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STEAMWORKS BREWERY & TAPROOM SAFETY PLAN

FOLLOWING THE WorkSafeBC GUIDE TO REDUCING THE RISK OF COVID-19 IN THE WORKPLACE

QUARTERDECK BREWING COMPANY

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STEP 1: ASSESS THE RISK AT YOUR WORKPLACE

High concentration areas for guests and staff

For guests: Entrances, bar, shuffleboard table, washrooms, merchandise shelf, packaged product retail fridges.

Mitigation measures:

- ✓ Create one-way traffic flow through the room by having proper signage on doors and throughout the taproom as well as directional markings on the floor
- ✓ Seating at the bar will be removed
- ✓ Drinks and snack foods must be ordered through the designated staff taking orders
- ✓ The shuffleboard table will be closed until further notice
- ✓ We are requesting that all guests maintain a 2 metre physical distance from each other and staff when on our property. For high-traffic areas where this is not possible, staff will be required to wear a mask
- ✓ Masks are to be worn by staff correctly and are not to be adjusted, pulled down, or touched at all while on shift. If a mask needs to be removed, staff must wash their hands and replace with a new mask
- ✓ Washrooms will be identified by directional arrows and appropriate social distancing markings on the floor
- ✓ Retail and packaged product will be ordered through the bar staff. The customer will collect their packaged order themselves and signs will be posted to notify them that the fridge will be sanitized every 30 minutes and to only touch what they intend to purchase

For staff: Bar area, staff kitchen, managers office, stock area

- ✓ Staff will be assigned specific duties that will minimize overlapping and help provide physical distancing
- ✓ Limited number of staff will be working in group shifts with staggered start times
- ✓ Staff will only be permitted into the taproom stock area of the brewery. Only managers with special permissions will be allowed to go between the brewery and taproom and must sanitize before and after doing so
- ✓ All staff must be wearing a mask while on shift
- ✓ All staff will be properly trained on social distancing and maintaining a 2 metre distance from guests and each other. Conversations between staff and guests should be 2 metres apart at all times
- ✓ During downtimes, all staff must avoid congregating
- ✓ Staff kitchen will have a limit of one person at a time

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

With public: Seating guests, dropping off items to tables, taking payments, front door entrance, behind bar

Mitigation measures:

- ✓ Guests will wait in a queue outside of the taproom until a table is ready
- ✓ The designated staff member on door duty will then direct them to the appropriate table

- ✓ Each table will have an open end that the server will have specific access to take orders and drop off items. Snack foods and beverages will be dropped off at this designated area
- ✓ The designated server will be the only staff member authorized to remove used items off tables and must sanitize their hands and tray immediately after
- ✓ To avoid being in close proximity to guests multiple times throughout their visit, the designated server will wait until all guests are finished before clearing items off the table
- ✓ Guests will also have the option to dispose of their used glasses by placing them in the designated used glassware bucket with hot soapy water if they prefer
- ✓ When a guest is ready to pay, the designated server will bring a sanitized tablet over to the table and the guest is encouraged to use the tap function on the wireless reader whenever possible. The tablet will be sanitized after every guest use

With staff: Picking up drinks from the bar, server stations behind the bar, glasswasher and sink, keg fridge

Mitigation measures:

- ✓ A limited number of staff will be working per shift
- ✓ All staff will be properly trained on social distancing and maintaining a 2 metre distance from guests and each other
- ✓ Staff will be assigned specific duties that will minimize overlapping and help provide social distancing
- ✓ Staff designated behind the bar and the acting manager on duty will only be permitted behind the bar. Both bar staff and manager must sanitize before entering the area to maintain a sterile environment
- ✓ After changing a keg in the walk-in fridge, the staff member must sanitize all door fixtures that they touched as well as the keg coupler. Empty kegs will be placed in a designated area and left for 3 days before being handled again

Materials exchanged

Items ordered (beverages and snack foods), POS terminals, packaged product, menus, bills

Mitigation measures:

- ✓ Single-use menus will be available to all guests
- ✓ A large copy of the menu can be found on the board behind the bar
- ✓ A take-home packaged product menu will be displayed on the bar for customers
- ✓ There will be specific staff designated to drop off drinks and snack foods and they will place the items in an open area to not lean over the table
- ✓ The designated server will bring a sanitized tablet over to the table and the guest is encouraged to use the tap function on the wireless reader whenever possible. The tablet will be sanitized after every guest use
- ✓ No cash will be accepted until further notice

Surfaces touched often

Door handles, tables, chairs, bathroom surfaces, beer taps, sink taps, POS screens, glassware, snack foods, growler fill stations

Mitigation measures:

- ✓ Growler fills will not be made available until further notice
- ✓ Doors and windows will remain open during hours of operation wherever possible
- ✓ Cleaning and disinfecting will be done in a two-stage process for high-trafficked areas on a frequent basis
- ✓ Tables and chairs will be cleaned and disinfected after every use
- ✓ Staff will clean their POS screen regularly and in between shifts to ensure a clean station for the next staff
- ✓ The designated server will be the only staff member authorized to remove used items off tables and must sanitize their hands and tray immediately after
- ✓ Guests will also have the option to dispose of their used glasses by placing them in the designated used glassware bucket filled with hot soapy water if they prefer

Step 2: Implement measures to reduce risks

Cleaning & hygiene for staff

Handwashing policy for staff

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

Staff personal belongings

- ✓ Staff must not leave any personal belongings in the brewery, taproom, or office (all clothing, shoes, backpacks, and bags must leave with them after every shift)
- ✓ Staff must come to work with clean appropriate work attire
- ✓ Hands must be washed before starting their shift or if they touch any personal belongings

Staff physical distancing

- ✓ Whenever possible, staff must maintain a distance of 2 metres from other staff and guests while on shift and are encouraged to do the same in their personal lives outside of the workplace with the exception of those residing in their household
- ✓ During downtimes, staff will avoid congregating and continue to maintain physical distancing
- ✓ Staff will follow the health authorities' guidelines when it comes to socializing outside of work

Staff sickness and traveling expectations

- ✓ If a staff member has been sick or come into contact with someone who has become sick within the last two weeks, they will contact management immediately and will not come in to work

- ✓ This staff member will be required to self-isolate at home for 14 days before returning to work
- ✓ If a staff member has been traveling, they will need to advise a manager and may be subject to a 14-day self-isolation period before being allowed to return to work

Personal hygiene

- ✓ Staff will wear non-medical grade masks properly while on shift
- ✓ Physical appearance and perception will play a huge part in how our guests feel about the cleanliness of our establishment. To make guests feel more comfortable, cleanliness and personal hygiene (groomed hair & nails, clean uniform, etc.) will contribute to everyone feeling safer

Cleaning for the taproom

- ✓ Hand sanitizer will be located at all entrances, near washrooms, and throughout the taproom for guests to use
- ✓ Cleaning protocol (see appendix A) for common areas has been implemented and all staff have been trained on this
- ✓ Tables and chairs will be cleaned and sanitized after each use
- ✓ Disposable paper hand towels are provided in every washroom and in the taproom

Maintaining physical distance

- ✓ Extra space has been acquired in the taproom to allow guests to enter and navigate through the space in a safe and effective manner
- ✓ Separate doors have been designated as in and out to limit high-congestion areas
- ✓ Floor markings have been added to help guests maintain 2 metres away from others when required
- ✓ Directional arrows have been placed on the floor to indicate the flow of the room
- ✓ All tables and chairs have been measured and marked to be set up 2 metres apart
- ✓ Bar seating will not be in operation for guest use
- ✓ The overall number of staff has been reduced at one time and the correct number of staff will be designated to specific areas
- ✓ Areas where physical distance cannot be maintained, plexi-glass and partitions will be used
- ✓ The staff member designated to greeting guests at the door will be responsible for logging the name and contact phone number of one guest from each party which will be kept for 30 days. In the event of an outbreak, this will allow us to contact everyone who visited the establishment during that time
- ✓ If a guest is not complying with our safety standards and is endangering staff or other guests, they will be removed immediately from the establishment. 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 display symptoms of COVID-19 to ensure the safety of our guests and staff.

Symptoms include and 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 has tested positive for COVID-19

Step 3: Develop policies

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

- ✓ If a staff member has any symptoms, they must self-isolate for 10 days
- ✓ If a staff member travels 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 at work

Policy update taproom opening

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

Staff shift policy

- ✓ Staff may not enter or exit the taproom through the main doors. All taproom staff must use the side door entrance located in the loading bay yard
- ✓ Staff may not arrive earlier than 15 minutes before their shift
- ✓ Staff will answer a health questionnaire before each shift

Bar and beverage service

- ✓ Trays are to be used and must be thoroughly sanitized before and after each use
- ✓ All drinks and snack foods are to be placed on the edge of the table
- ✓ If guests require water, a pitcher will be dropped off to the table for guests to self-pour
- ✓ Glasses are only to be handled from the stem or base of the glass
- ✓ Packaged product being stocked in the retail fridge should be handled minimally, avoiding the lid or opening of the product
- ✓ When pouring beer, the tap spout and glass must not touch

- ✓ Only staff that are designated to be behind the bar are authorized to pour beer
- ✓ Bar staff must complete glasswasher chemical checks twice during a shift

Cleaning protocol for common areas

See appendix A

Step 4: Develop communication plans and training

Posted signage

- ✓ Clear directions for guests on how to enter the taproom
- ✓ Directional arrows throughout the taproom to outline the flow of the room
- ✓ Proper signage for washrooms instructing guests to use hand sanitizer before and after using the washroom facilities. Floor markers will also be placed down the hall in the event of a queue for the washrooms.
- ✓ Floor markers and proper signage to indicate a 2 metre distance while waiting in line at the bar
- ✓ Occupancy limits posted
- ✓ Who is restricted from entering the premises (anyone that looks unwell is NOT permitted)
- ✓ Steamworks COVID-19 Safety Plan will be available in the taproom for any guest to review
- ✓ Signs will be placed on the retail fridges notifying guests of the frequency in which they are sanitized and asking that they only touch product that they intend to purchase

Training for returning staff

- ✓ Staff must review and sign the policy update from HR
- ✓ Staff will do a walkthrough of the taproom to learn the new traffic pattern of the room and how each station will operate
- ✓ New specific roles will be explained
- ✓ Proper handwashing and sanitizing procedures will be posted in multiple areas
- ✓ Proper mask wearing and safety will be reviewed as well as glove use
- ✓ All staff have undergone training and have passed a re-opening safety plan quiz before their first shift

Plans for delivery orders

- ✓ Share safety plans with our third-party delivery companies
- ✓ Designated pick-up area at the end of the bar has been labeled with signage for delivery drivers
- ✓ Staff receiving orders MUST be wearing gloves and a mask while sorting deliveries. They will properly dispose of cardboard boxes as if they are contaminated and sanitize themselves before taking on another task

Step 5: 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

- ✓ Discuss safety plans with appointed COVID-19 Committee on a frequent basis, updating and revising as necessary

Get worker's feedback on safety concerns

- ✓ Allow for 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

- ✓ Be clear and concise about our plans and policies to both our staff and guests and update them of any changes by email, in person, and through social media platforms

Step 6: Assess risks arising from resuming operations

Taproom bar was closed to the public for over two months

- ✓ Carefully start all machinery that was off during shutdown
- ✓ Deep clean of all draught lines, growler machines, and kegerators was done prior to opening
- ✓ Shuffleboard table has been moved into the brewery to eliminate this as a touch point
- ✓ Wipe and clean all surfaces and glassware
- ✓ Keg fridge has been cleaned and staff have been trained on procedure for changing a keg during shift

Hold formal pre-shift

- ✓ Address all new policies with staff to ensure everyone understands new implementations
- ✓ Provide proper training on new cleaning protocols
- ✓ Ensure no one has arrived to work feeling ill. If anyone displays symptoms, they will be required to self-isolate for 14 days

CLEANING PROTOCOLS

Steamworks is closely monitoring the COVID-19 outbreak 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 frequently (every 30 mins or after every guest interaction is recommended)
- ✓ Practice social distancing. All tables are placed 2 metres apart and provide you with an area to place drinks/snack foods on the table, not directly in front of guests
- ✓ No more use of coasters or table talkers
- ✓ Square tablet will be brought to the guest at the table where they are encouraged to use the tap function on the wireless card reader. The tablet and reader will need to be sanitized after every guest use
- ✓ All menus will be single use and a limited amount will be given to each table
- ✓ Any time you clear used items off a table, you must wash or sanitize your hands before touching anything else
- ✓ Masks and gloves will be worn correctly during your shift. If you need to remove a mask or gloves, you must wash or sanitize your hands immediately before touching anything else
- ✓ Sanitize your POS every 30 minutes and at the end of your shift
- ✓ Trays must be used and sanitized after every use
- ✓ When placing used glassware into the glass washer, you must first sanitize your hands before removing clean glassware out of the washer
- ✓ After a table has been completely cleared of all items, you must sanitize the table, chairs, plexi-glass shield, and anything the guest may have touched
- ✓ Avoid touching the rim of any glass and handle from the stem or base
- ✓ If a guest touches a table, the whole area must be treated as contaminated. Everything must be thoroughly cleaned and sanitized before seating another guest at the table
- ✓ Sanitize retail fridges and handles every 60 minutes
- ✓ Bathrooms must be sanitized every 30 minutes including: door handles, sinks, counter tops, soap dispensers, toilets, and light switches. Complete cleaning checklists located in each washroom

DOOR GREETER

- ✓ Sanitize all door handles every 30 minutes
- ✓ Masks and gloves must be worn correctly during your shift. If you need to remove a mask or gloves, you must wash or sanitize your hands immediately before touching anything else
- ✓ Sanitize clipboard and pen every 30 minutes

Let's help and support each other wherever we can! Please talk to a manager if you have any questions or concerns. We appreciate all of you.