COVID-19 PLAYBOOK
KING’S SEAFOOD COMPANY
OPERATIONS - 2020

As of 7/27/2020
This is our living document and will be adjusted as we learn new regulations/requirements from the state and local governments.
INTRODUCTION

The COVID-19 pandemic is unprecedented and unlike any crisis we, as a hospitality industry, have had to face before. We are finding ways to move and shift as quickly and efficiently as we learn new information and as the world changes in front of us.

We are doing what we believe in our hearts to be the right work and the best work possible to keep everyone of our crewmembers, managers, Guests, and communities safe and healthy. We are looking forward to getting back to servicing our communities and neighbors and to providing a life stream for all of you, our vendors, and our partners.

For now, we are living day to day, actively listening to the state and local agencies giving us direction and guidance, and we are proactively getting prepared behind the scenes to be ready as soon as we hear it is allowed and or appropriate. If the situation declines and the government mandates a second shut down, we will be in support of what is best for the health and wellbeing of our family, friends and neighbors. We will continue to refine and update the plan as our experts provide us more advice; until then, this is what we are doing to ensure a safe working environment in our restaurants.

OUR GUIDING PHILOSOPHIES:

What…Why…How…
We believe “Guest First”
We are Product Driven
Quality, Service, Consistency, and Value (QSCV)
We unconditionally guarantee our product and service
We recruit the best and recognize their contribution
Completing individual responsibility ensures ongoing team success
WHAT...WHY...HOW:

Your safety and health are our number one concern. This playbook will walk you through the important changes we will make to ensure your safety and the safety of everyone at the restaurants. We are hopeful that this is important to you too and that you will hold yourself and others accountable to follow the rules. We are in this together.

All crewmembers and managers are being provided comprehensive health and sanitation training prior to the re-opening of each restaurant and the practices within this document will be managed by each location's management team and crewmembers.

GUEST FIRST:

The health & safety of our crew and Guests is our number one priority. Keep in mind, everyone will be very sensitive to hygiene and anything that looks messy may translate to unclean. We should all be conscious of our public spaces and work together to ensure they are tidy, organized, and clean, now more than ever.

Physical Distancing (PD): Guests and crew will be advised to practice physical distancing by standing at least 6ft away from other groups not dining with them. The layout of our dining rooms and bars will be reconfigured to meet this guideline. Crewmembers will be reminded not to touch their faces and to practice PD by standing and working 6ft from guests, whenever possible. We will comply with local and state mandated occupancy limits.

Queuing: Any areas where guests or crew queue will be clearly marked for appropriate PD. This includes, lobbies, dining rooms, bars, POS stations and service stations. Guidance will be provided by crew and managers. Each location will use highly visible blue tape clearly marking physical distancing.

Hand Sanitizers: Hand sanitizers touch-less when possible, will be placed at the entry of all restaurants and break areas for guests and crew alike.

FOH Signage: There will be health and hygiene reminders throughout our restaurants. Signage will be prominently posted reminding guests of maximum occupancies and distancing guidelines as well.

Valet: At some of our restaurant locations, we partner with outside valet companies. We have been in contact with them and reviewed their own COVID-19 health and safety procedures to ensure they are inline with all state and local requirements.

Sanitizer: All entry points will have hand sanitizer.

Entry: Guest will enter and exit through doors that are propped open when applicable. If a Guest declines to follow appropriate measures according to city and state ordinances do not be afraid to turn them away. They might be upset in the moment, but it is absolutely the right thing to do to protect our team and other Guests. It may feel uncomfortable because we are in the hospitality business, but we must work within the reality of our new climate.
PRODUCT DRIVEN:

You are one of our best products. What you do, how you support the restaurants, and how we act/behave should always role model hospitality and respect. Keep in mind, everyone will be very sensitive to personal hygiene as well as public spaces. With that said, please be self-aware of your own personal dress, hair, nails, and personal space.

Cleaning Products & Protocols: Our restaurants use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria, and other airborne and blood-borne pathogens. We have been working with our vendors to insure an uninterrupted supply of these cleaning supplies and PPE’s.

Public Spaces: The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including the host desk, door handles, public restrooms, handrails, dining surfaces and seating areas. All guest restrooms will be checked every 30 minutes and sanitized every hour.

Back of the House: The frequency of cleaning and sanitizing will also increase in high traffic BOH areas with an emphasis on the kitchens, crew break areas, entrances, restrooms, and offices. These areas will be sanitized once per hour. BOH restrooms will be sanitized every four hours. All kitchens will be deep cleaned daily.

Shared Service Items: Shared tools and equipment will be sanitized before and after each shift. This includes phones, computers, payment terminals, kitchen implements, cleaning equipment and all direct contact items throughout the restaurant.

Lost and Found: If a Guest leaves a personal item behind, we will take measures to place the item in a plastic bag, while wearing gloves, and place in a safe place until the Guest calls to collect/retrieve the item.
The quality, service, consistency and value we provide to those working at a restaurant and visiting a restaurant is important to us. Here are a few things we have in place to illustrate the value we see in you.

**Wellness/Health Monitoring Crew** – on restaurant entry, all crewmembers and managers will be given a written wellness survey and will be scanned with a non-invasive thermometer. Any crewmember with a temperature of 100.4°F will be given a second, voluntary temperature screening. The second test will be 10 minutes after the first to allow for the body to cool down, if necessary. If they do not volunteer, or the second screening shows a temperature of 100.4°F or higher, they will not be allowed to work. All time for testing, waiting to test and taking the wellness survey will be compensable at the crewmembers’ regular rate of pay.

- Any person answering “yes” to one of the 5 wellness survey questions will not be allowed to work.
- Any person will be sent home if they do not pass the above two steps (wellness survey and temp. check).

◊ To return to work, depending on your situation, **either** strategy must be met:

**Symptom-Based Strategy:**

1. You have had no fever for at least 24 hours (that is one (1) full day or no fever without the use of medicine that reduces fevers) and
2. Other symptoms have improved (for example, when your cough or shortness of breath has improved) and
3. At least 10 days have passed since your symptoms first appeared

**Test-Based Strategy:**

1. Resolution of fever (without the use of medicine that reduces fevers) and
2. Other symptoms have improved (for example, when your cough or shortness of breath has improved) and
3. You received one (1) negative test from respiratory specimen. Your doctor will be following the CDC guideline.

Crew that are not allowed to work will be discouraged from using public transportation, taxi’s, and ridesharing transportation options.

**BOH Education:** There will be health and hygiene training pieces for our crewmembers on the proper way to wear, handle and dispose of masks as well as avoiding touching their faces and proper hand washing.

**Dining Room:** The dining room will have reduced capacity to allow for a minimum of 6ft between each seated group. We will seat the patio and outdoor spaces as a priority. We will also follow any city ordinance that is stricter in guidance. In addition, all needed paths of travel for guests and crew will be set with the appropriate PD guidelines when possible. One standard we are adopting, to ensure PD in our common areas, is discontinuing our Happy Hour for time being and keeping our menu tours to a minimum.

**Bar Top:** Bar stool parties will be separated by 6-foot distance. Empty bar stools will be clearly marked with “unavailable” signs to illustrate the next open seat. We will also follow any city ordinance that is stricter in guidance.

**Private Event Spaces:** Private Event “walk throughs” will be virtual or will follow PD standards. Private Events will allow for PD between guests as recommended by the state. Self-serve buffets will be temporarily discontinued.
COMPLETING INDIVIDUAL RESPONSIBILITY ENSURES ONGOING TEAM SUCCESS

The sum is stronger than its parts. Crewmembers are vital for an effective sanitation and health program.

**Crew Member and Guest Health Concerns Reporting:** Our crewmembers have been given clear direction on how to respond swiftly and report all presumed cases of COVID-19. Crewmembers are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with any known symptoms of COVID-19. Crewmembers who are exhibiting any of the symptoms of COVID-19 are instructed to immediately notify their manager.

**Hand Washing:** Correct hygiene and frequent hand washing with soap is vital to help combat the spread of viruses. All KSC crew have the ability to wash their hands as frequently as they would like (every 30 min is recommended) however, they will be instructed to wash their hands 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, going on break and prior to their shift. Our BOH crewmembers will be prompted every 60 minutes to wash their hands.

**COVID-19 Training:** All crewmembers and managers will receive training in COVID-19 safety and sanitation protocols prior to the re-opening of their restaurant.

**Personal Protective Equipment (PPE):** Appropriate PPE will be worn by all crew members based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every crewmember working in the restaurant will be required to wear their PPE while working. A solid black mask will be provided to each crewmember or they may choose to wear their own, personal solid black mask with no logos or additional colors. Gloves will be provided to crewmembers whose responsibilities require them, as determined by the local Health Department. Face Shields will be provided to crewmembers whose responsibilities require them, as determined by the local Health Department.

**Pre-Shift Meeting:** Daily pre-shift meetings will be conducted prior to every shift, continuously reinforced throughout the shift, that will reinforce health and hygiene guidelines.

**Crew Drinks:** Crewmembers are required to use single use cups when drinking beverages

**Physical Distancing:** Throughout the restaurant we will meet or exceed state and local health authority guidelines on PD
UNCONDITIONALLY GUARANTEE OUR PRODUCT AND SERVICE:

We are all committed to your well-being. We encourage you to share your thoughts and opinions on how we are doing, what can be improved, and areas you can make a difference. As always, using the open-door communication is the best choice for sharing ideas and information. Here are a few areas we are committed to keep your well-being top of mind.

Host Desk: The host desk and guest touch-points such as benches, handrails, elevators will be sanitized every hour. This will be signed off by crew members and validated by Management throughout the shift.

Service Stations: Service stations, serving trays, tray stands, carts and counters will be sanitized every hour. We will discontinue any table side preparations. This will be signed off by crew members and validated by Management throughout the shift.

POS Stations: All POS stations will be assigned to the fewest number of servers possible and their hands will be sanitized before the shift and after uses. We will be discontinuing the use of check presenters.

Dining Room Tables: Dining room tables and chairs will be sanitized between each use. They will be seated in a manner aligned with PD standards. Tables not in use for PD standards will be so designated. After each table is sanitized and ready to be used by a guest, a table indicator will be placed on the table to illustrate the table ready.

Condiments & Beverages: Condiments will be sanitized between each tables’ use. All straws will be wrapped. Water pitchers for refilling beverages will no longer be kept throughout our dining rooms. We always deliver refillable beverages in a new glass.

Guest Handled Items: All pens will be sanitized between uses. We will discontinue the “service” of re-folding guest napkins when they exit the table during service. Initial silverware settings will be delivered in a rolled napkin, prepared by a gloved crewmember.

Menus: All food, wine by the glass and cocktail menus will be single use and or disposable. Wine by the bottle menu will be only presented when requested and, if not single use, sanitized after each use.

Condiments (Fast Casual Restaurants): Our condiments will move to single use packets served with the food. Guests may always request more than what is initially given.

Queuing (Fast Casual Restaurants): We will enforce increase queuing of the lines for PD requirements, using proper markings.

Beverages (Fast Casual Restaurants): One person will be responsible to manage the soda machine. New cups will be provided with every re-fill.
WE RECRUIT THE BEST AND RECOGNIZE THEIR CONTRIBUTION:

We are excited to have you back and we value the work you do. We are looking forward to rebuilding our routines, reopening the restaurants, and working together to remain safe and healthy.

As we learn more about the expectations and guidelines, we are committed to sharing this news with you. We know this is a change for everyone and if you ever feel like talking something through or you have any questions, we are always here for you. We are in this together!