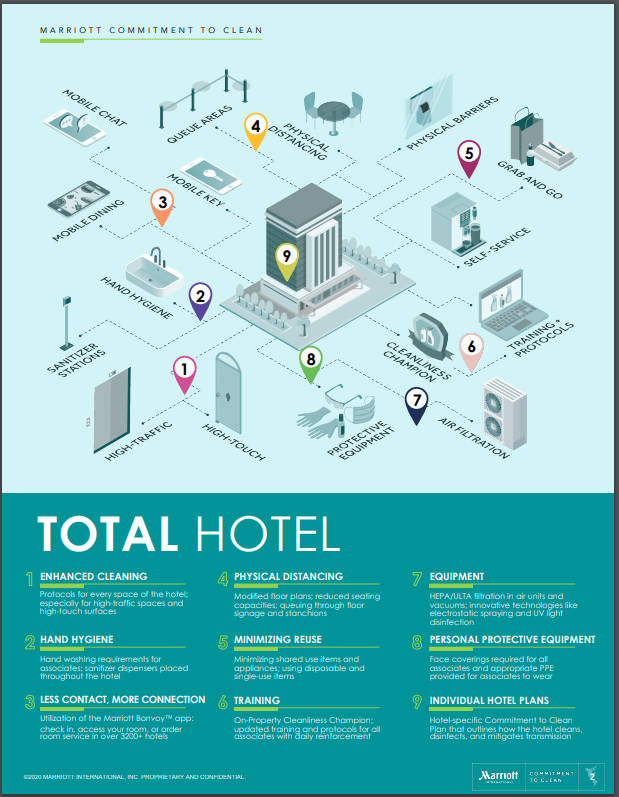


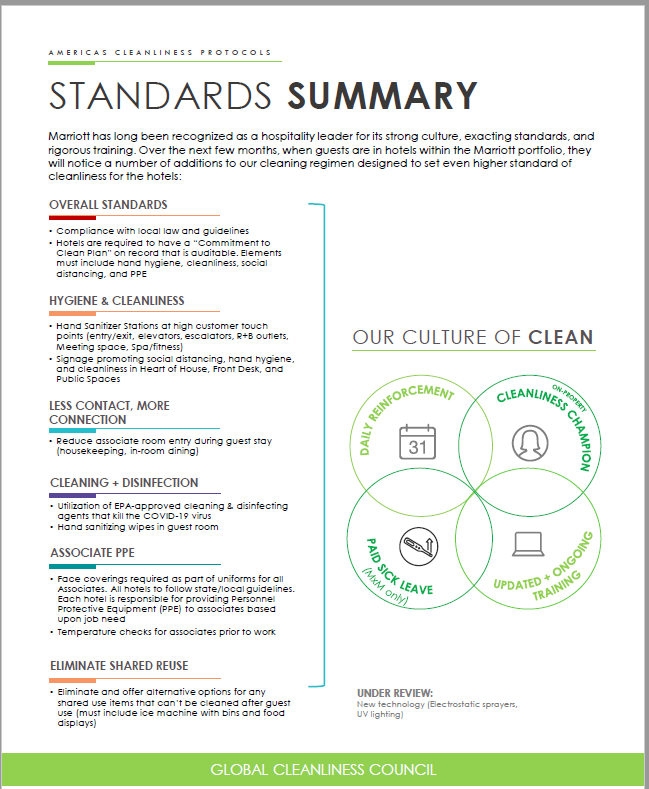
COVID-19 OPERATING SAFETY PLAN

&

SERVICE PROCEDURES







**This safety plan includes detailed steps the restaurant and hotel are taking to address the following, based upon local requirements, hotel type, size, and other relevant factors:**

- Associate hand hygiene (washing, sanitization, etc.) and coughing and sneezing etiquette

- Cleaning and sanitizing products, frequency and protocols throughout the hotel

- Associate PPE and screening processes: masks, gloves, temperature checks (required by Managed by Marriott (MxM) hotels)

- Social Distancing including how to address within F+B spaces

- Guest signage for cleanliness and social distancing communications

- Guest room entry (housekeeping, In-room dining, etc.)

- F+B and M+E execution to promote clean and safe events

- Process for contact tracing for guests who dine in Showcase including reservations and walk-ins

**#1 Risk Assessment – OAK+CRU Social Kitchen**

* Front of House and Back of House associates represent OAK+CRU at the hotel’s Joint Health and Safety meeting that meet monthly to review health and safety practices, incidents and safety evaluation.
* The occupancy in Showcase has been reduced to 174 seats ensuring that tables are spaced 2 meters apart. Any seating that does not allow 2 meters distancing a partition has been installed to protect associates and guests \*\*See floor plan and posted occupancy signage.
* We schedule in teams for front of house and back of house to reduce the number of staff interacting with each other.
* We have identified the following high touch points and equipment that will be washed and/or sanitized on a frequent basis or after every use. \*\*See cleaning checklists for FOH and BOH in this document and posted in the restaurant and kitchen.

Front of House - Every 2 hours for high touch surfaces

* + POS terminals
  + Credit card machines
  + Tables & Chairs
  + Service stations
  + Service trays
  + Bar top
  + Hostess station
  + Telephones
  + Bar and cocktail equipment
  + Pens, check presenters
  + Kitchen prep area and drawers
  + Service doors
  + Fridge doors
  + Coffee machine
  + Cappuccino machine
  + TV remotes
  + Draft taps
  + Plexiglas partitions
  + Front doors
  + Booster seats, high chairs

Back of House – Every 2 hours for high touch surfaces

* Counters
* Prep area
* Counters
* Prep area
* Kitchen utensils
* Cook surfaces
* Floors
* Door knobs
* Cooler doors
* Cooler handles
* Oven doors
* Plate ware (high temp dish logs taken 3 times daily)
* Glass ware (high temp dish logs taken 3 times daily)
* Stair hand rails

**#2 Work Protocols**

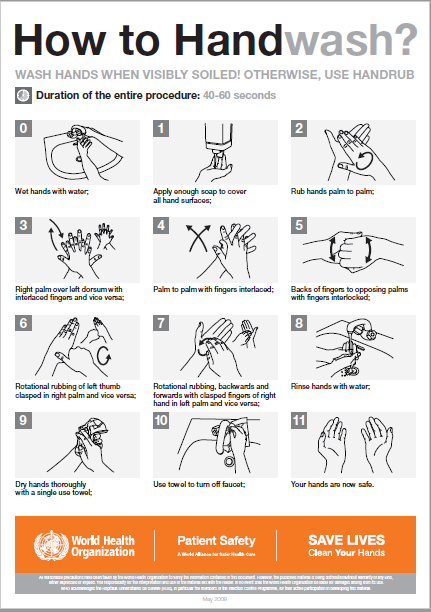
* Physical Distancing
  + - Occupancy limit guests reduced
    - Reduced floor plan to accommodate 2 meter distancing
    - Staggered start times for associates with individual briefings
    - Plexiglas barriers installed anywhere 2 meter distancing is not possible
    - Marked flow of entrances and exits for staff and guests
    - Associates wear non-medical masks
* Installation of Physical Barriers
  + - Installation of Plexiglas between booths
    - Daily cleaning protocol for Plexiglas are included in the daily cleaning checklist
* Cleaning and Sanitization Protocol
  + - Refer to the Ecolab guidance document for Food Service “Resuming Hospitality Operations”
    - Assume recommended use for high risk/outbreak scenario including mulit-purpose cleaner and food contact sanitizer.
    - Refer to daily, weekly cleaning schedule.
* Handwashing
  + - Every 2 hours or after guest interaction/serving or clearing dishes
    - Documentation posted on effective handwashing protolcol

**#3 Code of Conduct and Policies for all associates**

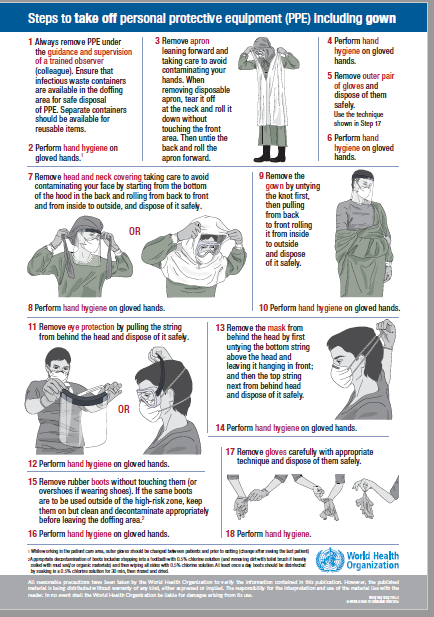
* No associates will come to work sick, specifically exhibiting any Covid-19 symptoms such as fever, chills, new or worsening cough, shortness of breath, sore throat, muscle or headache within the past 10 days
* Associates will self-isolate when directed by Public Health
* Associates who have arrived from outside Canada or who has had contact with a confirmed Covid-19 case must self-isolate for 14 days and monitor for symptoms
* Visitors are prohibited in the workplace
* First Aid attendants have been provided OFAA protocols for use during Covid pandemic
* Associates have signed off on training and service protocols
* Associates have training and strategies required to address the risk of violence that may arise as customers adapt to restrictions or modifications of the restaurant operations.
* Mandatory temperature check prior to starting work, associates with a temperature of 38 degrees Celsius or above will be sent home from work for a minimum of 72 hours clear unmediated fever
* Associates must be aware of and trained on details of plan and be able to communicate when asked
* All Associates are required to wear face coverings approved by the CDC (N95 masks, cloth coverings, etc.) while working (re-evaluated every 30 days). Each hotel will be responsible for providing PPE to associates based upon job need
* Mandatory hand washing when entering the restaurant and frequent washing throughout the shift
* Handwashing after clearing tables
* Use of clean service trays after use
* Adhere to best possible social distancing practices throughout service
* Immediately sanitize one use equipment after use (POS screen, credit card terminal)
* Follow guidance for one way use doors
* Report associates to a manager who is not following protocol
* Associates that feel ill at work must report symptoms to a manager and will be send home immediately
* Sick associates are asked to wash or sanitize their hands, wear a mask, be sent home immediately, self-isolate and consult the BC Covid-19 Self-Assessment Tool or call 811 for further guidance
* Associates who are severely ill should call 911
* Managers will ensure that all surfaces that have been in contact with ill associates are sanitized
* Notification and tracking of sick guests/associates

**#4 Communication Plan and Training**

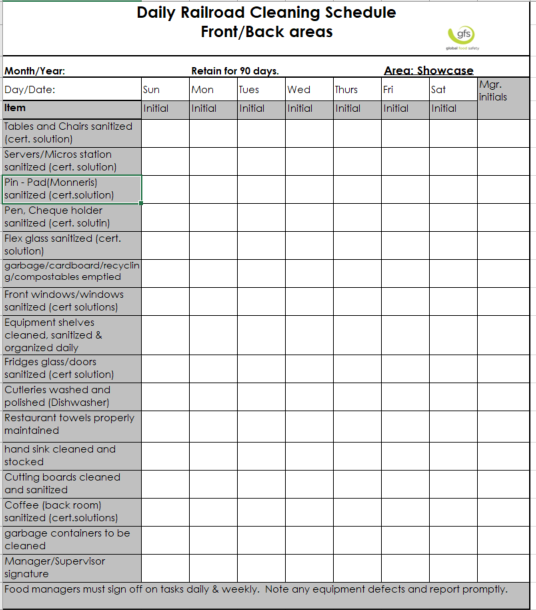
Handwashing Protocol



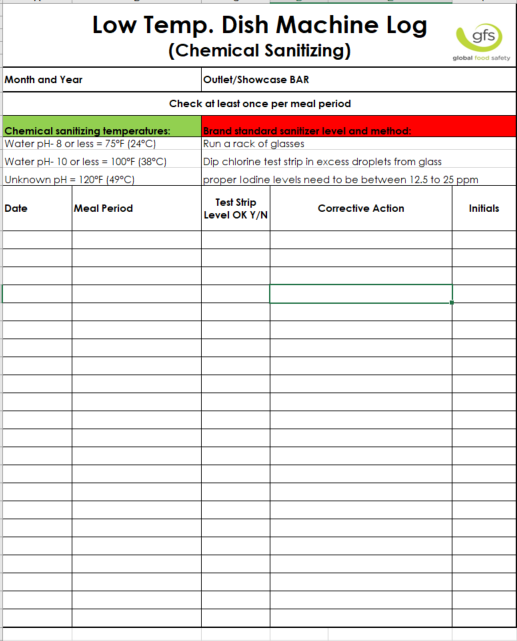
WHO – Steps to take off PPE



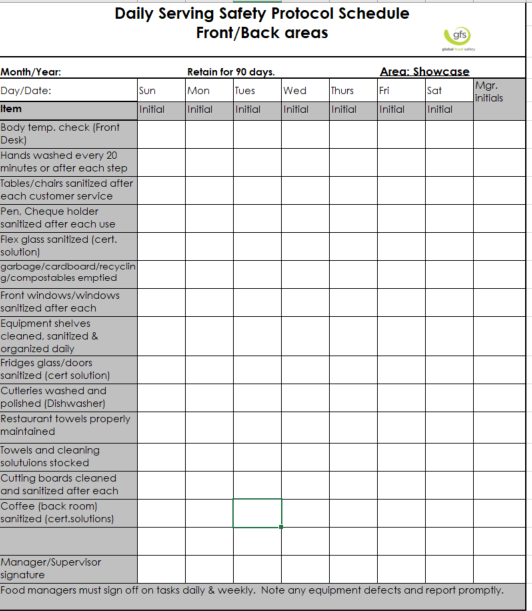
Front of House Cleaning Program



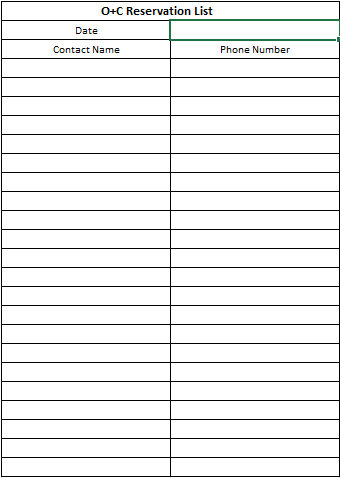
Bar Glassware Cleaning Protocol



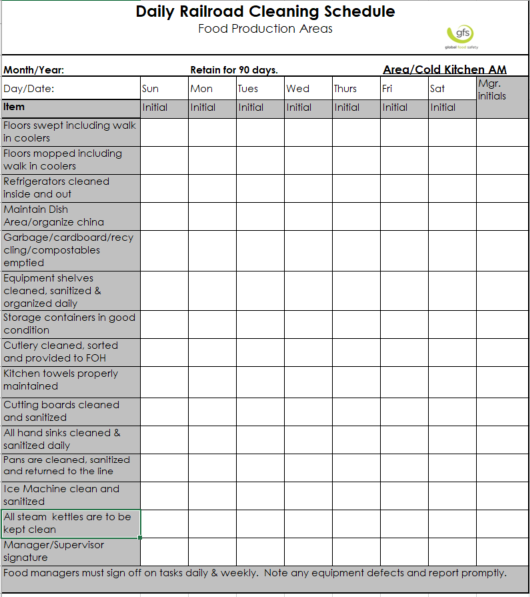
Server Safety Protocol



**Guest Tracing Protocol** – 1 member from each party will be required to give their name and contact information for the purposes of contacting them in the case of a Covid-19 case identified within the restaurant. Name, contact information, table number, number of people dining and time of day will be recorded.



Culinary Cleaning Protocol



Kitchen Weekly Cleaning Checklist

