

Food and Beverage Safety Plan

COVID 19- Reset and
Refocus Guide



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Overview- Welcome Back

We are excited to welcome you back to work to the Food and Beverage team at Four Points by Sheraton. We have appreciated your patience and understanding of how things drastically changed over the past few months. We hope that the worst is behind us and that we can start to embrace and understand our New Normal.

It has been a whirlwind of a few months and how the world has changed. COVID-19 has changed our industry and how we can and will be able to welcome/accommodate both those employees and guests at our resorts and restaurants. Through this playbook we intend to outline the new expectations and guidelines that will keep you and our guests safe. Understand that these new guidelines on how we achieve this have been outlined and approved by Worksafe BC and will be strictly followed and enforced by Argus Hospitality. These practices are nonnegotiable and are in place to ensure the safety and security to you as the employee and those guests that we welcome to our resorts.

You may hear the term- **“New Normal”** a lot as we reopen our doors. The items that are included as the **“New Normal”** are industry recommended best practices from when dine-in service open until a vaccine and/or herd immunity have been established. Understand there will be new changes to what is our New Normal as we reopen and learn from our industry partners and ourselves.

You may have also hear about Phase 1, Phase 2 etc....Here is what that means to you-

Phase 1- The items that are included as Phase 1 are the most strict controls to implement only for the initial period immediately after restaurants are permitted to reopen dine-in.

Phase 2- The items that are included as Phase 1 + 2 are industry recommended best practices are recommended to be in effect from when restaurants are permitted to reopen for dine-in service through the first phase of easing of protocols. Based on other markets, this could be 6-8 weeks in all.

You as a Food and Beverage employee are the frontline workers of hospitality. You are in contact with customers, each other, and other workers regularly. As we reopen our dine-in operations, the health and safety of our staff is essential to the success of all industry operations and to ensuring an industry-leading guest experience.

Part of our commitment to enhance employee health and safety is to educate employees on how to protect themselves, and what is expected of them in terms of their responsibilities to the business and public well-being. Our industry operates within a strong regulatory framework that has always put food and guest safety at the forefront. Refreshing staff on existing health and safety protocols combined with training on the new normal will ensure that we exceed guest expectations and achieve enhanced public trust.

Physical Distancing

Physical distancing will be part of our new normal as we reopen our operations to our employees and guests. Physical distancing is the most critical component of the fight against COVID-19.

Here is what we are doing to ensure proper social distancing is in place at our resort:

- Our new floor plan has been arranged such that the distance from the back of one chair to the back of another chair is meeting the Work Safe requirements of 1m or 3ft apart
- For our fixed tables (booths and benches) we will seat every other table and have put a number of tables throughout the restaurant out of service (indicated with stickers) to avoid any confusion.
- Our host stands will have plexiglass dividers installed due to the fact that physical distance will not be possible when greeting guests.
- Capacity for guests dining inside/outside will be temporarily reduced to 50% provided that physical distancing measures.
- We will prevent guests from lingering in our physical waiting areas- we will also be removing furniture in those areas and encourage those waiting for a table to wait outside when applicable- 2 meters- 6 feet apart
- We have floor decals to mark required physical distancing of 2m or 6ft
- We will provide directional floor decals for paths for both employees and guests
- We will follow the guidelines set out by Work Safe BC and allow up to 6 guests total on one table

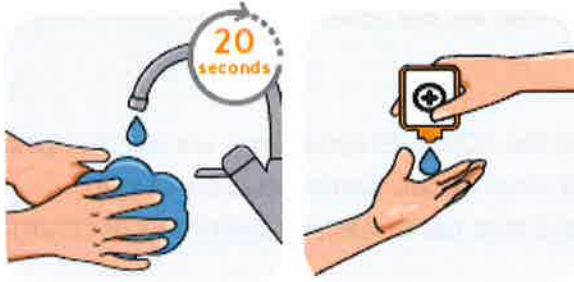
Your Commitment

Our employee's safety and security are our top priority. We want to ensure that our employees feel that all safety measures are being met to make them feel comfortable coming to work. As an employee, there is also an expectation that we need from you to ensure your own safety, the safety of our co-workers and those guests that we are serving.

Employee Expectations

- If you are not feeling well, have any of the COVID-19 symptoms- we ask that you stay home. These symptoms include fever, sore throat, runny nose, dry cough
- If you have been in contact with anyone that has or has any symptoms of COVID-19, we ask that you stay home
- If you have travelled outside of Canada for any reason, we ask that upon your return, you self-quarantine for 14 days before returning to work
- Please wash your hands continuously throughout your shift. Expectation is that you wash your hands every 15 minutes in the designated hand washing stations throughout our operation
- Avoid touching your face
- Sanitation will be provided for you while on shift. We ask that you keep your hands sanitized throughout your shift
- Keep your distance from other employees that you are working with
- Keep your distance from guests
- Proper PPE will be provided for you. We ask that you are wearing that PPE when required- this includes face masks and gloves when polishing glassware, china and silver
- We ask that you only enter and exit from work through our employee entrances. Please refrain from using any other guest entrance or public restrooms
- Do not shake hands, fist pump or elbow punch any guest or co- worker. This also includes hugging. Also do not sit down with any guest at tables

Help prevent the spread of COVID-19



Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.

Wash your hands:

- When you arrive at work
- Before and after going on a break
- After using the washroom
- After handling cash or other materials that have come into contact with the public
- Before and after handling shared tools and equipment
- Before and after using masks or other personal protective equipment

Safety and Sanitation

Our commitment to Safety and Sanitation is our #1 priority is the safety and wellbeing of our employees and guests.

Here is how we are committed to keeping our spaces safe and sanitized:

- We will have a shift that is called the sanitization shift. This focus will be purely dedicated to sanitizing the restaurant and restaurant surfaces. This role will focus on clearing tables, wiping, and resetting. They will also keep all surfaces sanitized. This role will be required to wear a face mask and gloves at all times
- Hand wash stations have been identified throughout our back spaces. Staff are required to wash their hands every 20 minutes for 20 seconds- soap and water- these are not to be used by guests
- PPE equipment has been purchased for all employees
- Sanitization stations have been set up for our guests at each entrance point
- Between 2:30pm and 4pm daily we will be suspending service to complete a thorough sanitization/disinfectant of all surfaces with peroxide cleaner. There will be no orders placed during this time giving the team members a clean and safe time to eat, have a break, and a washroom break after thoroughly cleaning the restaurant in the absence of guests.
- Food safe procedures and protocols that we have already in place will continue which prevents the spread of foodborne illnesses, viruses, and bacteria

Changes in Service Style

Service as we used to know it before COVID-19 has changed and expect some differences based on our new normal. Outlined below are the key changes on how we approach service for our Food and Beverage Operations:

Guest Arrival:

- Guests will be escorted to a table by a team member (host, server, manager) during the seating process the guest will be informed of the entrances and exits, where the bathrooms are, the direction of travel, and how service will differ
- Guests will also be given a copy of the menu to take to their table with them. All menus will be for single use only and discarded after order has been taken
- Tables will be bare with nothing on them
- Items such as Salt & Pepper, candles etc. will be available upon request only

Service:

- All food and beverage service must be handled via table service- guests are not to retrieve their own food or beverage from the bar or kitchen
- Server will arrive to the table with glasses of water that have been pre poured by the bar team- water can be picked up at the bar- jugs of water left for guest to refill at their own convenience
- When possible- server to remove an extra chair and that is where they will stand to take orders etc. If possible, guests will be sat at a table larger than they need so that the server can have an access point to the table where they can drop off items and stand without getting too close. This will be explained at the beginning of the visit.
- Servers take orders as normal (upsell)!!
- For food/beverage delivery- it is suggested when possible to drop the food and beverages at the corner of the table and guest to retrieve and pass around after you step away from the table
- Any food requesting to be packaged up- please bring proper take out packaging and allow guest to package themselves. Please provide paper bag with takeout containers

Payment:

- We will only accept Debit or Credit for payment. We will no longer be accepting cash. Preference for payment will be through tap (wireless Moneris) or via our new payment system - Ready Pay

Restaurant Traffic Flow

With keeping our proper distancing and to avoid guest's interaction and possible touching, we have come up with the following flow to help avoid this.

Guests

- All guests will arrive through the restaurant doors (not lobby)
- Guests are to access the washroom as well as exit through the Lobby entrance
- Arrows will be placed on the floor to follow for proper flow
- Guests sitting on the patio can exit through the patio doors
- Guests will not be allowed to stand at the bar to order nor pick up drinks

Guests Behaviors

It is important that we manage expectations from the get-go when our guests arrive to our establishments. Though we appreciate their business and support and happy to open our doors back to in-dining guests, we have to manage expectations to ensure the safety of our employees and guests. Here are a few points that we need to be clear on:

- No more than 6 guests at a table
- We will not add any more tables from that of the floor plan that has been approved
- Guests are not to move any tables nor chairs to other tables
- Guests are not to order directly from the bar
- Guests will be explained at the beginning of their visit to give their server/food runner as much space to deliver drinks and food as possible and these items will not be handed to them but instead dropped off at an empty part of their table. They can then distribute.
- We need to manage to our current policies with regards to beverage consumption
- We will not tolerate any abuse from a guest towards an employee
- Guests are to follow the instructions outlined when it comes to social distancing and flow of traffic (the arrows indicate "right of way" so as to minimize guest interaction and maximize distance)
- We need guests to avoid stopping and talking to other tables

Take and Room Service

A revenue stream that will continue in our operation is both take out and room service. With limited capacity for in dining seating, it is expected that we will see volumes from both areas. Here are guidelines on how we will handle this along with our regular in dine service.

Take Out

- We will designate one person per shift who is responsible for managing our takeout program- this person must be wearing gloves for the safety of our guests
- This program consists of Skip the Dishes, Door Dash, and phone orders
- Use the proper take out packaging that is outlined
- All take out orders will be picked up from a designated table in the dining room (area of least traffic)
- Any call-in orders will be required to pay via tap- Debit or Credit

Breaks

Our sanitization hour gives our team members an excellent opportunity to take the time they need after thoroughly cleaning the restaurant to eat, go for washroom breaks, and smoke if needed in a clean and safe way.

Outside of the sanitization hour, breaks need to be communicated to a supervisor, approved, the role needs to be “covered” in their absence and they must wash their hands before and after.

Welcome Back!






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Re – Orientation Agenda

- Document Review
- “New Normal” – Setting Expectations
- Review of Roles (New and Old)
- The Essentials
- New Guidelines and Procedures – WorkSafe BC
- New Guidelines and Procedures – Argus Hospitality
- BC Centre of Disease Control
- Walkthrough of our Space
- Menu Review – Summer Menu
- Questions & Answers
- Rehire Paperwork Completion

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Document Review

- WorkSafe BC
- BC Centre for Disease Control
- Hand Washing
- Social Distancing.
- Sanitization – Timing, Chemicals
- Masks, PPE
- Breaks (eating, washroom, smoking)
- Illness in the Workplace

3

“New Normal” Setting Expectations

- Our Plan/Logic
- Flexibility
- Schedule
- Days Off
- Vacation

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Opening

People are our #1 Priority

- What It Means
- Dry Run – Today and Tuesday
- Social Media
- Changing Week to Week - Flexibility
- Community
- Hard Conversations:
 - Protecting Ourselves,
 - Each Other
 - All Guests

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Review of Roles

- Bartenders
- Hosts
- Sanitizers/Bussers
- Servers
- Managers/Supervisors

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The Essentials

- Do Not Touch Your Face, Hair, etc.
- Follow Policies and Procedures
- Wash Your Hands Thoroughly and Regularly (Schedule)
- Do NOT Come into Physical Contact w. Colleagues or Guests (Hugs, Handshakes, etc.)
- Keep Your Distance!
- Do Not Share Tools/Workspace
- Use PPE as needed
- Hygiene – Hair, Nails, etc.
- Sensitivity with Our Guests - Politics and Personality
- Breaks – Communicate – Come in Clean!

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Bartenders

- Will Have a Section as well as Prepare Drinks
- No Cocktails Initially
- Cans, Bottles & Highballs
- Cocktails in a Can
- Wine by the Glass & Bottle
- No Patrons at the Wood

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Hosts

- Hosts are going to be the gateway to our restaurant
- Will be a challenging job – more info to come
- Forehead Thermometers - TBC
- Plexi-glass will be installed at stands
- ALL guests to be sat by hosts. Everyone needs to send new guests to hosts so we can control seating.
- Hosts are responsible for ensuring all guests receive a fresh menu. ** Note: All menus are Single Use.

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Sanitizer/Busser

- Newly Revise Role
- Sanitize All Surfaces regularly with particular attention to 'Hot Spots': Door Handles, Common Surfaces, POS, Moneris, Light Switches, etc.
- Polishing cutlery and glassware – Gloves/Mask
- Bussing tables of dirty dishes, salt and pepper shakers, used menus, dishes, etc.
- **All Employees will have Sanitizer Shifts**
- Servers DO NOT clear dishes.

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Server

- Servers to take Drink and Food Orders
- Up-sellers and Menu Experts.
- No Clearing of Dishes
- Help Seating of Tables
- Taking Payment – Contactless with Tap. Take verbal instruction.
- Awaiting New Technology **
- Room charges – Take Instruction. Take Information

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Managers / Supervisors

- As always, will help where needed, with special attention on Hosts (Difficult Conversations, Guests)
- Helping Bus and Clear
- Running Food
- Serving Tables
- Must CLEARLY switch between roles, wash hands, put on PPE as needed. We are here to support and provide necessary tools
- Must ensure policies and procedures are being followed

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New Guidelines and Procedures Worksafe BC

Review and Read as a Team with Specific Attention on highlighted portions

HANDOUT

Hopefully will have WorkSafe Guidelines (Fri)

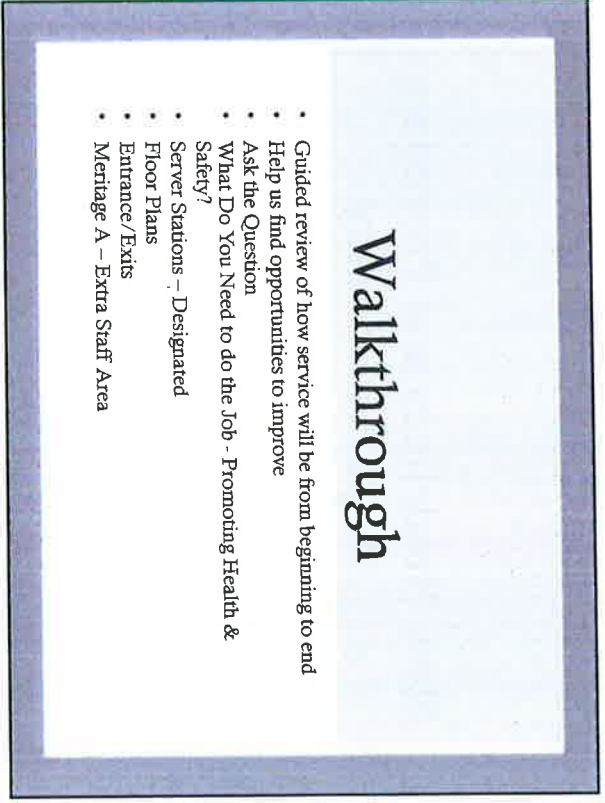
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New Guidelines and Procedures Argus Hospitality

We are doing a few things to be EXTRA careful:

- 15 Minute Alarm - Hand Washing Reminder
- Sanitization Hours
- Small Teams
- Expanded Staff Areas
- Guest Monitoring
- Cocktails in a Can
- Focus on Patio Service
- Entrance/Exit
- Limited Seating

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A presentation slide with a blue border. The title "Walkthrough" is centered at the top in a large, bold, black serif font. Below the title is a list of seven bullet points in a smaller black serif font, detailing the structure of a guided review.

Walkthrough

- Guided review of how service will be from beginning to end
- Help us find opportunities to improve
- Ask the Question
- What Do You Need to do the Job - Promoting Health & Safety?
- Server Stations - Designated
- Floor Plans
- Entrance/Exits
- Meritage A - Extra Staff Area

15

A presentation slide with a blue border. The title "Menu" is centered at the top in a large, bold, black serif font. Below the title is a list of five bullet points in a smaller black serif font, describing the menu's focus and inspiration.

Menu

- Part of your package.
- Chef to show/Explain each Dish
- Focus of Freshness
- Inspired by Local
- Inspired by Summer
- Designed to be Enjoyed on a Patio...and we have two!

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Q&A

Please Feel Free to Ask Anything.... We Need Your Input!

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Rehire Paperwork

- Review of Paperwork
- Sign Off
- Acknowledging that we have read and understood:
 - Worksafe BC Documents
 - BC Centre for Disease Control Literature
 - Argus Hospitality Policies and Procedures and Practical Applications of this information

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