



THE SMITH

**HEALTH & SAFETY
PLAN**



BE THE SMITH

Our top priority is the safety of our team and guests. This plan outlines our policies and procedures for reopening our dining rooms safely.

THE PANDEMIC HAS CHANGED THE WORLD

- We all need to adapt
- Working in restaurants has changed
- People are craving restaurants
- People want to come back to safe restaurants
- It is crucial we all recognize this and commit to this new plan and enhanced way to work

WE HAVE CREATED A PLAN BASED ON:

- Science
- Local Department of Health Policies and Guidance
- Center for Disease Control Guidelines
- World Health Organization Guidelines
- Hospital best practices — that have kept thousands of workers healthy
- We are constantly researching and listening to the newest science and will continue to update

WHAT IS CORONAVIRUS (COVID-19)?

- This coronavirus (SARS-CoV-2) is a newly identified virus
- It has caused a worldwide pandemic of a respiratory illness called COVID-19
- This virus is spread person to person through droplets released in the air from an infected person, for example when they cough, sneeze or talk
- When these droplets get into the nose, eyes, or mouth of other people they may become infected
- The infected droplets can land directly in someone's nose, eyes, or mouth, or you can touch a surface that has the virus on it and then touch your face, nose, eyes, or mouth

WHAT ARE SYMPTOMS OF COVID-19?

- Shortness of breath or difficulty breathing
- Cough or sore throat
- Fever over 100.0 or chills
- Fatigue
- Muscle or body aches
- Headache
- Diarrhea
- New loss of taste or smell
- Congestion or runny nose
- Nausea or vomiting
- Some infected people could have no symptoms at all

**INFECTED PEOPLE CAN FEEL
AND LOOK TOTALLY HEALTHY**

You must assume everyone may be infected

OUR PLAN

- Five Commitments to Safety
- A culture of safety
- Our Core Values and safety

5 Commitments to Safety

HYGIENE

MASKS

**WELLNESS
SCREENINGS**

SANITIZING

**SOCIAL
DISTANCING**



THE SMITH PLEDGE

I WILL:

1. Only work when COVID-19 symptom free, not diagnosed or exposed to COVID-19, and have not recently traveled to any restricted state
2. Wash hands regularly
3. Always wear fresh gloves
4. Always wear a mask
5. Conduct wellness screenings
6. Maintain the highest standards of hygiene
7. Have impeccable sanitizing procedures
8. Practice social distancing



GUEST PLEDGE

I WILL:

1. Wear a mask except when eating and drinking, and always when interacting with a Smith team member
2. Only come to The Smith free of COVID-19 symptoms
3. Not come to The Smith if diagnosed with COVID-19
4. Not come to The Smith if exposed to COVID-19 or recently traveled to any restricted state
5. Leave six feet of space between others when possible
6. Wash hands or use hand sanitizer when entering the restaurant



SAFE

VENDOR PLEDGE

I WILL:

1. Only make deliveries to The Smith or hold meetings with our team members when free of COVID-19 symptoms
2. Not make deliveries to The Smith or hold meetings with our team members if diagnosed with COVID-19
3. Not make deliveries to The Smith or hold meetings with our team members if exposed to COVID-19 or traveled to a restricted state
4. Wear a mask at all times
5. Practice social distancing whenever possible
6. Provide my name, date, and time of visit to be recorded in The Smith's delivery vendor log

A CULTURE OF SAFETY

- In order for this play book to work we will all be **Committed!**
- We must all personally **Pledge** to uphold the 5 Commitments to safety
- Everyone must be **Empowered** to hold each other accountable



HYGIENE

HAND WASHING

- Hand washing regularly has been shown to reduce the spread of viruses by over 50%
- Use soap and warm water
- Lather your hands, between your finger and under your nails
- Scrub for at least 20 seconds
- Rinse your hands well
- Dry with a clean towel
- Must change gloves between dirty and clean tasks
- Must wash hands every time you change gloves, or sanitize if hand washing is not available
- Must wash hands immediately arriving at work
- While at work must wash hands at least every hour
- Hand sanitizer is not a replacement for washing your hands as sanitizer is not as effective in removing and killing virus from hands

GLOVES

Gloves must be worn at all times while working

CLEAN TASKS

used for food and drink
preparation and serving
food and drink

DIRTY TASKS

cleaning, taking orders,
touching computers

NEVER TOUCH
YOUR FACE

CHANGE GLOVES
WHEN CHANGING
FROM DIRTY TO
CLEAN TASKS OR
WHEN RIPPED

UNIFORMS

Must be impeccably clean when at work

WEAR CLEAN
PANTS

WEAR CLEAN
APRON

NO CELL PHONES
WHEN WORKING
sanitize regularly, they are
full of germs!

COUGHING AND SNEEZING

- Keep your mask on
- Turn away from people
- Cough or sneeze into a tissue or into the crook of your arm
- Change gloves and mask and wash hands before returning to work



MASKS

MASKS

- Masks are to keep you safe and to keep me safe
- Masks minimize droplets from coming in and going out
- All team members are required to wear face masks at work
- Guests are required to wear masks when not eating and drinking, and always when interacting with team members or leaving their table
- All team members should only approach guests when they are wearing masks

TEAM MEMBER MASKS

WE WILL PROVIDE
COLORFUL AND
FUN DISPOSABLE
MASKS

CLOTH MASKS
MUST BE WASHED
BEFORE THE START
OF EACH SHIFT

DISPOSABLE
MASKS MUST BE
DISCARDED AT THE
END OF THE SHIFT
OR WHEN DIRTY

GUEST MASKS

FACE MASKS MUST
BE WORN BY
GUESTS UNLESS
EATING AND
DRINKING

DISPOSABLE FACE
MASKS WILL BE
AVAILABLE TO
GUESTS

TEAM MEMBERS
SHOULD NOT
INTERACT WITH
GUESTS UNLESS
THEY ARE
WEARING MASKS

MASK TIPS

- Disposable paper or cloth masks are required, neck gators or bandanas are not permitted
- Face masks must cover your nose, mouth, and chin
- If you cough or sneeze into your mask, replace it with a clean one
- All team members are required to wear a mask at all times, even when alone
- If you need to request a break from wearing a mask please ask to step outside and go for a walk
- Wear a mask when not at work or when close to others

WELLNESS SCREENINGS



WELLNESS SCREENINGS

- Team member screening
- Guests wellness screening
- Both ensure the safety of everyone

TEAM MEMBER SCREENING

- Everyday before work, team members will complete a wellness check online
- Team members may not work if diagnosed with COVID-19
- Team members may not work if experiencing any COVID-19 symptoms
- Team members may not work if they have been exposed to anyone that has been diagnosed to have COVID-19
- Team members may not work if they have recently traveled to a state with significant community spread

TEAM MEMBER SCREENING

- All team members will have their temperature taken when arriving at work
- Anyone with a fever over 100.0 will not be permitted to work
- All team members will pledge COVID-19 symptom and exposure free before work each day

GUEST SCREENING

- Guests will pledge they have not been diagnosed
- Guests will pledge they have had no exposure
- Guests will pledge they have no symptoms
- When required, all guests temperatures will be taken

A person is seen from the back, wearing a dark t-shirt with the text "Open EARLY 'til LATE" in white. They are in a restaurant or cafe, standing near a wooden table with glassware and plates. The word "SANITIZING" is overlaid in large white letters.

SANITIZING

SANITIZING

- Our restaurants will be impeccably clean
- We will perform extra cleaning and sanitizing throughout the day
- It will take everyone's efforts to maintain a clean and safe restaurant
- Steps of service have been changed to ensure that we all touch fewer things

**SANITIZING HIGH TOUCH
SURFACES WITH
DISPOSABLE WIPES**

SANITIZING FRONT OF HOUSE

- Tables, chairs, booths, banquettes and bar tops will be sanitized between seatings
- Service stations, screens, phones and door knobs will be sanitized every 30 minutes

SANITIZING BACK OF HOUSE

- Kitchen will be swept every 30 minutes and mopped/sanitized every 2 hours
- Oven, low boy and walk in door handles will be sanitized every 30 minutes
- Counters and KDS screens will be sanitized every 30 minutes
- Dish water will be changed every 30 minutes at the dish station
- Sanitizing does not replace cleaning dirty surfaces with soap and water

SANITIZING TEAM SPACES

- Locker room will be swept and sanitized twice a day
- Benches and the outside of lockers will be sanitized three times a day
- Inside of lockers will be sanitized before putting belongings inside and after removing belongings
- Lockers will be for day use only
- High touch points in the employee restroom will be sanitized hourly

SANITIZING TEAM SPACES

- The office door handle, key pad, copier, desks and computer screens will be sanitized before and after each use
- Desks will be sanitized after each use
- The office will be clutter free
- The office will be swept and mopped twice a day

TABLE TOPS

Tables set with:

- Place mats
- Roll ups with 2 forks and a knife in a napkin
- New candle for each table

Tables will not be set with:

- Bread plates – bread will be served on plates
- Water glasses
- Salt and pepper

CONDIMENTS

- Single serve condiments will be served in a ramekin
- No ketchup bottles, no oil, vinegar, syrup etc.

MENUS

- We will use a single-use foldable drink menu for each table with QR code to view menus online
- We will use a single-use happy hour and prix fixe lunch menu for each table
- We will use a single-use dessert menus for each table
- Single-use paper menus for all meal periods available upon request
- No reusable menus

WATER BOTTLES

- Water bottles will be washed and sanitized in the dishwasher after each use



SOCIAL DISTANCING



SOCIAL DISTANCING

- Social distancing is the practice of staying six feet away from others when possible to decrease the chance of spreading the virus
- We will practice social distancing in the restaurant

WHAT SOCIAL DISTANCING LOOKS LIKE

- During meetings we will be socially distanced (no eating during meetings)
- Family meals will happen with everyone socially distanced inside or outside
- One person at a time in the service bar
- No handshakes, high fives, fist bumps, or touching
- Maximum of 5 people in the locker room
- One person in the walk-ins at a time
- Only managers and chefs permitted in the office (and bartenders when counting money)
- Occupancy of offices will be limited in order to observe social distancing

DISTANCING IN THE DINING ROOM

- Floor markers will remind team and guests to stay apart
- No congregating with coworkers
- Tables will be spaced 6 feet apart
- Plexiglass partitions will be placed around booths and banquettes where applicable
- We will never touch a guest
- Never reach over guests to serve or clear
- Guests will use different doors to enter and exit

DISTANCING STEPS OF SERVICE

- Guests will be permitted to come in the restaurant if there is a table available
- If there is not a table available guests will be asked to wait outside
- One team member at guests' table at a time
- Minimize the number of different team members a guest interacts with
- Managers will only visit tables if requested by the guest

S.M.I.T.H. APPROACH TO HOSPITALITY

SMILE though your face mask and provide a warm welcome when guests enter; your eyes can smile!

MENTION uncommon facts and new safety practices to help guests enjoy their dining experience

INQUIRE in a genuine and polite way to find out what your guest is looking for and if they are feeling safe

TURN bad situations into good ones – feel empowered that you can solve problems and do whatever it takes to make sure guests feel comfortable and leave happy

HONEST and fond farewells, an authentic expression of gratitude and an invitation to return will have guests leaving feeling good

**OUR PURPOSE IS TO MAKE
PEOPLE HAPPY AND KEEP
PEOPLE SAFE**

OUR CORE VALUES AND SAFETY

BE THE SMITH We are all empowered to MAKE a difference
and create a culture of safety

SUPPORT OUR TEAM We are committed to a positive, supportive, safe
and healthy environment

SAY YES We go above and beyond to exceed the expectations of our guests and
always try to find a way to say YES while always staying safe; We will listen and
understand the concerns of our team and guests

HAVE FUN We enjoy making people happy; our team, our guests and our
community from a safe distance

AUTHENTICITY Everything we do is from the heart — the food, drinks and
connections and our dedication to health & safety

THINK LOCAL, NATURAL AND SUSTAINABLE We make decisions with
health, safety and well being for the future in mind

WAIT FOR GREAT We have extremely high standards in everything we do,
safety, culinary, people, hospitality...

QUESTIONS?

THANK YOU!