

POST COVID-19

TENANT GUIDELINES & PROCEDURES

VESTAR // MAY 2020

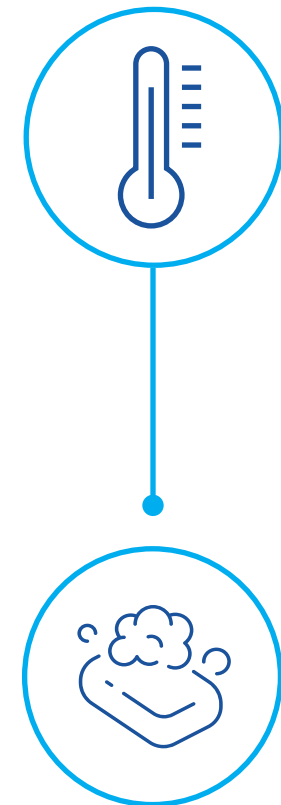


TENANT GUIDELINES

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COVID-19 RELATED EMPLOYEE GUIDELINES FOR TENANTS

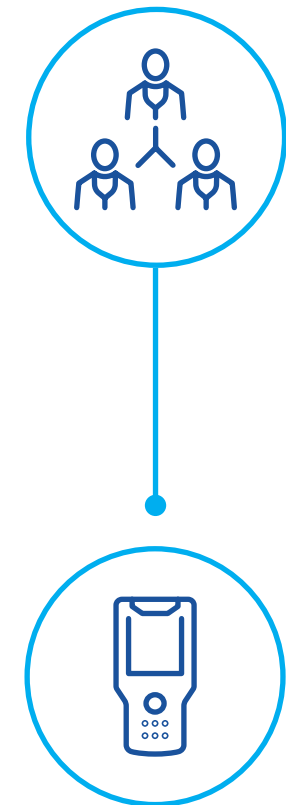
- All employees should be trained in CDC COVID-19 safety guidelines [CLICK HERE](#)
- Upon reporting to work, employee body temperature should be measured and assessed; Employees with body temperatures greater than 100.4°F or who have flu-like symptoms should not perform on-site work duties and should be directed to return to their homes
- Masks or facial coverings, as recommended by the CDC, should be worn by employees and their vendors while performing work duties or interacting with other persons
- Employees should routinely clean and disinfect all frequently touched surfaces, such as workstations, countertops, handrails, and doorknobs. Discourage sharing of equipment, if applicable
- Employees should be allowed and encouraged to take frequent breaks for handwashing
- Hand sanitizer product, compliant with CDC guidelines, should be made available in store



TENANT GUIDELINES

GUIDELINES CONTINUED

- Occupancy within the store should be limited to the degree necessary to facilitate social distancing and in compliance with state/local requirements
- Social distancing of 6 feet between and among customers and employees should be observed, whenever possible
- Use of touchless or contactless transaction technology should be encouraged
- Signage, stanchions, and other appropriate measures should be implemented to maintain and encourage social distancing requirements
- Employees should not report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms within 72 hours prior to start of their shift; Any symptoms should be communicated to their respective supervisor
- In the event one of your employees tests positive for COVID-19, you should notify the CDC and local public health officials and take the necessary steps recommended by the CDC, which include thoroughly sanitizing and disinfecting your store



RESTAURANT SPECIFIC GUIDELINES

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FOOD SAFETY

- Discard all food items that are out of date
- Where salad bars and buffets are permitted by local/state officials, they must have sneeze guards in place
- Change, wash and sanitize utensils frequently and place appropriate barriers in open areas; Alternatively, cafeteria style (worker served) is permissible with appropriate barriers in place
- If providing a “grab and go” service, stock coolers to no more than minimum levels
- Ensure the person in charge is ServSafe certified and that their certification is up to date and provide food handler training to refresh employees

CLEANING AND SANITIZING

- Thoroughly detail-clean and sanitize entire facility, especially if it has been closed; Focus on high-contact areas that would be touched by both employees and guests; Do not overlook seldom touched surfaces; Follow sanitizing material guidance to ensure it's at effective sanitizing strength and to protect surfaces
- Avoid all food contact surfaces when using disinfectants

RESTAURANT SPECIFIC GUIDELINES



CLEANING AND SANITIZING CONTINUED

- Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas; Single-use items should be discarded; Consider using rolled silverware and eliminating table presets
- Remove lemons and unwrapped straws from self-service drink stations
- Clean and sanitize reusable menus; If you use paper menus, discard them after each customer use; Implement procedures to increase how often you clean and sanitize surfaces in the back-of house; Avoid all food contact surfaces when using disinfectants
- Check restrooms regularly and clean and sanitize them based on frequency of use
- Make hand sanitizer readily available to guests; Consider touchless hand sanitizing solutions



RESTAURANT SPECIFIC GUIDELINES



MONITORING EMPLOYEE HEALTH & PERSONAL HYGIENE

- Per existing FDA Food Code requirements, employees who are sick should remain at home
- If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening and follow the business's established policies on when the ill employee is allowed to return to work; At a minimum, however, follow CDC guidelines – tell the employee to self-isolate for seven days from the onset of symptoms and be symptom-free for three days without medication
- Taking employees' temperatures is at the operators' discretion; The CDC has not mandated taking an employee's temperature and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures; CDC guidance states the minimum temperature that indicates a fever is 100°F
- Per CDC recommendations, face coverings have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don't, especially in close environments where it's hard for people to maintain a three- to six-foot distance; In some states and local jurisdictions, face coverings are required by government officials and some employers require them, too; In all cases, those coverings worn by employees should be kept clean in accordance with CDC guidance
- Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face

RESTAURANT SPECIFIC GUIDELINES



MONITORING EMPLOYEE HEALTH & PERSONAL HYGIENE CONTINUED

- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups. Limit party size at tables to no more than the established “maximums approved” as recommended by CDC or approved by local and state government; Where practical, especially in booth seating, physical barriers are acceptable; Consider a reservations-only business model or call-ahead seating to better space diners
- Any social distancing measures based on square footage should take into account service areas as well as guest areas
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant
- Limit contact between waitstaff and guests; Where face coverings are not mandated, consider requiring waitstaff to wear face coverings (as recommended by the CDC) if they have direct contact with guests
- If practical, physical barriers such as partitions or Plexiglas barriers at registers are acceptable
- Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options

RESTAURANT SPECIFIC GUIDELINES



SOCIAL DISTANCING

- Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing; Thank them for their patience as you work to ensure their safety
- Try not to allow guests to congregate in waiting areas or bar areas; Design a process to ensure guests stay separate while waiting to be seated; The process can include floor markings, outdoor distancing, waiting in cars, etc; Consider an exit from the facility separate from the entrance; Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff
- Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other; Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing
 - Note: Face coverings may be required by government officials and/or restaurant operators to mitigate the distancing gap; If not mandated, face coverings are recommended by CDC and, when worn, they should be cleaned daily according to CDC guidance
- Limit the number of employees allowed simultaneously in break rooms; With larger staffs, use communication boards to or digital messaging to convey pre-shift meeting information

IMPORTANT LINKS

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- Centers for Disease Control and Prevention [CLICK HERE](#)
- CDC Recommendations for Business and Workplace [CLICK HERE](#)
- CDC General Business Frequently Asked Questions [CLICK HERE](#)
- CDC Cleaning Guidelines [CLICK HERE](#)
- CDC COVID-19 Interim Guidance Plan [CLICK HERE](#)
- National Retail Federation – Operation Open Door Checklist [CLICK HERE](#)
- National Retail Federation – State-By-State Resources for Retailers [CLICK HERE](#)
- National Restaurant Association – Reopening Guidance [CLICK HERE](#)
- National Restaurant Association - COVID-19 Resources by State [CLICK HERE](#)
- International Council of Shopping Centers – Resource Guide [CLICK HERE](#)

**THANK
YOU**

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