



G.LION HAWAII

COVID-19 HOSPITALITY MANUAL

G.LION HAWAII HOSPITALITY GROUP 2020

Current as of Saturday, June 27, 2020

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HYGIENE

Mandated hygiene practices across the board:

- Gloves are required for all employees. Every hour, or when appropriate, gloves will be sanitized or changed.
- Hand sanitizer and wipes are accessible throughout the restaurant, whether front-of-the-house or back-of-the-house.
- Uniform face masks are available and mandatory for all employees and guests when moving around the restaurant. Guests are allowed to remove masks when seated at the table and disposable masks will be available for guests who do not arrive with face masks.
- If you are about to sneeze and/or cough, please remove yourself from the restaurant floor as quickly as possible. Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in the trash. If you don't have a tissue, cough or sneeze into your elbow, not your hands.
- Sanitizing of all shared surfaces is scheduled every hour, or less, when appropriate.
- All physical contact is banned between employees and guests, as well as employee to employee. This means no handshakes, high fives, fist bumps, kisses, hugs, exchange of leis, etc.

We are very sensitive to hygiene and we pride ourselves on offering tidy and spotless establishments.

HEALTH

Before welcoming our teams back, all employees are **REQUIRED** to test negative for COVID-19. The test must be administered by a certified hospital or clinic. This test will be universally required regardless of employee responses to the Health Declaration Form.

- Upon re-hire all employees must sign a Health Declaration Form, as well as an Updated G.Lion Hawaii Standards of Conduct confirming that they are aware of these new standards and understand the consequences of not following them.
- Have a printed list of hospitals or clinics for testing and treating the virus located at the host stand.
- We strongly discourage travel for the moment based on CDC guidelines and Hawaii state government regulations. Advise all team members that if they do choose to travel now, they will need to self-quarantine for the required amount of time or
- Daily, mandatory temperature checks for all team members upon arrival will be enforced. Anyone with a fever of 100 degrees Fahrenheit or higher, or other COVID-19 symptoms, is sent home and a daily log is filed. After temping with a fever, staying home from work due to illness, or encountering an individual who has tested positive to COVID-19, employees are required to test for COVID-19 with a Nasopharyngeal Specimen Collection. The results must be confirmed negative by a licensed doctor and printed notification of negative result is required to return.
- All employees will also be asked the following questions daily. Since your last day of work, or last visit here, have you had any of these symptoms that is not attributable to another condition?
 - Cough
 - Shortness of breath or difficulty breathing
 - Or at least two of these symptoms:
 - Fever
 - Chills
 - Muscle pain
 - Repeated shaking with chills
 - Sore throat
 - Headache
 - New loss of taste or smell
- If an employee tests positive to COVID-19, they must quarantine for 14 days. Prior to returning to work, the employee must have had 2 confirmed negative Nasopharyngeal Specimen Collections, administered by a medical professional and spaced at least 24 hours apart.

EMPLOYEES

REQUIRED EMPLOYEE TRAINING

- Establish a written, worksite-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas, and designate a person at each establishment to implement the plan.
- Identify contact information for the local health department where the restaurant is located for communicating information about COVID-19 outbreaks among employees or guests.
- All employees must complete training on new COVID-19 SOPs.
- Regularly evaluate the establishment for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.

EMPLOYEE LOCKER ROOMS

- Only 2 employees are allowed in the employee locker rooms at a time.
- All belongings must go in the locker room in your designated locker and outside food will only be allowed to be stored in the restaurant within the manager designated areas.
- For the time being, all personal items worn during a shift must be disinfected prior to storage in the employee locker room.

SCHEDULING

- Shift start times for all employees will include pre-opening cleaning to prepare for service.
- Employee pre-shift meetings and trainings should be conducted in areas that allow for appropriate physical distancing between employees. Food, beverages, food ware, etc., should not be shared.

WITHIN RESTAURANT

PRINTED MATERIALS

SIGNAGE

- A consumer confidence letter from our president, Wakana Tabata, will be posted on all websites, online ordering platforms, and the front of all restaurants.
- A calendar of events will be supplied so that all guests will be alerted of changes, such as brunch schedule changes, special events that are postponed, etc.
- Marketing collateral for take away services will be available for all guests.

MENUS

- All menus will be formatted for safety and offered electronically, as well as personalized keepsake menus.
- Wine List
 - A QR code, as well as printed link, will be listed on their personal keepsake menu so that guests may scan and immediately access the full wine list from their personal devices.

CLEANING AND DISINFECTING PROTOCOLS

- Disinfecting and cleaning of surfaces will occur with Foster 40-80 First Defense Disinfectant. Foster 40-80 First Defense Disinfectant has demonstrated effectiveness against viruses similar to coronavirus disease 2019, COVID-19 (SARS-CoV-2) on hard, non-porous surfaces. Therefore, Foster 40-80 First Defense™ Disinfectant can be used against coronavirus disease 2019, COVID-19 when used in accordance with the directions for use against Norovirus on hard, non-porous surfaces. Foster 40-80 Formulation is listed on the EPA's Registered Disinfectants for Use Against SARS-CoV-2, which can be found here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>. Additionally, this product's data sheet can be found here: <https://fosterproducts.com/product/foster-40-80/>.
- Perform thorough cleanings every hour in high traffic areas, such as guest waiting areas and lobbies, break rooms, lunch areas and areas of ingress and egress including host stands, entry ways, stairways, stairwells, escalators, handrails, and elevator controls. Frequently disinfect commonly used surfaces including doors, door

handles, crash bars, light switches, waiting area chairs, credit card terminals, receipt trays, bus tubs, serving trays, water pitcher handles, phones, and handwashing facilities.

- Clean items touched by patrons, especially those that might attract contact from children including the front glass, broiler room, mirrors, etc.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, phones, registers, touchpads/touchscreens, tablets, timeclocks, appliances, kitchen and bar utensils and implements, oven doors, grill and range knobs, carts and trolleys, keys, etc.
- Do not share audio equipment, phones, tablets, laptops, desks, pens, and other work supplies. Never share PPE.
- Discontinue shared use of audio headsets and other equipment between employees unless the equipment can be properly disinfected after use. Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.
- Equip spaces such as dining rooms, bar areas, host stands, and kitchens with proper sanitation products, including hand sanitizer and sanitizing wipes to all employees directly assisting guests.
- Ensure that sanitary facilities always stay operational and stocked and provide additional soap, paper towels, and hand sanitizer when needed.

A NEW ERA OF SERVICE

RESERVATIONS AND SEATING

- When reservations are made over the phone or at the time of confirmation call, depending on when the date of the reservation is, we will be asking the guests the following four questions:

Within the past 14 days, to the best of your knowledge, have you or anyone in your party:

- Tested positive or presumptively positive for the COVID-19 virus?
- Had a fever over 100 degrees Fahrenheit?
- Until July 31, 2020: Have you traveled from anywhere outside of the state of Hawaii in the last 14 days?

On August 1st and the Governor's State Orders Change: Have you traveled from anywhere outside of the state of Hawaii in the last 14 days and if so, have you received a negative COVID-19 PCR test?

- Been in direct contact with or the immediate vicinity of any person you knew and/or know to be carrying the Coronavirus or has traveled against current guidelines?
- Due to the uniqueness of the current global climate with COVID-19, lack of bar seating, valet services, and other circumstances outside of our control, we are doing our best to accommodate all guests and reservations will be booked for a specific reservation window.
- Dine-in guests are welcomed to order ahead of time to limit the amount of time spent in the establishment, as well as limit contact during payment. All pre-orders and payment will be re-confirmed upon guest arrival with the service staff.
- Waiting areas are limited to areas outside of restaurants and we ask that all patrons adhere to proper social distancing protocols while waiting for tables and reservation times.
- Updated floor plans with a minimum of 6 feet of distance between groups.
- Bar counter seating will remain closed to guests.

- Discontinue seating of guests where guests cannot maintain six feet of distance from employee work and food and drink preparation areas.
- The number of patrons at a table will be limited to current Hawaii State standards and CDC guidelines. People in the same party seated at the same table do not have to be six feet apart.
- Install physical barriers or partitions at cash registers, bars, and other areas where maintaining physical distance of six feet is difficult.

GUEST ARRIVAL

- Door service will be mandated. Hand sanitizer will be located at front door and all entrances.
- Guests will be required to wear face coverings upon entrance and exit to restaurant. Disposable face masks will be available for all guests who do not have appropriate face coverings.
- Our front-of-house team is all equipped with the understanding as to why our new service protocols are necessary, e.g.: “With the sudden global spread of the virus we are doing our part to keep our community safe.”

SETTING THE TABLE

- Discontinue pre-setting tables with napkins, cutlery, glassware, food ware, etc. These should be supplied individually to guests as needed.
- Shared items such as condiment bottles, shakers, etc., should be supplied as needed to guests and disinfected after each use.
- Reusable guest items including utensils, food ware, breadbaskets, etc., must be properly washed, rinsed, and sanitized. Cleaned flatware, stemware, dishware, etc., must be properly stored away from guests and personnel until ready for use.
- Do not leave out after-meal mints, candies, snacks, or toothpicks for guests. Offer them with the check or provide only on request.

SERVICE OF TABLE

- Limit the number of employees setting the table and serving individual parties.
- All employees will be required to wear gloves that will be changed or sanitized every hour, or when appropriate.

TAKEOUT CONTAINERS

- All guests will be offered the choice of having their meals packaged by our staff in the kitchen or for takeout containers to be given to guests so they can package their own meals to-go at their dining table.

BUSSING A TABLE

- Thoroughly clean each guest dining location after every use. This will include disinfecting tables, chairs, booster seats, highchairs, booths, etc. and allowing adequate time for proper disinfection, following product instructions. Our Foster 40-80 EPA-approved disinfectants require minimal contact time (seconds to one minute) against human coronavirus.
- Dirty linens used at dining tables such as tablecloths and napkins are to be removed after each guest use. Employees will wear gloves when handling dirty linens. After linens have been removed from table, the table will be sanitized prior to replacing the tablecloth and gloves will be sanitized or changed.

PHYSICAL DISTANCING FOR GUESTS AND EMPLOYEES

- Implement measures to ensure physical distancing of at least six feet between employees and guests. This can include use of physical partitions.
- Any area where guests or employees queue should also be clearly marked for appropriate physical distancing. This includes check-stands and terminals, deli counters and lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other area where guests congregate.
- Discourage employees from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.

DELIVERY / TAKEOUT

- The same protocols for cleaning and disinfecting, social distancing, face masks, and overall protocols to combat the spread of COVID-19 apply to delivery and takeout that is offered through Hy's Prime Butcher Shop & Market.
- With our delivery service, Elite Delivery implements contactless delivery from our restaurant. For pick-up, riders do not come into the restaurants and delivery to their vehicle is required.