



COVID-19 OPERATING PROCEDURES:

- Team members who have symptoms (e.g., fever, cough, shortness of breath), or are feeling sick, are instructed to notify their supervisor and stay home.
- Franchisees are monitoring their team members for symptoms and anyone who displays symptoms is asked to stay home. When clocking in for their shift, before they start work, team members are prompted to review a list of symptoms, including those of COVID-19, and are advised to go home if they have displayed any symptoms in the past 48 hours.
- Managers at each location have completed ServSafe Takeout: COVID-19 Precautions training.
- Team members are instructed to wash their hands with soap and water a minimum of every 30 minutes (for at least 20 seconds), and to sanitize their hands more regularly. Hand sanitizer is provided at each work station to enable regular sanitizing in addition to handwashing.
- Frequently touched surfaces and objects are cleaned and disinfected at least every 30 minutes.
- Visual references and procedures have been developed for team members to maintain 6-ft separation from each other and guests, whenever possible. Because each location is independently owned and operated, and their building design and operations vary, procedures may be adapted at each location.
- To limit person-to-person contact, we are:
 - Asking guests to place orders and pay in advance, by phone or online (as available)
 - Asking guests to pay by credit/debit card, and to swipe their own cards, when possible
 - Serving a limited menu packaged for take-out only
 - Serving guests with drive-thru, curbside, or designated window pick-up only
 - Revising order pick-up procedures to reduce close proximity and hand-touching
 - Providing guests with clear instructions and markings at designated pick-up windows to maintain 6-ft spacing as they wait in line and pick up their order
 - In drive-thru and curbside pick-up, placing orders in car trunks or passenger-side seats, when possible, to maintain 6-ft distance and minimize direct contact
- When possible, payment and order delivery will be carried out by separate team members. Team members collecting payment are encouraged to wear gloves, as an additional precaution, and are instructed to change gloves and wash hands after every transaction. As noted above, team members have been instructed, regardless of glove use, to wash hands a minimum of every 30 minutes and to disinfect more frequently.
- Customers might see employees wearing face protection while working. CDC guidelines and many states are now recommending that non-medical grade masks or cloth face coverings be worn in public settings, not as a substitute for social distancing, but as an additional barrier to transmission.
- We will continue to adjust our operations and procedures to minimize any potential risk of spreading illness. In addition, as circumstances evolve, individual restaurants may implement additional procedures to ensure guest and employee well-being, and will communicate necessary changes within their restaurant.