



## OVERVIEW

Turner Hospitality Group's Health and Safety Guidelines outlines new policies and procedures we have put in place to make our restaurants as safe as possible for our teams and guests in the context of the novel coronavirus, COVID-19. We created the policies and procedures in accordance with Health Canada, Province of Ontario, and local City and Health Unit guidelines, and we will update them as guidance from those entities evolves.

# TEAMWORK AND CONTINUOUS IMPROVEMENT

## SAFETY COMMITTEE

A Safety Committee will be responsible for overseeing these practices and policies across our restaurants and teams, and will work to continuously evolve and improve our policies and procedures to keep our teams and guests as safe and healthy as possible. The Safety Committee will maintain a document of guidelines specifically for employees containing all of the information included here, an up-to-date FAQ section to help team members navigate their evolving work environments, and resources for learning about and mitigating the spread of COVID-19. VP of Operations, Neal Lewis, and GM of Toronto, Shelby Turner, will lead the Committee alongside the President, and Managers of each Restaurant.

## SAFETY AMBASSADORS

All FOH and BOH Managers will be Safety Ambassadors responsible for overseeing our teams as they implement and execute the practices outlined in this document. One FOH and BOH Manager will be designated as the primary Safety Ambassador per shift.



# GENERAL CLEANLINESS AND SANITATION

## HAND SANITIZER STATIONS

Hand sanitizer stations will be readily available.

## CLEANING HIGH-TOUCH AREAS

Designated cleaners will be at every location, sanitizing all high-touch areas including door knobs, handles, stairs, railings, tables, chairs, and restroom areas, at minimum every 30 minutes. Chairs and tables/booths will be disinfected between each use. The full restaurant will be deep cleaned and fully sanitized after every service.

## CLEANING LOGS

Managers will maintain logs to ensure cleaning practices are followed.

## EMPLOYEE SCREENING

Employees will undergo an extensive wellness check prior to each shift, including self-screening before arriving at work, COVID-19 exposure screening, and symptoms checks upon arrival and mid-shift. Employees will not be permitted in the building with any symptoms of illness and will not be allowed to return to work until they have met the CDC guidelines for safe return.

## GUEST SCREENING

Upon arrival, all guests will be greeted by our host team to review our COVID-19 pledge. Guests will not be allowed in the building if they show symptoms consistent with COVID-19.

## CONTACT TRACING RESPONSE

In the event we are notified of a guest or employee who has been on our premises and has tested positive for COVID-19, we will bring in an accredited company specializing in



biohazard and virus contamination cleanup to thoroughly disinfect the entire facility in addition to our daily protocols.

#### HANDWASHING FREQUENCY

We will continue to maintain strict standards on frequent and thorough employee handwashing. Employees must wash their hands upon arrival to work and use antibacterial soap and hand sanitizer frequently. Team members are expected to take handwashing breaks a minimum of every 30 minutes, and to follow posted handwashing protocol. Team members are expected to wash their hands upon arrival to work; prior to and during food preparation; when switching between tasks; before donning gloves to work with food or clean equipment and utensils; after using the restroom; after handling soiled dishes and utensils; when visibly soiled; after coughing, sneezing, using a tissue, or touching their face; after eating or drinking; after smoking or vaping; after handling cell phones.

#### HANDWASHING SIGNAGE

Restroom signage will encourage guests to follow CDC-recommended hand washing protocol.

#### FACE COVERING REQUIREMENT

Team members and guests are required to wear face coverings (Guests may remove face coverings when eating and drinking.)

#### EMPLOYEE FACE COVERINGS

THG will provide face coverings for all employees and additional PPE for relevant positions. Employees will be required to wear these masks throughout their entire shift. Face shields will be given to Servers and Dishwashers for additional protection. Team members will follow distributed guidance for putting on, removing, and disposing of masks. If a mask becomes soiled or wet, team members should immediately ask a member of the Management Team for another.



## EMPLOYEE SOCIAL DISTANCING

Employee schedules and workspaces will be modified to maximize social distancing wherever possible. Employees will keep 6 feet away from guests whenever possible while not performing services.

## GUEST SOCIAL DISTANCING

Guests will be encouraged to stay 6 feet apart, and will have the option to be texted when their table is ready, so they can wait outside or in their cars.

## ONGOING TRAINING

All employees will undergo ongoing training on health and safety procedures, using PPE, and sanitation and cleaning standards.



# RESTAURANT LAYOUT

## TABLES AND STATIONS

All tables and service stations will be at least 6 feet apart or partitions will be in place. Host stands will be moved to allow for customer wellness screenings prior to entry.

## FLOOR SIGNAGE

Physical markings inside and outside of our buildings will encourage social distancing.

## ONE-WAY FOOT TRAFFIC

Where applicable, one-way signs will guide the paths of employees and guests.

## SEATING

Counter seating will allow for 6 feet between guests from different parties.

## VENTILATION AND AIRFLOW

Air circulation will be maximized through our ventilation systems, and windows will be opened when weather allows. Our facilities managers will assess and optimize our ventilation systems through quarterly filter changes alongside frequent preventative maintenance checks on all belts and mechanicals.



# RESERVATIONS AND HOURS OF OPERATION

## PARTY SIZE LIMIT

Party size will be limited based on provincial, municipal and city guidelines for each phase. Guests will be made aware of the party size limit when making a reservation.

## RESERVATIONS

Reservations are encouraged to minimize waiting and smooth the flow of service. Walk-in seating is available at many of our restaurants, but tables can't be guaranteed because of capacity limits and social distancing requirements.



# GUEST ARRIVAL

## EFFICIENT SEATING

Our goal is to seat all customers immediately upon entry. In the event that there is a wait for a table, guests will be encouraged to stay 6 feet apart, and will have the option to be texted when their table is ready, so they can wait outside or in their cars.

## GUEST PLEDGE

Upon arrival, all guests will be greeted by our host team to review our COVID-19 pledge. Guests will not be allowed in the building if they show symptoms consistent with COVID-19.

## ENTRY REQUIREMENTS

As noted on our entry signage all guests will be required to wear a face covering over their nose and mouth at any time in the building when they are not specifically at the table eating and drinking. **Note: exemptions will be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering.**



# SERVICE EXPERIENCE

## MENUS

Menus will not be shared between parties. Depending on the location, single use or digital menus will be available.

## TABLE SETTINGS AND CONDIMENTS

No items, including salt and pepper, flatware, and condiments, will be pre-set on any tables. All condiments, glassware & flatware will be provided freshly sanitized when you are seated.

## LEFTOVERS

If guests wish to bring home any leftovers, containers will be provided at the table to allow guests to package their own items.

## CONTACTLESS PAYMENT

Contactless payment will be encouraged.



# EMPLOYEE PROCEDURES

## ARRIVAL AT WORK

All locations will have a designated entrance and check-in station that all employees must enter through where the Manager on Duty will conduct contactless infrared temperature checks and Health Check Questionnaires. While waiting to be checked in by the Manager on Duty, employees must have a face covering over their nose and mouth and must stand at least 6 feet apart from each other.

## LOCKER ROOMS

In changing and locker rooms, approved facial coverings must be worn at all times, and social distancing practices must be adhered to. Time spent in the locker rooms should be as brief and efficient as possible. Lockers will be sanitized between shifts and at the end of the day. At the end of the day, there should be no personal items left over in the lockers, so the lockers can be fully disinfected.

## CLOCKING IN

Employees will clock-in using disposable gloves, then sanitize the screen before starting their shift.

## BREAKS AND FAMILY MEAL

Breaks will be staggered to limit the number of people in communal spaces at the same time. Employees will maintain 6 feet apart when waiting in line for family meal and while eating. Face coverings will be placed in a clean Ziploc bag while eating, and will never be placed on any surface or in a pocket. All plates will be composed by a BOH team member and handed out cafeteria-style. Team members must clean and sanitize their individual dining area using nearby sanitizing wipes. Area must be clean of food debris and liquids.

## DEPARTURE FROM WORK

Once an employee has been checked out and clocked out, they will leave promptly and efficiently to ensure no congregating. All lockers will be cleared of personal belongings



to allow for appropriate sanitizing. When traveling home, team members are strongly encouraged to adhere to distancing guidelines and wear a face covering.



# OUTSIDE VENDORS

## EMPLOYEE CONTACT

Only the management team should have contact with outside vendors. Vendors and team members must stay 6 feet apart. All members of the management team will be wearing gloves and a mask when accepting and inspecting deliveries. All vendors should also be wearing masks and gloves when making deliveries.

## DESIGNATED DELIVERY ZONES

Vendors should stay in designated areas.

## DIGITAL INVOICES

Digital invoices will be used when possible to limit contact between delivery drivers and team members.

## PUTTING AWAY PRODUCT

When putting away product, team members will wash hands, put on a new pair of disposable gloves, and put product away in a timely manner. Boxes will be disposed of quickly and the designated receiving space will be cleaned and sanitized.

## DELIVERY LOGS

Deliveries and any post-delivery cleaning and sanitizing activities will be logged and signed off by pre-approved team members.

