

honeycomb

Covid-19 Handbook



DASHA



Honeycomb Non-Negotiables 2020-06-02

By agreeing to these non-negotiables, you conclude you will conduct yourself in adherence to the 11 points set forth below. If one or multiple non-negotiables is broken, honeycomb reserves the rights to take disciplinary action which can include, suspension or termination.

- 1.) All team members must do prescreen check ins, with a manager prior to entering staff rooms and/or commencing shift.
- 2.) All team members must post or share Daily/Weekly specials and promotional material on social media or through their network.
- 3.) All team members must adhere to new Covid sanitation/cleaning /reporting policies, as set forth in the updated handbook
- 4.) All team members must report any illness to the manager asap and NOT report to work if aware of any signs of illness.
- 5.) All team members are required to have clean and pressed uniforms as per their department's guidelines. All Required PPE must be worn as per the handbook's direction given the employees department and position. Not being prepared for a shift will result in the loss of shift and possible further actions.
- 6.) All team members are to respect social distancing wherever possible with other team members as well as guests.
- 7.) Consumption of drugs & alcohol during or prior to shift is strictly prohibited
- 8.) Sharing of Honeycomb hospitality's intellectual or personal property (recipes, handbooks, pay stubs, inventories) is strictly prohibited.
- 9.) The theft of any property of Honeycomb hospitality's, guests or another team member's property is strictly prohibited.
- 10.) All team members must refrain from any verbal, physical, sexual or emotional abuse of other team members or guests of honeycomb hospitality.
- 11.) Signature: ____

Honeycomb Covid-19 Policies:

- All honeycomb hospitality venues will operate at 50% of original capacity as mandated by the TPH and Covid-19 guidelines.
- Maximum occupancy in each party will be 6 guests until further notified by TPH.
- Tables will be arranged 6-feet apart to support physical distancing for both team members and guests.
- Guests will be required to use the elevator to access the patio, maximum 6 guests from the same party or 3 guests if you are from a different party. Signs will be clearly posted in the elevator.
- Guests will ONLY be sat when the entirety of their group is present.
- Contact information will be requested from one guest at each party to be stored in open table for a period of 30 days should TPH need to reach them for contact tracing.
- Guest will be self pre-screened at the entrance for any symptoms related to Covid-19. Should a guest pose any symptoms we reserve the right to refuse entrance/service.
- Guest will be offered sanitizer upon entrance the venue. Sanitizer will also be located at various points through the venue.
- Plexi-glass will be installed at the host check point areas in order to protect and support physical distancing of both guest and team members.
- Washrooms will be cleaned, sanitized and logged every 15 minutes by a member of our team.
- Tables that are not available to be seated will be clearly identified and or removed to facilities 6-feet apart between each party. The floor plan is final, there will be no modifications.
- Touch-less menus will be offered to guest where guest will have the ability to scan a barcode and place their order with the server. Single use menus will also be available upon request.
- Team members should identify one access point at the start of service to approach the table and use that throughout
- Water will be presented to each table and will remain there for the duration of their experience. Guest are required to pour their own water.
- Wine bottles, once opened are to be presented to the guests, however the wine must be poured by the guests.
- Tables will be free of any setting or decor. Once orders are placed, the team member will then bring out the required tabling setting.
- Team members are encouraged the attend to their tables as much as possible to eliminate multiple contacts.
- All garnish at the bar will be covered and a tong will be used to apply garnished vs the bare hands unless a glove is being worn
- All cutlery will be presented in a roll-up form to prevent exposure. Straws will be presented in the original paper wrapping and only be removed by guests
- Request that guests placing empty flatware at the front of table closet to you in order to avoid reaching in across larger tables.
- Guests are to package their own left overs to eliminate further contact
- Team member are expected to wash their hands before and after any other following, serving food or drink, clearing food or drink, collect payment from guest or every 15 minutes. Whichever happens first.
- Tables to be fully sanitized and disinfected after the previous party has completed their experience
- Every 15 minutes, team members and management are responsible for wiping down and sanitizing of high touch areas. Including but not limited to:
 - All door handles
 - All stairwell handrails
 - Elevator buttons
 - Washroom sink taps
- Team members are expected to wear their proper PPE throughout the duration of their shifts and adhere to the proper hygiene protocols.
- Team members and guests are expected to follow posted markings on the floor or through the venue to support physical distancing
- Guests will be presented with a disposable pick to use when interacting with the eigen terminal and terminals are to be disinfected before and after every use.
- All squirrel terminals, screens and printers will be sanitized very 15 minutes.
- Sanitizer spray should be changed every 4 hours for its effectiveness

- **Two bus bins will be made available for clean and dirty trays. Trays must be sanitized before and after each use.**
- **Windows and doors will be open to increase ventilation.**
- **Guests are expected to remain seated and only will be served when they are. Service while standing is prohibited.**
- **Umbrellas will be installed on the patio, however in the event that it rains team members will inform guest, encourage them to continue their experience covered or proactively settle their bills.**
- **Music will be played at a reasonable volume to prevent guest from leaning towards each other and or raising their voices thus preventing the transmission of the virus.**
- **Guest are required to exit the patio using the staircase.**
- **Team members are encouraged practice physical distancing among themselves while on shift.**
- **Breaks should only be taken two at a time in the designated area while maintaining physical distancing. MOD must be notified of all breaks.**
- **Delivery partners and guest picking up take out will be allowed to retrieve orders at the front of each venue which will be clearly marked and set up for physical distancing.**

Honeycomb Staff Screening and Check In Policies

PURPOSE

- The purpose of this policy is to educate all Honeycomb team members on the daily requirements needed to execute excellent personal hygiene practices and ensure a safe environment for everyone in our respective venues.

PRE-WORK SELF SCREENING

- Team members are responsible for screening themselves for possible covid-19 exposure BEFORE coming to work and thus acknowledge their role in ensuring a safe work environment for everyone.
- Please ask yourself the following questions before coming to work:
 - o Do you have a fever? Yes or No
 - o Do you have a cough? Yes or No
 - o Do you have shortness of breath? Yes or No
 - o Do you have a sore throat? Yes or No
 - o Do you have a runny nose? Yes or No
 - o Do you feel unwell? Yes or No
 - o Have you been in close contact with someone who is sick or has confirmed covid-19 in the past 14 days? Yes or No
 - o Have you returned from travel outside Canada in the past 14 days? Yes or No
- *If you answered YES to any of these questions, please DO NOT come into work and self-isolate right away. Please call any manager and let them know that you cannot work your scheduled shift. Then please call Telehealth or your health care provider to find out if you need a test.*

WHEN ARRIVING ON SITE TO WORK SCREENING

- Upon your arrival to your venue (insert venue name here), there will be a specific check in site before you start your shift (insert site space here). You are to head to the check in site immediately before speaking to anyone or visiting any other area of the venue. This is imperative to ensure the safety and well-being of all team members / guests.
- At the check in site, you will meet with the on-duty manager, where will be conducting an active screening for covid-19 and to ensure you are ready for work. With management, you will review:
 - Covid-19 screening
- o Proper PPE secured and worn
- o Non negotiables (social media responsibilities, linen policy, hand washing, cleaning practices, etc. INSERT non negotiables here)
- Once your on-site screening is done with management and you have passed, you will head to your dedicated staff area to prepare for work. Once in full uniform and PPE, you will report for your scheduled shift.
- If you are deemed unfit for work during your on-site screening, *please LEAVE THE VENUE and self-isolate right away. Please then call Telehealth or your health care provider to find out if you need a test.*

Honeycomb Uniform & PPE Standards

PURPOSE

- The purpose of this policy is to ensure that our Honeycomb uniform and PPE standards align with our responsibility to consistently provide a safe and hygienic environment for everyone.

UNIFORM POLICY

- In addition to your venue's existing uniform guidelines, team members will be expected to launder their uniforms after every single use to ensure they are contamination free. If you require more uniform items to meet these new standards, please let your management team know asap.
- Any team member arriving for work out of uniform or not meeting these standards, will be offered a new uniform item at cost. Should the team member refuse, they will be sent home.
- Some team members will be required to bring individual equipment with them to work as these items cannot be shared with others and maintain proper hygienic practices. These are but not limited to: wine keys, pens, notepads.

PPE POLICY

- It will be mandatory to wear a face mask while on duty in the venues. Black face masks will be provided at cost by Honeycomb. These masks are reusable and must be washed after every use.
- Best PPE Practices:
 - Refrain from touching your face or mask once you have put it on. If you must make an adjustment, please ensure you wash your hands thoroughly before doing so.
 - Wash your mask after every use
 - Ensure you store your facemask in a sanitary sealed container/bag
 - Wash your hands every 15 minutes

Cleanliness Standards



HANDWASHING

- Must be performed at a minimum of 15 minutes
- Must be performed when clearing or resetting tables/bar top
- Must be performed after taking payment
- Must be performed after clearing any used item
- Must be performed at the start of shift



HAND SANITIZER

- At all POS terminals
- At all passes both food and drink
- At all entrances/host stands
- Outside all washrooms



TOUCH POINTS

- All touch points including door handles, elevator buttons, railings, etc to be wiped down at a minimum of every 15 minutes



POS TERMINALS/ PRINTERS/ KITCHEN DISPLAY SYSTEMS

- POS terminal screens and expo screens to be wiped down a minimum of every 30 minutes
- All terminals, printers, kitchen display systems to be turned off and deeply cleaned at the start of the shift and the end



DEBIT MACHINES

- Debit machines **MUST** be wiped down after each payment is taken



TRAYS

- Service trays will be cleaned between every use. Clean trays will be kept separately at both drink and food passes and used trays will be placed in a bin until properly sanitized.
- Used trays are not to be left on tables, bar tops, or any other area other than in the bin for used trays.

Cleanliness Standards



WASHROOMS

- All washrooms will be thoroughly sanitized at a minimum of 15 minutes. This includes door handles, faucets, counter tops, mirrors, toilet handles, and soap dispensers.
- You will be required to sign off in a logbook after every sanitation.
- Spray bottles used for washroom sanitation will be labelled and used for washroom sanitation purposes only. They will not be allowed use in any other area of the restaurant.



KITCHEN SURFACES

- All food contact surfaces including the pass are to be sanitized at minimum every 30 minutes.
- Surface sanitation is to be documented in a logbook after each cleaning.



BAR SURFACES

- All food and drink contact surfaces must be sanitized at a minimum of every 30 minutes.
- Each cleaning will be required to be documented in a logbook after each cleaning.
- Bar top is required to be wiped down and sanitized after each guest.



CLEARING TABLES

- Anything that has touched the table must be disposed of or cleaned and sanitized.
- All condiments will be served in ramekins
- Hands must be thoroughly washed after touching anything that came into contact with guests



CLEANING TABLES

- After guests leave a table, all items on the table must be cleared
- Tables and chairs are to be fully cleaned and sanitized
- Nothing is to be on the tables for the next guest arrival



GARBAGE

- All waste is to be put into the garbage immediately
- Gloves are to be worn when changing the garbage bags and taking out the garbage
- Hands are to be thoroughly washed after all contact



DISINFECTANT WIPES

- Wipes will be placed at the host stands and service stations

OPENING

- All surfaces will be sanitized prior to opening including tables, bar services, and service areas

