



LA VENTURA

## CLEAN & CARE COMMITMENT

The health and safety of our team members, our guests, and our community is our top priority. By closely monitoring industry and government guidance regarding the COVID-19 virus, including information supplied by the California Department of Public Health (CDPH), Orange County Health Care Agency (OCHCA), and Centers for Disease Control and Prevention (CDC), we have devised additional guidelines and procedures for sanitation and cleaning, with an emphasis on the prevention of virus transmission.

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Our Clean & Care Commitment has been developed to increase safety and reduce the risk to our customers, clients, and team members. It ensures all hygiene and sanitation activities at La Ventura meet or exceed regulatory standards, as well as CDC guidelines. This commitment also involves new guidelines for cleanliness.

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These protocols are based on the latest information available for the hospitality industry about sanitation and cleanliness, as well as other related industries. As we move forward, we will continue to track CDPH, OCHDCA, CDC, and other health advancements to revise these procedures.





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### LA VENTURA PROTOCOLS

To minimize risk and enhance safety for clients and team members, we use disinfectant products that have been pre-approved and certified by the U.S. Environmental Protection Agency (EPA) for use against emerging viruses, bacteria and other airborne and blood-borne pathogens. We have increased our routine environmental cleaning and adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and disinfectants. Disinfectants are used on all hard surfaces. Cleaners and disinfectants used near, or on food surfaces, are certified as food safe.

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To ensure the health and safety of our guests, we have implemented several new initiatives throughout our organization. Although these initiatives and guidelines will continue to evolve, interim changes include the following:

#### *Personal Protective Equipment (PPE)*

Clients and guests are welcome to wear personal face masks and gloves. We are providing personal face masks for each of our staff to wear at our venue, or when in the presence of guests or clients. The level of PPE at events will be discussed with each individual client and will be reviewed on a case-by-case basis. Standard protocol is for our staff to have both masks that cover their nose and mouth, as well as medical grade and food safe disposable gloves.

#### *Hand Sanitizer Stations*

Hand sanitizer stations have been installed in the venue for use by both our team members and guests.



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### *Tastings*

Tastings at La Ventura will be limited to four (4) guests at a time until further notice. All staff involved in the tasting will be wearing proper PPE.

### *Physical Distancing*

Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This will ensure compliance with physical distancing recommendations from the state and CDC, as well as local county fire department regulations. These guidelines and discussions will take place between the La Ventura manager and the contracted client.

### *Continual Cleaning Procedures*

All high-touch areas of an event space will be cleaned with hospital grade disinfectant throughout the duration of the scheduled event.

### *Equipment Cleaning Procedures*

All large rentable equipment items will be sprayed down with electrostatic sprayers with medical grade DC-33 cleaner after and before each use of the item.



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### FOOD SAFETY

According to the CDC, “Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. Currently, there is no evidence to support transmission of COVID-19 associated with food.”

La Ventura has always adhered to and exceeded stringent food safety regulations set forth by the State of California and the Orange County Health Care Agency. Additional training for appropriate team members in food, beverage, and events covers strict cleanliness, sanitation, food preparation techniques, PPE, and physical distancing awareness. Chefs and managers are required to conduct self-assessments of their work areas for each shift. Food safety guidelines and compliance are validated by independent audits.

### PLANS FOR TEAM MEMBERS

La Ventura employees are vital for an effective sanitation and health program. To ensure the health and safety of our team members and guests, we have implemented the following throughout our facilities:

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#### *Additional Training*

All team members will receive additional training on COVID-19 safety and sanitation protocols, as well as more comprehensive training for our teams with frequent guest contact. Team members are reminded to stay home if they do not feel well. Team members are also instructed on proper procedures if they notice a coworker or guest with flu-like symptoms.



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### *Personal Protection Equipment (PPE)*

Appropriate PPE will be provided to and worn by all team members based on their role and responsibilities, and in adherence to state or local regulations and guidance. Gloves will be provided to employees whose responsibilities require them. Mandatory additional training on use and disposal of PPE will be provided.

### *Facility Sanitation*

The frequency of cleaning and disinfecting has been increased at our main headquarters, and all La Ventura operated venue locations.

### *Dishwashing*

All items able to process through our commercial dishwashers will be washed at no less than 160 degrees Fahrenheit. Additionally, they will go through a final steam drying stage before exiting the machine. All items will be securely packed in safe storage containers after they have been washed.

### *Employee Temperature Monitoring*

All onsite staff will have their temperature monitored the moment they arrive to their scheduled shift. This temperature will be logged as part of their timesheet with a sign off by the event lead. Should an employee have an increased temperature reading, they will be asked to immediately leave the property and will be required to self-quarantine until it is safe for them to return to work.



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### *Back of the House Signage*

Signage will be posted throughout the 24 Carrots headquarters and 24 Carrots operated venues reminding employees of the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, and to avoid touching their faces.

### *Case Notification*

If we are alerted to a presumptive case of Covid-19 within our organization, we will work with local officials to follow appropriate actions recommended by them.

### *Hand Washing*

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All 24 Carrots employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the facility in which they are working, going on break, and before and after a shift

