surfaces, Cleaning

Specialty Equipment, Sanitation Buckets, Ready to Eat Food)

- Keep and Store Records. This will be a great habit to maintain after this is over.
- Expect frequent check-ins from health department
- Create an area where colleague dialogue and information can be disseminated quickly.

It is ok to

require that internal documents remain internal.

## **MANAGING THE GUEST**

- Guests will be understandably excited to return, but stressed and weary. Communication is key.
- Prepare messaging for all possible scenarios and provide templates for colleagues to work with, especially those who frequently answer the phones.
- Do not let emails, and phone calls go un-returned for more than 8 hours.
- Transparency and sincerity go a long way, we are all learning as we go.
- It is ok to over-communicate. Transparency is key.
- Prepare for an outbreak at your site and how you will handle that from a comms perspective and a health & safety perspective.
- If we find out a guest has tested positive, we must keep that information confidential. Authorities will handle the contact tracing.
- Remember we are not medically trained. When needed refer guests to appropriate authorities/professionals.
- Up your social media game (Good habit alert) if you do have to share unfortunate news it will be memorialized with all the good things you have been sharing.
- Caveat: Be sensitive to events on the ground. Using a social media service at this time should be done only if you get final approval...no auto-postings.