

GRASSA GRAMMA REOPENING ACTION PLAN

PROTECTING OUR EMPLOYEES
& CUSTOMERS

ENHANCED SAFETY PROTOCOLS

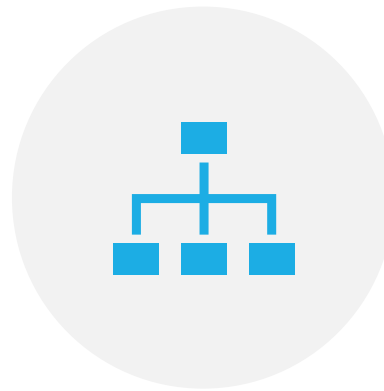


A NEW BEGINNING

Restaurants have been in the headlines since the beginning. All eyes on us. Let's lead the way!



IMMEDIATE INFORMATION SHARING



ORGANIZATION, FOCUS, EXCELLENCE



TRANSPARENT COMMUNICATION



SPEED OVER PERFECTION



“NOT MY JOB,” NOT IN THIS HOUSE

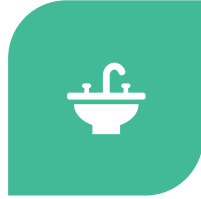
WE ROLL AS ONE OR NOT AT ALL



USE PPE (PERSONAL
PROTECTIVE
EQUIPMENT)



WEAR GLOVES



WASH HANDS
MINIMUM ONCE AN
HOUR



USE SANITIZER TO
DISINFECT SURFACES



MAINTAIN SOCIAL
DISTANCING AT ALL
TIMES PRACTICAL



USE EXTREME CAUTION
IN HIGH-RISK CONTACT
SITUATIONS



FOLLOW TRAFFIC
PROTOCOL



STAY IN ASSIGNED
SECTION

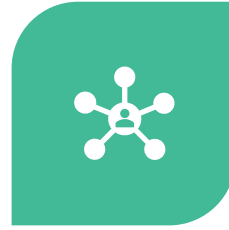
BASIC RULES FOR EVERYONE



IDENTIFY HIGH-RISK
LOCATIONS AND SITUATIONS
BEFORE OPENING AND
DEVELOP A PLAN OF ACTION
FOR EACH ITEM



IDENTIFY ROLES EACH PERSON
THROUGHOUT SHIFTS



PREPARE FOR ANY SCENARIO
AND COMMUNICATE DATA,
FINDINGS, DECISIONS ETC TO
EMPLOYEES IN A
CENTRALIZED FORMAT, SUCH
AS 7-SHIFTS OR EMAIL.



FOLLOW CDC, STATE AND
LOCAL GUIDELINES



INTEGRATE INTERNAL
GUIDELINES



SPEED OF INFORMATION IS
CRITICAL

Managers Leading the Way

Educate	Educate employees AND customers with enhanced safety protocols
Post	Post signage encouraging healthy habits
Prepare	Prepare daily talking points
Use	Use internal and external lines of communication
Maintain	Maintain physical distancing
Enhance	Enhance cleaning procedures
Use	Use PPE (personal protective equipment)
Establish	Establish vendor interaction protocols
Allow	Allow Guests to observe our healthy habits
Maintain	Maintain your pristine appearance

PROMOTING HEALTHY HABITS

PERSON TO PERSON CONTACT



Change gloves after contact with high-risk elements

Wash hands between changing gloves

Follow established traffic flow guidelines

Do not share cooking utensils

Stay 6-feet apart at all possible times

Stay in your station at all possible times

Follow established delivery protocol

Do not have any contact with a customer during your shift

Handle all used dishware and glasses with gloves

DO NOT TOUCH YOUR FACE

Be conscientious – the guest is always watching and listening even when you think they're not

ENHANCED CLEANING PROTOCOLS

Post signage for approaching guests

Maintain areas for curb-side orders

Enhance all daily sanitation practices

Always keep a clean sanitizer bucket nearby

Assign dedicated employees to clean by zones

Focus on restrooms more frequently

Temporarily pause candies, toothpicks etc

Daily cleaning schedules

Do not let trash cans over-flow

Do not allow any boxes or trash to accumulate at the back door

Dispose of your PPE in assigned cans only

EMPLOYEE SAFETY



Monitoring your health

Stay home if you feel sick, contact a physician immediately and obtain clearance to return to work

Define protocol for employees who are ill or may have been exposed

Develop ways to avoid person-to-person contact

Provide information on where to obtain PPE

Alternative pre-shift meetings to maintain physical distancing

Hand-washing

Maintain transparency on all data and decisions

Self and group monitoring by all employees

WHAT YOU ARE EMPLOYEES RESPONSIBLE FOR?

Showing up on time in clean uniform

Washing your hands every 30 minutes

Wearing protective face covering during shift

Wear clean gloves throughout your shift

Reduce person to person contact during your shift

Continuously sanitizing your station throughout shift

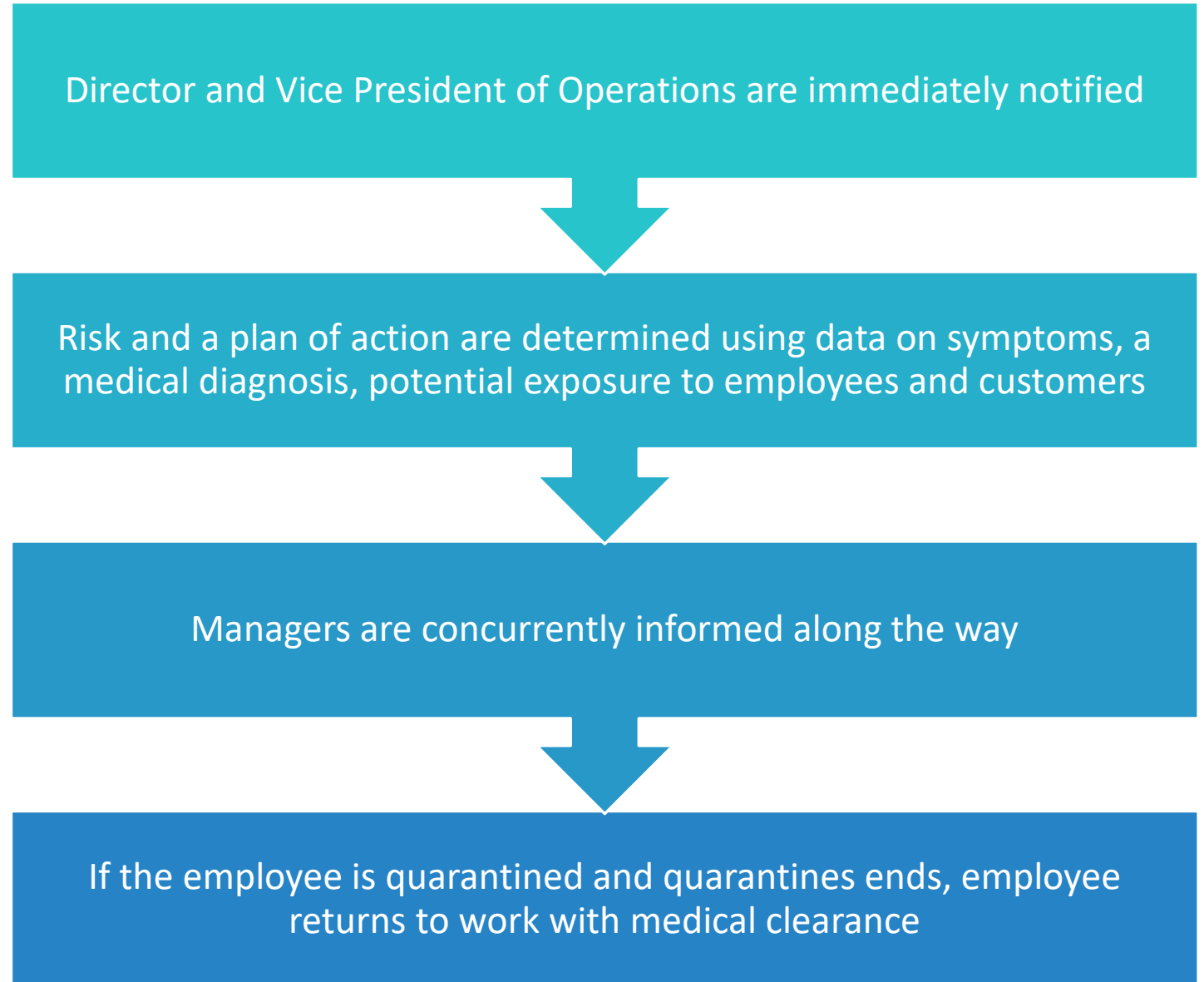
Helping each other keep a clean and organized area

Always follow to enhanced safety protocols and policies

Informing a manager or chef if you see unsafe circumstances and practices

Being responsible during non-work hours

What if an employee is directly or indirectly affected by COVID-19?



CUSTOMER SAFETY



Signage



Manager interaction



Contactless payments



Disposable single-use menus when possible



Curb-side and delivery options



Online video tutorials [Link](#)



Staff Meetings



Pre-Shifts Meetings



Memorize CDC and state guidelines for re-opening [Link-1](#) [Link-2](#)

REQUIRED TRAINING