

LETTUCE ENTERTAIN YOU RESTAURANTS



HEALTH AND SAFETY GUIDE 2020



We are closely monitoring Centers for Disease Control (CDC) guidelines, government mandates, government policy changes, and public health advancements. We will continue to make changes as necessary or appropriate to our procedures and protocols.

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A WORD FROM CARROL SYMANK

LEYE Vice President of Risk Operations and

RJ MELMAN

LEYE President

At Lettuce Entertain You, we understand the great importance of the health and safety of our guests and employees. Throughout the years, Lettuce has built a solid foundation of health and safety practices. Because of this foundation, we hope our guests and employees are assured that we will do all we can to make this a safe experience for them.

As we put into place our new health and safety guidelines, we realize that we are living in a time of great change. Our ability to accept change will move us forward. We are closely monitoring Centers for Disease Control (CDC) guidelines, the Food and Drug Administration (FDA) Model Food Code, government mandates, government policy changes, and public health advancements. We have also been consulting with the best people at Northwestern Hospital in Chicago. We will continue to make changes as necessary or appropriate to our procedures and protocols.

We are not starting over. We have always been here, ready to provide our guests with a dining experience they can trust, and our employees with a workplace they can be proud of. We are ready to welcome our guests with the same level of service, food quality and atmosphere that they have always enjoyed.

As we go forward, we want to set new standards of excellence in everything we do.

WHAT WE EXPECT FROM OUR EMPLOYEES

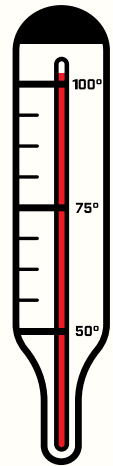
LEYE Covid-19 Health and Safety Guide

COVID-19 Training:

- All employees will receive training on COVID-19 safety and sanitation protocols before returning to the restaurant or the corporate office with more specific training for each position

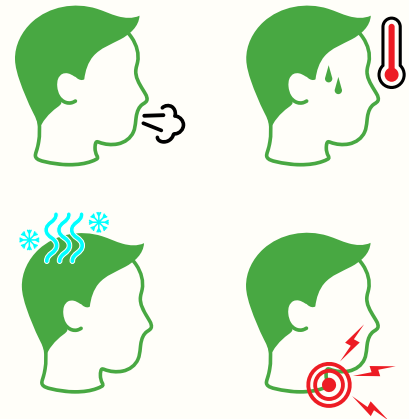
Body Temperature:

- All employees must have their temperatures taken upon entering the restaurant or the corporate office. This includes executive, management and hourly employees
- Follow the LEYE Employee Fever-Temperature Tracking procedure ([Click Here](#))
- Employees confirmed to have a temperature over 100.0°F will not be allowed to work and will be directed to go home and seek appropriate medical care
- If an employee is aware that they have a temperature of 100.0°F or higher prior to the start of their shift, the employee must notify a manager and not come in to work



Employee Health Concerns:

- Employees must report their own confirmed or presumed cases of COVID-19 to a manager
- Employees must stay home if they are exhibiting any symptoms of COVID-19. This includes:
 - Cough
 - Shortness of breath or difficulty breathing
 - Fever
 - Chills
 - Muscle pain
 - Sore throat
 - New loss of taste or smell
 - Any other symptoms determined by the CDC
- Employees who develop any of the symptoms of COVID-19 while at work must notify their supervisor immediately and be sent home



Hand Washing:

- Handwashing is the number one control to stop the spread of all viruses
- All employees must wash their hands for 20 seconds every 30 minutes
- Hands must also be washed after any of the following activities:
 - Entering the restaurant
 - Clocking in
 - Using the restroom
 - Sneezing, coughing, or using a tissue
 - Touching face, hair, body, or face mask
 - Handling money
 - Cleaning, sweeping, mopping and handling chemicals that may affect food safety
 - Eating and drinking
 - Handling raw meat, poultry, seafood (before and after)
 - Bussing a table or any items from a table

Hand Washing Steps:



1. WET YOUR HANDS



2. APPLY SOAP



3. SCRUB YOUR HANDS FOR AT LEAST 20 SECONDS



4. RINSE YOUR HANDS WITH RUNNING WATER



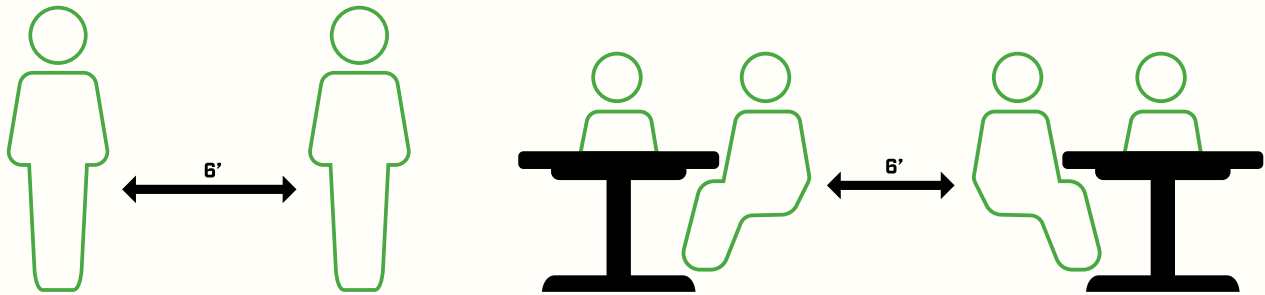
5. DRY YOUR HANDS WITH SINGLE USE TOWEL



6. TURN OFF FAUCET WITH SINGLE USE TOWEL

Physical Distancing:

- Employees must practice physical distancing by standing at least six feet away from guests and other employees whenever possible
 - This includes when punching in, employee meals and pre-shift meetings
- Employees must refrain from physical contact with other employees and with guests
 - This includes handshakes, high fives, fist bumps, hugs, etc.



Personal Protective Equipment (PPE):

- Face masks are required for all employees
- Follow the procedure in Face Masks for LEYE Employees ([Click Here](#))
- CDC guidance directs employees to wear gloves in accordance with FDA guidelines. FDA requires gloves to be worn whenever handling ready-to-eat food. In addition, gloves will be worn for opening and closing duties, including dining room set up
- Follow LEYE Single-Use Glove Procedure ([Click Here](#))
- Face masks and gloves will be provided by LEYE
- Employee provided masks must be approved by the supervising partner and cleaned daily



Uniforms:

- Employee uniforms must be clean
- Managers must perform a uniform check at the start of every shift
- Employees without a clean uniform will be provided with a clean uniform (if available) or sent home

Corporate Office, Internal Maintenance Teams, IT Team and Intercompany Delivery:

- All employees entering a restaurant from the corporate office must be in the proper PPE
- Employees must wash hands upon arrival to any store
- Temperature checks will be conducted at the beginning of their shift or first stop of their day (and do not need to happen at each store)

WHAT WE EXPECT FROM OUR GUESTS AND VENDORS

Guest Arrival and Departure:

- Guests are expected to practice physical distancing by standing at least six feet away from other people who are not in their party
 - This includes standing in lines, using elevators and moving around the restaurant
- Guests who are experiencing a fever or any symptoms of COVID 19 are asked to be considerate of our employees and other guests by waiting to dine with us until they are symptom free
- Guests are asked to wear a mask when entering and exiting the restaurant and when not seated at their table
 - In some jurisdictions this will be required
- Party size per table will be limited to a locally mandated maximum
- No more than one party (up to 6 guests) will be permitted per elevator ride

Outside Vendors:

- Outside vendors, including food and beverage deliveries, inspectors and service techs, must complete our LEYE Vendor-Delivery Health Check upon arrival ([Click Here](#))
- The LEYE Vendor Health Check requires all vendors to sanitize their hands, wear a face mask, get a temperature check and practice physical distancing when possible
- All outside vendors will only be permitted in areas of the restaurant for which their business pertains

Third Party Delivery Personnel:

- All third party delivery personnel must wear a mask and follow proper physical distancing if they enter the building
- If there is not space for proper physical distancing, additional drivers will be asked to remain outside or in their car until the order is complete

CHANGES TO OUR SERVICE, DINING ROOMS AND PATIOS

Dining Rooms and Patios:

- Tables must be arranged to ensure appropriate distancing between parties to comply with or exceed locally mandated distance requirements and occupancy limits
- Clearly marked physical distancing is required in any area where a line is formed. See LEYE Floor Marker Graphic ([Click Here](#))
 - This includes the host stand, coat check, coffee bars, salad bars, markets, carryout stations, elevators, restrooms, etc
- Table set up, water service, napkins and silverware service will be adjusted on a store by store basis to comply with local guidance
- Dining tables, bar tops, stools and chairs must be sanitized after each seating
- Placemats and table cloths must be disposable or made of a material that is able to be sanitized after each use
- No items will remain on tables between seatings
 - This includes salt and pepper shakers, parmesan cheese, condiments, etc
- All of our menus are available digitally by scanning a QR Code
- Physical menus must be disposable or made of a material that can be sanitized after each use

Hand Sanitizer:

- Hand Sanitizer dispensers, touchless whenever possible, must be placed for employees and guests at all high traffic areas such as:
 - Restaurant entrances
 - Host stands
 - Cashiers, carryout stations and coffee bars
 - Outside of all restrooms
 - Employee locker rooms, time clocks and changing areas

Sanitizing Multi-Use Service Items:

- Multi-use items must be cleaned before reusing them
 - This includes pens, condiments, check presenters, menus and special cards, trays, etc
- Sanitized and unsanitized items must be clearly marked and zoned separately
 - Sanitized items will be zoned as “clean” (ready to use)
 - Unsanitized items will be zoned “used”

Service Protocols

In an effort to keep our guests and employees safe, our new service standards are aimed at limiting the length of time our employees are interacting at a table and minimizing table touches

Table Interaction:

- Employees are asked to maintain proper physical distancing whenever possible
- Gloves are required for delivery of all food and beverage items, replacement silverware, share plates and other service items
- Gloves are required when clearing any item from a table

Bars and Beverage Service:

- Garnishes must be handled by tongs or beverage picks
- All straws must be wrapped
- All beverages must be delivered on a tray
- Glassware must always be handled by the bottom third of the glass
- A fresh glass must always be used for refills
- Shared bar snacks must be eliminated
- Self-service Bloody Mary and Mimosa bars, etc. will be suspended until further notice
- When carding, employees will not touch the ID unless further inspection is required

Wrapping Food To-Go:

- To-go containers will be provided to the guest to pack their own food safely at the table



Markets, Salad Bars and Self Serve Stations (to the extent that local guidelines allow):

- Salad and hot bars will be set up to accommodate 6-foot physical distancing in the aisles. This may require the elimination of one side of a two-sided bar
- Cashier stations will be staggered to allow for physical distancing
- Guests using the salad bar are required to wear gloves
 - No-touch glove dispensers (such as AeroGlove) will be mounted at the end of each bar for guest use
- All utensils and tongs on the salad bar must be changed every 30 minutes
- Frequently touched surfaces must be sanitized every 30 minutes
- Self serve silverware, napkins and condiments will be removed
 - We will offer pre-packaged cutlery kits and condiments at check out
- No samples will be available

Self Service Soda and Beverage Stations (to the extent that local guidelines allow):

- Cups for the beverage stations will be provided at check out
- Fresh cups must be used for refills
- Beverage stations must be sanitized every 30 minutes
- Guests are not permitted to fill outside bottles of any kind

Carryout and Delivery:

- Carryout areas must maintain proper physical distancing
- If there are too many guests for proper physical distancing, guests and delivery drivers must wait outside of the restaurant until the order is ready

Event Spaces (to the extent that local guidelines allow):

- Event floor plans, capacities and menus must follow proper guidelines based on CDC and state recommendations
- Seating capacities and floor plans will be reviewed on an event by event basis
- Site visits and planning meetings will be done virtually when possible
- Modified menus and styles of service will be available

Entertainment Venues and Nightclubs (to the extent that local guidelines allow):

- There is no guidance for opening these venues at this time
- Guidelines will be provided as it becomes available

Lost and Found Items:

- Lost and found items should be sealed in a clear plastic bag
- Label the bag with a description of the item, where it was located, and the date the item was located
- Once sealed, do not reopen the bag

Valet:

- While valet staff are often not LEYE employees they must follow all LEYE Employee Health and Safety Procedures, including wearing masks and gloves, as outlined above
- Valet employees must check in with restaurant management prior to their shift to get their temperature taken and pick up their PPE
- Sanitizing wipes will be available for all guests when their vehicle is returned

CLEANING AND SANITIZING STANDARDS AND PROCEDURES

Required Signage in the Front of House (to be provided):

- Guest Entrance Signage:
 - Masks Required
 - Guest Symptoms
- Physical Distancing Signs and Floor Markings
- Self Service/Bufferet Guidelines (at markets and self serve)
- Elevator Guidelines
- Restroom Guidelines
- Any additional state and locally mandated signs

Examples of Signage:



Required Signage in the Back of House:

- Face Masks for LEYE Employees procedure ([Click Here](#))
- LEYE Single-Use Glove procedure ([Click Here](#))
- Health Notice: How to Report Symptoms - English ([Click Here](#))
- Health Notice: How to Report Symptoms - Spanish ([Click Here](#))
- Handwash Poster LEYE ([Click Here](#))
- Hand Washing Sink Checklist ([Click Here](#))

Sanitizer Guidelines:

- The following sanitizer solutions are approved for use and effective against viruses, bacteria and other pathogen
- Quat Sanitizer:
 - Use Quat Sanitizer at a 200 PPM solution, or per manufacturer's recommendation
 - Always confirm concentration with a Quat test strip
 - Allow Quat Sanitizer to remain on surfaces and air dry
- Chlorine bleach:
 - Mix 5 tablespoons (1/3 cup) into a gallon of water
 - Use protective equipment: gloves, protective eyewear and a plastic apron
 - Allow chlorine to remain on surfaces for 7 seconds
- Sanitizing Wipes:
 - Must be labeled "Sanitizing Wipe"
 - Cleaning wipes are not affective

Front Of House Cleaning Standards:

Front of House areas and equipment will be cleaned and disinfected before and after each shift and every 30 minutes during the shift:

- Entrance doors and door handles
- Guest restrooms
- Valet stations
- Host stands, including screens and telephones
- Dining room, bar and patio tables, chairs and bar tops (between every use)
- Service trays and tray stands
- Trays used for bussing (between every use)
- Computer screens, POS, keyboards and iPads
- Carryout and delivery stations
- Cashier stations and coffee bars
- Dining room side stations and service carts
- Expo and beverage stations
- ATMs
- End of shift drop bags and cash out stations (between every use)
- AV equipment and remotes, light switches, thermostats and sound control

Back Of House:

Back of House areas and equipment will be cleaned and disinfected before and after each shift and every 30 minutes during the shift:

- Kitchen countertops and tabletops
- Prep sinks, hand sinks and faucets
- Dish stations
- Frequently handled equipment, such as mixers, slicers, etc.
- Handles, drawer pulls, doorknobs
- KDS screens, recipe binders and clipboards
- Lockers and storage cubbies (between every use)
- Employee restrooms

Office Spaces:

The restaurant offices and corporate offices will be cleaned and disinfected by the user before and after each shift or after each use when multiple people are sharing a space:

- Computer keyboard and mouse
- Telephones
- Copy Machine buttons, touchscreen and drawer fronts
- Safe handles and keypads, interior cash boxes and cash drawers
- Timeclock touchscreen
- Radios and earpieces
- Doorknobs and light switches
- Cabinet handles and drawer pulls
- Tabletops and desktops
- Chair backs and armrests
- Pens and other writing utensils
- Scissors, stapler, paper punch and ink stamps

Shared Public Spaces:

- All restaurants that share a space with other businesses (hotel lobby, office space, casinos, etc.) should be in regular communication with those businesses regarding sanitation protocols

Air Filter and HVAC Cleaning:

- The frequency of air filter replacement and HVAC system cleaning will be increased and fresh air exchange will be maximized
- Mark Dorian will help coordinate this with the restaurants and various HVAC Vendors

COVID-19 SPECIFIC INFORMATION & ACTION PLANS

Covid-19 Symptoms – Provided by the CDC

- People with COVID-19 have had a wide range of symptoms reported, ranging from mild symptoms to severe illness
- Symptoms may appear 2-14 days after exposure to the virus
- The following are symptoms of COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Fever
 - Chills
 - Muscle pain
 - Sore throat
 - New loss of taste or smell
 - Any other symptoms as determined by the CDC
 - This list is not all-inclusive
- Seek emergency medical attention immediately if showing any of the following:
 - Trouble breathing
 - Persistent pain or pressure in the chest
 - New confusion
 - Inability to wake or stay awake
 - Bluish lips or face
- Call your medical provider for any other symptoms that are severe or concerning to you

COVID-19 Case Notification:

- If an employee tests positive for COVID-19, or if a restaurant is alerted to a presumptive case of COVID-19, contact Carrol Symanck to discuss the following:
 - Communication with the employee
 - Interviewing other employees who were in contact to determine each individual's risk factor
 - Continued operation of the restaurant
 - Proper cleaning and sanitizing of the premises
 - Communication with guests
 - Contact John Simmons and Samantha Levy to discuss appropriate leave or time off
 - Contact Craig Hudson and Manuela Jimenez to discuss Workers Comp reporting

COVID-19 Positive Employees:

- Employees with a confirmed Covid-19 diagnosis must do the following:
 - STAY HOME and NOT report to work.
 - Follow directions from healthcare provider, and state or local public health department
- Self- isolate at home until ALL of the following are true:
 - Symptoms including fever, cough, or shortness of breath have improved
 - At least 10 days have passed since symptoms first appeared
 - Fever (100.4°F or higher) has been gone for at least 3 days without the use of fever-reducing medicine
 - **Once all of these statements are true, the employee may return to work**

COVID-19 Presumptive (Assumed to be) Positive Employees:

- Employees with fever, cough or shortness of breath, body aches, new loss of taste or smell but have NOT been tested, or are awaiting results of a COVID-19 test should STAY HOME and NOT report to work
- Self-isolate at home until ALL of the following are true:
 - Symptoms including fever, cough, or shortness of breath have improved
 - At least 10 days have passed since symptoms first appeared
 - Fever (100.4°F or higher) has been gone for at least 3 days without the use of fever-reducing medicine
 - **Once all of these statements are true, the employee may return to work**

COVID-19 positive employee's healthy coworkers should do the following:

- Continue to report to work
- Wear a mask at work and when out in public
- Practice physical distancing
- Wash hands often and avoid touching eyes, nose, or mouth with unwashed hands
- Monitor for symptoms - stay home if you get sick, except to get medical attention
- Employees deemed to have close contact with a COVID-19 Positive Employee as determined by the CDC may be asked to self quarantine (contact Carrol Symank for guidance)

Employee with other symptoms not related to COVID-19 (nausea, vomiting, cramping, diarrhea) should do the following:

- STAY HOME and DO NOT report to work, unless a doctor/health care provider has instructed otherwise
- Follow the instructions of your doctor/health care provider and stay home from work until:
 - Symptoms have improved AND You are symptom-free for at least 48 hours
 - **Once these statements are true, the employee may return to work**