

COVID - 19

# PLAYBOOK

**TAG**

RESTAURANT GROUP

Thank you everyone for being back in the restaurant with us!! We would like to take this time to share with you our COVID-19 playbook- specifically what TAG Restaurant Group is doing to ensure your safety while at work, and our guidelines for sanitation and safety in the restaurant.

## WHAT IS COVID-19?

To ensure that we are all communicating consistently about the virus, we want to begin this training by walking through the symptoms of COVID and how it is spread. It is the responsibility of each of us to ensure that we are being honest about our own health, and that we are watching out for each other during this time.

COVID-19 is the name of the respiratory illness associated with the novel coronavirus that is circulating throughout the United States. The name of this new virus is SARS-CoV-2. SARS-CoV-2 is a coronavirus. Coronaviruses are common, in fact the "common cold" is caused by a coronavirus.

The Management team will be watching everyone for the Signs and Symptoms of COVID-19 while you are in the restaurant. Those signs include:

- Fever
- Cough
- Shortness of breath

There is an Incubation period with COVID-19. The time between catching the illness and the first symptoms showing up ranges between 2 and 14 days. If someone has been exposed to the virus, or if they are showing signs of the virus, we will be using the CDC guidelines to request they quarantine safely. They will also be required to provide us with a Doctor's note clearing them to work prior to returning to the restaurant.

Understanding how the virus is thought to spread is critical in ensuring that everyone takes the proper steps to keep themselves, and each other, safe and healthy.

The virus is thought to spread:

- Between people who are in close contact with one another (within about 6 feet) for 10 minutes or longer.
- Through respiratory droplets produced when an infected person coughs or sneezes.
- Foodborne is NOT thought to contribute to disease spread.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. They may also land on hard surfaces that people touch with their hands and then touch their faces (scratch their noses, rub their eyes, wipe their mouths).

Everyone will also be required to keep their mask on at all times while in the restaurant.

Please know that we are handling all team members on a case by case basis while following the government rules and regulations that have been given to us. Based on one's health, some of our team may be at higher risk than others. We will not discuss anyone individually with you, but we are taking active precautions to protect our team members who may be at a higher risk.

Some people are at higher risk of getting very sick from this illness. This includes:

- Older people (over age 60), especially those over 80 years.
- People who have serious chronic medical conditions like heart, lung, or kidney disease, or diabetes.
- Old people with chronic medical conditions are at greatest risk.

## SERVSAFE FOOD HANDLERS CERTIFICATE

We will also be diligent in our Food Safety practices as we transition back to dine in restaurants (and take out if applicable to your restaurant). All of you will be required to take the online ServSafe course for your Food Handlers certificate prior to the reopening of your restaurant.

You will be required to send a copy of the certificate of completion to Jen in HR prior to the reopening. You will not be scheduled once the restaurant reopens until we have a copy of your certification on file.

The website address for the Serv Safe class is: <https://www.servsafe.com/ServSafe-Food-Handler>

## CDC GUIDELINES

We will be using the following guidelines issued by the Colorado Department of Public Health & Environment (CDPHE) to ensure your safety while in the restaurant.

- Managers will be watching to ensure everyone is wearing their mask and gloves at all times, and that everyone is washing their hands frequently and correctly.
- All team members should avoid touching their eyes, nose, or mouth.
- Managers will continually update all team members that if they are sick or not feeling well, or may have come into contact with someone with COVID-19, they are NOT to come in to work.
- Everyone will be required to log in and out for every shift and take their temperature.
- As part of the ongoing cleaning and sanitization of the restaurant, someone will be assigned to frequently and thoroughly clean and disinfect all frequently touched objects within the dining and customer areas (door knobs, cabinet handles, handrails, light switches, kitchen counters, dining room tables).
- Gloves should be discarded after cleaning and disinfecting is completed. Ensure that staff properly wash their hands immediately after gloves are removed.
- All team members should cough or sneeze into their sleeved arm or cover their nose and mouth with a tissue if their mask is not on. Throw away the tissue after they use it and wash hands.

## RESTAURANT GUIDELINES

TAG Restaurant Group is implementing additional safety and sanitary policies to ensure the health and well-being of our Ohana and our guests.

- All team members will be required to take their temperature and assess symptoms prior to starting work for the day. All information must be logged with a signature.
- All restaurant staff will need to wear a mask while inside the restaurant.
- All Vendors and Suppliers will need to wear a mask and glove when making deliveries and while in the restaurant. Should they show any signs of illness, they will not be allowed inside the restaurant.
- All team members should socially distance while on breaks if possible.
- If a team member is showing symptoms of COVID-19 they cannot return to work for 7 days, and they must bring a Doctor's note to Management prior to their first shift back.
- Condiments will be brought to the table upon request and must be sanitized after every use.
- Hand sanitizer should be available for team members and guests in the restrooms.
- Restrooms will be cleaned and sanitized every 30 minutes.
- Team members should be regularly sanitizing their hands between washings and tables.

## HYGIENE

To ensure everyone's safety, we would like to take this time to review proper hygiene.

- Team Members who are sick should remain at home.
- Team Members who have been exposed to COVID-19 should remain quarantined for 7 days prior to returning to work.
- Team members should wash their hands often, minimally every 30 minutes, with soap and water for 20 seconds.
  - Additional key times to clean hands include:
    - Immediately after removing gloves
    - After blowing one's nose, coughing, or sneezing
    - After using the restroom
    - Before eating or preparing food
    - After taking out the garbage
- Team members should follow normal preventive actions while at work including avoiding touching eyes, nose, or mouth.
- Whereas we love recognition and celebrations, please avoid all physical contact- not among our team, and not with our guests. This would include handshakes, high fives, hugs and fist bumps.
- Maintain personal space- aim for 6-foot distancing where/when possible.
- Our uniforms MUST demonstrate our commitment to health & hygiene. Nothing less than exemplary standards will be accepted. This includes hair, nails, clothing and face masks. Guests will be very sensitive now, and anything that is not tidy and spotless will translate to unclean in their mind.

## OUR GUESTS

**When the restaurant has reopened for dine in, we will follow these safety procedures with our guests.**

- Greet guests outside the front door when possible to limit contact with door handles and encourage social distancing.
- Any guests who are waiting for a table should be encouraged to wait outside, with appropriate social distancing.
- Bar seating, if allowed, should be no more than two people grouped together. No standing or congregating in the bar area however. Bartenders should make every attempt to make drinks in an area of the bar away from guests to encourage social distancing.
- Our goal is to welcome our guests warmly and personally; however, a Manager will politely turn away any guest who displays obvious signs of illness (coughing, fever, respiratory stress, etc). We will also reserve the right to turn away any guest who refuses to sign the Health Declaration. This is simply to protect our Ohana and the other guests in the restaurant.
- We encourage you to refrain from engaging in any negative way with the public. The GM will handle any complaints online. Don't let those "can't ever please them" guests get to you, as we are #OhanaStrong.

Ohana,

We realize that this is an extraordinary time for the Country, and most importantly, for you, our Ohana. We wish we knew what things would look like for TAG Restaurant Group 3 months or 6 months from now, but alas, we don't. The only thing we do know is that things will be constantly changing, and we will need to be flexible and change agile.

Our commitment to you is to communicate often and to be transparent in our messaging. As we learn new things, or as regulations change, we promise to update you when something affects you. Please remember that this is new for us as your leaders as well, so please be patient with us, and with each other.

We are committed to making smart, timely decisions that are in the best interest of our Ohana, our guests, and our long term success as a Restaurant Group. Look out for each other, help each other, communicate with each other, and stay #OhanaStrong.

Best,  
Troy, Nikki & the Executive Team

## #OHANASTRONG

### Summary of Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic



#### BE HEALTHY, BE CLEAN



- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms



- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per [CDC](#) & [FDA](#)



- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety [Clean, Separate, Cook, and Chill](#)

#### CLEAN & DISINFECT



- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

#### SOCIAL DISTANCE



- Help educate employees and customers on importance of social distancing:
  - Signs
  - Audio messages
  - Consider using every other check-out lane to aid in distancing



- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
  - Use shopping lists
  - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

#### PICK-UP & DELIVERY



- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food during transport



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



- Establish designated pick-up zones for customers
- Offer curb-side pick-up
- Practice social distancing by offering to place orders in vehicle trunks

For more information, see [Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic](#)

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