



Link Restaurant Group

COVID-19 Safety Protocol

July 29, 2020

Mission Statement

The most important purpose of this booklet is to keep our employees and guests safe by mitigating contamination by the SARS-CoV-2 novel coronavirus on the products we serve and the components we use to prepare, handle and distribute those products. To that end, we are implementing the below policies. It is important to note the following guidance from the USDA: “Currently there is no evidence of food or food packaging being associated with transmission of COVID-19. Like other viruses, it is possible that the virus that causes COVID-19 can survive on surfaces or objects.” Consequently, we will be implementing the following actions to avoid what would otherwise lead to unintentional contamination of our products and the components used to prepare, handle and distribute those products, which could result in our employees and guests developing COVID-19.

This pandemic is unprecedented and will require changing the way we operate. We will maintain our core values, our work ethic, and our dedication to the tenets of hospitality in which we have always believed. We will continue to provide our guests with the food and service they expect from LRG. Most importantly, we will keep our employees and guests safe and comfortable.

This booklet is to function as an addendum to our current employee manual. We will implement new sanitation protocols throughout LRG, and require updated measures to keep people safe. These guidelines will be updated as new information becomes available.

Our restaurant has always been a group effort, and it is of absolute importance that we work together to create a safe workplace.

Sanitation and Hygiene

It is essential that we practice appropriate sanitation and hygiene, and that we all monitor each other to ensure we are acting according to these guidelines. Our guests will be very sensitive to appearance and sanitation practices.

Personal Hygiene and Practices

- Wash your hands every 30 minutes, using warm water (at least 100 degrees) and soap and scrubbing for a minimum of 20 seconds.
- Wash your hands immediately after you arrive and before leaving work.
- Wash your hands after touching objects that should be considered contaminated, such as cell phones, computers, door handles, delivered items, and so on.
- Avoid touching your eyes, nose, or mouth with unwashed hands or used gloves.
- Use sanitizer continuously. Sanitizer will be placed at the front door and in multiple locations around the restaurant. It should be available for employee and guest use. Guests should be encouraged to use sanitizer when they enter the restaurant. Sanitizer should be allowed to dry on your hands.
- If you have to cough or sneeze, do so into your elbow and excuse yourself from the floor. Avoid coughing or sneezing in public areas to the greatest extent possible.
- End all physical contact, including hand shaking, high fives, or any other person to person contact. This goes for employee and guest interactions.
- Practice no-contact transfers – place items on a counter for the next person to pick up instead of passing them back and forth.
- Travel to work with a minimum of personal items. All outerwear or personal items should be stored in lockers immediately upon arrival.

Appearance

- Employees are required to wear freshly laundered clothing every day. All clothes must be in good condition, with no visible stains or dirt of any kind.
- In addition to standard uniforms, FOH and BOH employees will wear the following while serving customers, folding napkins, plating food, cooking or performing any task that involves items which will be presented to our guests:
 - Cloth face covering with the following attributes:
 - Fits snugly and comfortably against the side of the face
 - Secured with ties, ear loops, or wraps around
 - Includes multiple layers of fabric
 - Allows for breathing without restriction
 - Can be easily laundered and machine dried
 - Employees will not wear N-95 face masks. These will be reserved for hospitals and first responders.
 - Gloves:
 - Disposable gloves will be used for folding napkins, polishing silverware, polishing glasses, or performing any task that involves products that our guests interact with.
 - If a guest requests, servers will wear disposable gloves.
 - We will not require servers to wear gloves on the floor. Servers will be required to wash and sanitize their hands continuously.
- Remember, guests will be very sensitive to cleanliness and sanitation. Any employee not following these guidelines will be asked to leave.

Restaurant Sanitation

Keeping the restaurant clean and sanitized is critically important to the comfort and safety of us and our guests. Remember that sanitizer works by remaining and being allowed to dry on a surface. Do not wipe it off.

- Doors and Restrooms
 - All door handles will be cleaned with sanitizer every hour. This includes bathroom doors, stalls, entry doors, office doors, and any other door with a handle in active use.
 - Doors should be foot operated or propped open provided they do not create hazards to movement. Employees should use elbows to open doors where possible.
 - Restroom sinks, toilet handles, and fixtures will be sanitized every hour.
 - Hand washing sinks will be sanitized every hour.

- Surfaces
 - All surfaces will be wiped down regularly.
 - For FOH: tabletops, bar counters, seats and any other exposed surface must be wiped down with sanitizer at the beginning of each shift, after each guest, and periodically throughout the day.
 - For BOH: all tables, counters, cutting boards, and other exposed surfaces must be sanitized at the beginning of each shift, after each use, and periodically throughout the day. Careful attention should be paid to all stainless-steel surfaces.

- Provide sanitizer throughout the restaurant
 - Front door
 - In all bathrooms
 - At all server stations

- The restaurants will be fully sanitized once per week with a commercial fogging system.

Deliveries

- Delivery personnel must be wearing masks and should not enter the restaurant.
- All deliveries should be deposited outside and carried in by staff.
- Use a personal pen to sign invoices, if applicable.
- Inspect deliveries and clean if necessary before bringing inside the restaurant.

Table and Dining Room Setup

We are operating in a new atmosphere. Tables will need to be more spaced out and guests and employees should be discouraged from congregating in close proximity in any areas.

- Table and seat spacing
 - Tables need to be spaced out in such a way that we provide ample distance for people to enter and exit their chairs, pass in aisleways, and dine without undue interference from other guests or employees.
 - The oyster bar at Peche will be left empty for now.
 - The liquor bar and front waiting area will be operated according to current government guidelines.
 - Do not seat more than ten people at any table.
 - We will operate the dining room at a percentage of total occupancy and will follow government guidelines accordingly.

- Guest waiting area
 - Do not allow guests to congregate in the bar area. Space people out utilizing the outdoor area.
 - Encourage guests to not arrive early for their reservations.

- Provide sanitizer or wipes at the entrance and in all waiting areas.

- Salt and pepper shakers will be removed from tables and only provided upon request. If used, they must be wiped down and sanitized prior to being stored.

- Do not preset tables with silverware or napkins. Set tables as guests are seated.

- Use disposable paper menus

Employee Health and Scheduling

Restaurants are fundamentally not work-from-home businesses. They require interaction with coworkers and guests. There are inherent risks that you need to acknowledge and understand. This booklet will provide you with the tools to stay safe; however, you must practice personal responsibility, make good decisions, and encourage others to do the same.

It is very important that you understand there is no shame around COVID-19. No one will be penalized for communicating with us. It is crucial that everyone keep us updated about any potential issues, including those outside of work that may affect your potential to be exposed.

Arriving at work

- All employees must take their temperature when they arrive at work. Contactless thermometers will be provided for you to use. Please be aware of what you have been doing prior to taking your temperature. Certain activities could result in a higher reading.
- This information must be written in a log and signed off on by a manager. Managers are responsible for storing the logs in a secure space, this information is confidential and may not be left out where others can see it. The log should be sent to HR at the end of each day.
- You must notify your manager if you have any symptoms. Anyone who has a fever or is displaying the following symptoms may not work:
 - Fever at or above 100°F degrees
 - Fever at 99.5°F combined with other COVID-19 related symptoms:
 - Persistent cough
 - Shortness of breath
 - Repeated shaking with chills
 - Chills
 - Persistent headache
 - Stomach issues
 - New loss of taste or smell
 - Sore throat
 - Runny nose

- If staying home or leaving work due to COVID-19 related symptoms, please follow the LRG COVID-19 Guidelines, contact your doctor, and contact HR.
- Employees with new or worsening signs or symptoms listed above are not allowed to return to work until:
 - In the case of an employee who was diagnosed with COVID-19, the individual may return to work when given a doctor's release and all three of the following criteria are met: at least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications); the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed since symptoms first appeared.
 - If the employee has symptoms that could be COVID-19 and speaks to a doctor, and is not diagnosed with COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.

Scheduling

- We will reduce the number of people working at any given time.
- Initially, we will limit the number of both BOH and FOH employees to the minimal staffing needed for the space configuration and anticipated number of guests.
- During crossover periods, team members will maintain social distancing.
- During breaks and meal periods, employees must always maintain social distancing and should not congregate together inside or outside the restaurant.

Guest Interaction

This is a new world for everyone, including our guests. People may be frustrated or scared, so it is important that we keep this in mind and work to make everyone's experience as good as possible.

- Do anything within reason to make our guests comfortable. This may include:
 - Changing into plastic gloves for serving
 - Providing sanitizer or cleaning wipes
 - Re-sanitizing a table before a guest sits

- Allow guests to wait outside, or walk around before they sit. Get a phone number to text them when their table is ready.

- Offer to bring drinks to guests on the sidewalk, or any other gesture to allow them to distance themselves as they wish.

- Do not use check presenters. Present any bill with a sanitized pen.

Additional Information

- CDC Coronavirus Fact Sheet:
 - <https://www.cdc.gov/coronavirus/2019-ncov/about/share-facts-h.pdf>
- Steps to prevent spread from CDC:
 - <https://www.cdc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf>
- Disinfectants approved for use against COVID-19
 - <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- WHO COVID-19 updates:
 - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen>
- CDC Coronavirus site:
 - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- CDC Guidelines for reopening businesses:
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
- WHO Coronavirus site:
 - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- LA Department of Health coronavirus site:
 - <http://ldh.la.gov/Coronavirus/>
- World Central Kitchen Guidelines:
 - <https://static1.squarespace.com/static/5b48ae2d96e76ffeb9871ba6/t/5e868b2b6d595f7cba8b46e4/1585875758288/COVID-19+Health+%26+Safety+Guidelines+4+2+20.pdf>
- National Restaurant Association Coronavirus page:
 - https://restaurant.org/covid19?utm_source=mkto&utm_medium=email&utm_campaign=coronavirus-daily&mkt_tok=eyJpIjoiTW1FMU1UYzBNbUU1TTJRMylsInQiOiJ2UGdwY09TcFV3clc5a1cxODVHUXZqY2Y4bFRzTEp4cmFcL1pwNEx6UTdpcFhxTVAXbVpSZ2pjQ1BwenBaZGQ1SjNiQVFITUZiTnE1V3hteGZZVFhyQ05kNmtKWHZXMjdaVkwUnZNdUNtTVZrR0Fxd0RuOVZTNUVuSDRKVIwvSFA2In0%3D