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STEAMWORKS SAFETY PLAN

FOLLOWING WORKSAFEBC GUIDE TO REDUCING RISK OF COVID-19

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Assess the risk at your workplace

High congregation areas for guests and staff

For guests: entrances, bars, pool tables, staircase, and washrooms.

Mitigation measures:

- ✓ Create separate in and out flow entrances by having proper signage on doors and directional markings on the floor.
- ✓ No bars will be allowing direct guest access at this time.
- ✓ When bars become operational there will be a partition between guest and bartender.
- ✓ The two pool tables in our lounge have been moved to allow extra space. All pool cues, balls, and edges of the tables will be sanitized between uses.
- ✓ We are requesting that all guests give each other and staff 2 metres physical distance when on our property. We understand this isn't always possible in common traffic areas so our staff will be wearing masks.
- ✓ Masks are to be used correctly by staff. That means they are not adjusted, pulled down, or touched at all during service shifts. A mask is to be considered contaminated and rendered useless if touched repeatedly. Customers will be observing service teams, and there is already anecdotal evidence that customers have greater confidence if restaurant staff wear masks, and that they are not touched. Make sure the mask is secure when it is first put on so that no adjustments need to be made.
- ✓ We have implemented a plan to have male customers use the upstairs washrooms in the Uber Lounge and the female washrooms will be downstairs.
- ✓ Both washrooms have appropriate directional arrows and distance marking on the floors.
- ✓ During high volume times a staff member will be assigned to help direct guests.

For staff: bar well, server stations, staff room, kitchen line, dish pit, cash out area, managers office.

Mitigation measures:

- ✓ Staff will be assigned specific duties that will minimize overlapping and help provide physical distancing.
- ✓ Limited number of staff will be working per shift.
- ✓ Staff will be assigned on who is allowed to interact with BOH. When that staff enters BOH they must be completely sanitized before entering.
- ✓ All staff will be wearing masks properly.
- ✓ All staff will be properly trained on social distancing and when possible will maintain a distance of 2 metres from each other and guests.
- ✓ During downtimes, they will avoid congregating.
- ✓ All staff conversations (with each other and guests) should be 2 metres apart.

Job tasks that require staff to come into close proximity with public and each other

With public: seating guests, dropping off items, clearing tables, taking payments, servers exiting door to run drinks to patio

Mitigation measures:

- ✓ Guests will wait in a que outside of the restaurant until a table is ready.
- ✓ The manager on greeter duty will then direct them to the appropriate table.
- ✓ Each table will have an open end that the server and/or expo will have specific access to drop off items. Food and beverage will be dropped at designated area.



- ✓ A designated busser will be the only staff able to take used items off tables. If, any other staff is required to remove any used item from a table they will immediately clean their hands and tray.
- ✓ To avoid being in close proximity to guests multiple times throughout their stay, the designated busser will wait for all guests finish eating before clearing items.
- ✓ When the guest is ready to pay the server will bring them hand sanitizer and an Eigen. After the guest touches the machine they will be offered hand sanitizer. The Eigen is to be cleaned prior and after payment, as well as the server's hands.

With staff: picking up drinks at well, server stations, sinks, keg cooler, expos on line, kitchen line cooks.

Mitigation measures:

- ✓ Limited number of staff will be working per shift.
- ✓ All staff will be properly trained on physical distancing and when possible will maintain a distance of 2 metres from each other and guests.
- ✓ Staff will be assigned specific duties that will minimize overlapping and help provide physical distancing.
- ✓ Bartenders and managers are the only staff allowed behind 'division line' behind bars. Those bartenders and managers must sanitize before crossing into that portion of the bar to keep area sterile.

Materials exchanged

Menus, items ordered (drinks and food), bills, Eigens, cash.

Mitigation measures:

- ✓ Menus are available electronically.
- ✓ A large copy will be posted at our entrance.
- ✓ If a paper menu is required, it will be recycled after each use.
- ✓ There will be specific staff designated to drop off drinks and food and they will place items in open area to not lean over table.
- ✓ Eigens will be sanitized in between use of different tables and guests will be offered hand sanitizer after touching the machine.
- ✓ No cash will be accepted unless the guest does not require change back.

Surfaces touched often

Door handles, staircase railings, tables, back of seats, sink taps, bar taps, POS screens.

Mitigation measures:

- ✓ Doors will remain open during hours of operation whenever possible.
- ✓ Cleaning and disinfecting will be done in a two-stage process for high trafficked areas frequently (staircase railings, washrooms, sink taps).
- ✓ Tables and chairs will be cleaned and disinfected after every use.
- ✓ Staff will clean their POS screen regularly and in between shifts to insure a clean station for the next staff.



Implement measures to reduce risks

Cleaning & hygiene for staff

Handwashing policy for staff

- ✓ Staff must wash hands for 20 seconds using soap and water, or use hand sanitizer over 60% alcohol once they are in uniform before beginning their shift.
- ✓ Staff must wash hands frequently (at least every 30 minutes), but are suggested to after each interaction with guests.
- ✓ If staff touches any item that was from a used table they must immediately wash or sanitize hands before touching anything else.

Staff personal belongings

- ✓ Staff must not leave any belongings in the restaurant (all clothes, shoes, backpacks, and bags must leave with them after every shift).
- ✓ Staff must come to work with a CLEAN uniform and change out of their recreational clothes when they arrive.
- ✓ Hands must be washed after changing and starting their shift and if they touch any personnel belongs.

Staff physical distancing

- ✓ Whenever possible, staff must maintain a distance of 2 metres from others at work, but also in their own lives (other than those residing in their household).
- ✓ During downtimes, staff will avoid congregating, and continue to maintain physical distancing.
- ✓ Staff will follow health authorities' guidelines when it comes to socializing outside of work hours.

Staff sickness and traveling expectations

- ✓ If a staff has been sick, or has come in contact with someone who has become sick within the last two weeks- they will contact management immediately and will NOT come into work.
- ✓ That staff member will quarantine before coming back to work.
- ✓ If staff has been traveling, they will need to advise a manager and may need to self-isolate before returning to work.

Personal Hygiene

- ✓ Staff will wear masks (non-medical grade) properly when dealing directly with guests.
- ✓ Physical appearance and perception will play a huge part in how our guests feel about the cleanliness of our restaurant. To make guests feel more comfortable restaurant cleanliness as well as personal hygiene (groomed hair & nails, crisp uniform, etc.) will contribute to everyone feeling safer.

Cleaning for restaurant

- ✓ Hand sanitizer will be located at entrance & high traffic areas for guests to use.
- ✓ Cleaning protocol (appendix A) for common areas have been implemented.
- ✓ Tables and chairs will be cleaned and sanitized after each use.
- ✓ Paper towels have been placed in all washrooms instead of using electronic hand dryers.



Maintaining physical distance

- ✓ Extra space has been acquired to allow guests to enter restaurant in a safe and effective manner.
- ✓ Doors have been designated as in and out to limit high-congested areas.
- ✓ Floor markings have been added to help guests maintain 6 feet away when required.
- ✓ All tables and chairs have been measured and marked to be set up 6 feet apart.
- ✓ Bar seating will not be in operation for guest use.
- ✓ If required, guests will be responsible for packing up their remaining food to take home.
- ✓ We have removed unnecessary tools (shared utensils, plates, condiments).
- ✓ The overall number of staff has been reduced at one time and the correct number of staff will be designated to specific areas.
- ✓ If physical distance cannot be maintained we have considered the use of plexiglass or partitions.
- ✓ The staff member on greeter duty will record guests first name and phone number and file daily lists for a one-month period so in the case of an outbreak, the restaurant will be able to contact everyone who visited the restaurant during that time.
- ✓ If a guest is not complying to our safety standards put in place and endangering staff or other guests, they will be removed immediately from the restaurant. The safety of our guests and staff is our top priority.

Right to refuse service

- ✓ Following the provincial health officer, the BC CDC, and WorkSafeBC guidelines we have the right to refuse service to any guest who appears to have any symptom of COVID-19 to ensure the safety of other guests and our staff.
- ✓ Symptoms include, but are NOT limited to:
 - Fever;
 - Chills;
 - New or worsening cough;
 - Shortness of breath;
 - New muscle aches or headache;
 - Sore throat;
 - Have travelled outside of Canada within the last 14 days;
 - Are a close contact of a person who tested positive for COVID-19.



Develop policies

The provincial health officer and the BC CDC have issued the following guidance:

- ✓ If staff has any symptoms they must self-isolate for 10 days.
- ✓ If staff travel outside Canada or the province, they must self-isolate for 14 days.
- ✓ Prohibit or limit visitors.
- ✓ A plan for workers who may start to feel ill while at work.

Policy update restaurant reopening

- ✓ Developed by HR and emailed to staff returning to work and requires signature.
- ✓ Covers all issues listed above from the provincial health officer and BC CDC.

Staff handwashing policy

- ✓ Staff must wash hands for 20 seconds using soap and water, or use hand sanitizer over 60% alcohol when they arrive at work and may not touch anything beforehand.
- ✓ Staff must wash hands frequently (at least every 30 minutes), but are suggested to after each interaction with guests.
- ✓ If staff touches any item that was from a used table they must immediately wash or sanitize hands before touching anything else.

Staff shift policy

- ✓ Staff may not enter or exit the restaurant through the Pub doors. They must enter through Streetside and exit through the back stairwell.
- ✓ Staff may not arrive earlier than 15 minutes for their shift.
- ✓ They must enter the change rooms through Intrawest (women) and side kitchen door (men) to limit walking through kitchen in street clothes.
- ✓ Staff will answer a health questionnaire before each shift.

Bar and beverage service policy

- ✓ No glassware to be pre-placed on tables.
- ✓ Trays are to be used and must be thoroughly sanitized before and after each use.
- ✓ All drinks to be placed on edge of table.
- ✓ If guests require a refill for water, drop of a new water jug so guests can self-pour from jug.
- ✓ Glasses are only to be touched by stem or base.
- ✓ Bottles retrieved from cellar, stock room, wine fridges should be touched sparingly avoiding neck area. Do not cradle bottles close to the torso.
- ✓ Ideally bottles are to be opened on a sanitized service station.
- ✓ When pouring beer, tap spout and glass must not touch.
- ✓ Pitchers will be delivered tableside and guests will be offered the first pour or given the option of pouring their own.
- ✓ Bartenders will be the only staff placing garnishes on drinks. Their hands will be sanitized or they will use tongs when necessary.
- ✓ Bartenders must complete glasswasher chemical checks twice during a shift.

Cleaning protocol for common areas

See appendix A



Develop communication plans and training

Posted signage

- ✓ Clear directions for guests on how to enter restaurant.
- ✓ Proper signage for washrooms.
- ✓ Occupancy limits posted.
- ✓ Who is restricted from entering the premises (anyone who looks unwell is NOT permitted).
- ✓ Steamworks COVID-19 Safety Plan will be available for any guest to review.

Training for returning staff

- ✓ Staff must review and sign the policy update from HR.
- ✓ Staff will walk through restaurant to learn new traffic patterns.
- ✓ New specific roles will be explained.
- ✓ Proper handwashing and sanitizing procedures will be posted in multiple areas.
- ✓ Proper mask and glove use will be reviewed.
- ✓ All staff have taken and passed a re-opening safety plan quiz before their first shift.

Plans for delivery orders

- ✓ Share our safety plan with delivery companies. We will not allow delivery if worker is feeling sick or has symptoms.
- ✓ Keep a list of delivery drivers and create a monthly list.
- ✓ Designated drop-off areas have been labelled with signage.
- ✓ Staff receiving orders MUST be in gloves and mask while sorting deliveries. They will properly dispose of boxes as if they are contaminated and sanitize themselves before beginning another job.



Monitor your workplace and update your plans as needed

Review policies

- ✓ We will be flexible and correct or change any policies as we resume operation.
- ✓ Work with Quarterdeck Companies to optimize safe operations.

Get workers feedback on safety concerns

- ✓ Allow open communication with staff who may see things differently to ensure their safety and the safety of our guests.

Update staff and guests when policies change



Assess risks arising from resuming operations

Restaurant was closed for 2 months

- ✓ Carefully start all machinery that was off.
- ✓ Heavy machinery was moved so ensure it is put together properly.
- ✓ Wipe and clean all surfaces and glassware.
- ✓ Intrawest has been updated and a new keg cooler has been added. Train bar staff on new keg procedures.

Hold formal pre-shift

- ✓ Address all new policies with staff to ensure everyone understands new implementations.
- ✓ Provide proper training on new cleaning protocols.



Appendix A: Cleaning Protocols

CLEANING PROTOCOLS

Steamworks is monitoring the COVID-19 outbreak closely and has developed a plan to keep staff and customers safe during this time.

ALL STAFF

- Please read and adhere to Steamworks policies outlined in the *COVID-19 Safety Plan* in addition to the position specific requirements listed below.

SERVERS and BARTENDERS

- Wash your hands. Wash your hands. Wash your hands.
- Social distancing. All tables are 2 metres apart and provide you with an area to place drinks/food on table, not directly in front of guests.
- No more use of coasters or table blocks.
- All condiments should be single use when available.
- Eigens will be brought to tables on a designated tray with a bottle of hand sanitizer.
- All menus will be single use and limited amount given to each table.
- Garnishing drinks—bartender only! Use tongs to place every item on drinks.
- Fishbowls—guests should be offered to have the fishbowl poured into a beer pitcher and served with glasses.
- Anytime you clear used items off of a table, you must sanitize your hands before touching anything else.
- Tongs should be cleaned **every 30 minutes**.
- Sanitize your POS **every 30 minutes and at the end of your shift**.
- Trays—“Use them, love them,” -A.G. but also clean them if they contact anything but your own hands.

HOSTS

- Sanitize door handles **every 30 minutes**.
- **Every 60 minutes** sanitize common area stair rails and banisters.
- Bathrooms must be kept in immaculate conditions: Sanitize bathroom stall locks, entrance door handles, sink counters and soap dispensers **every 30 minutes**.
 - **Complete cleaning check-list in each washroom.**
- Sanitize all host stand equipment **every 60 minutes**. (Tablets, phones, drawers, pens).



BUSSERS

- After a table has been completely cleared of all items you must sanitize the table AND CHAIRS. (Think of all areas where guests have touched). Always carry a spray bottle with you. A wet cloth won't cut it.
- Avoid touching the eating contact surfaces of glass rims and cutlery.
- Do a loop through your section, clear as much as possible, once it's all broken down, spray your tray and wash hands immediately.
- If a guest touches a table, the whole area must be treated as contaminated after they leave. Everything must be thoroughly cleaned before someone else sits there.
- Put gloves on when entering the dish-pit. Treat this area with extra precautions and ensure you are putting used items where they belong and not close to clean dishware.

EXPOS

- Sanitize trays after every use.
- Avoid touching any food directly with your hands.
- All garnishes are to be placed using tongs or cutlery.
 - Tongs and cutlery are to be switched out **every 30 minutes**.
- Slow down on garnishing, make sure presentation is cleaner and crisper than ever.
- Verbalize with guests the food you are dropping is theirs. Items are dead if they hit the wrong table.
- Avoid leaning over guests/food when presenting at table, drop food at open end of table and guests will move it in front of them themselves.

Help and support each other and we will make it through the best we can. Please talk to a manager if you have any concerns. Thanks for your support—MGMT

