

COVID-19 OPERATING PLAN

MHC CULINARY GROUP



GENERAL STATEMENT

On behalf of MHC Culinary Group, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending events and consuming food and beverages within the Saint Paul RiverCentre. The outlined steps and initiatives are intended to preserve the safety of staff and guests.

MHC Culinary Group will continue to follow the guidance of national, state, and local agencies to develop these policies. The input of local and regional medical and health partners will also play a significant role in developing the below policies.

EMPLOYEE & GUEST HEALTH

The health and safety of our employees and guests is our number one priority.

INFRARED NON-CONTACT FOREHEAD THERMOMETERS & HEALTH SCREENING

Employee points of entry will be limited to complete health screening questionnaires & conduct non-invasive temperature checks utilizing infrared non-contact thermometers. Any employees displaying a temperature over 100.4°F are taken to a private area for a secondary temporal temperature screening. Employees confirmed to have a temperature over 100.4°F will not be allowed to work and will be directed towards appropriate medical care.

PHYSICAL DISTANCING

Employees are reminded to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.

HAND SANITIZER

Hand sanitizer dispensers, touchless whenever possible, are placed at key employee entrances and contact areas throughout the back of the house areas.

SIGNAGE

There are health and hygiene signage reminders throughout MHC Culinary Group employee areas including, social distancing, hand sanitation, the proper way to wear, handle, and dispose of masks and face coverings, use of gloves, and proper cough etiquette.

EMPLOYEE & GUEST HEALTH CONCERNS

Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify a manager.

CASE NOTIFICATION

If we are alerted to a presumptive case of COVID-19, we will work with the Minnesota Department of Health to follow its recommended protocols.



EMPLOYEE'S RESPONSIBILITIES

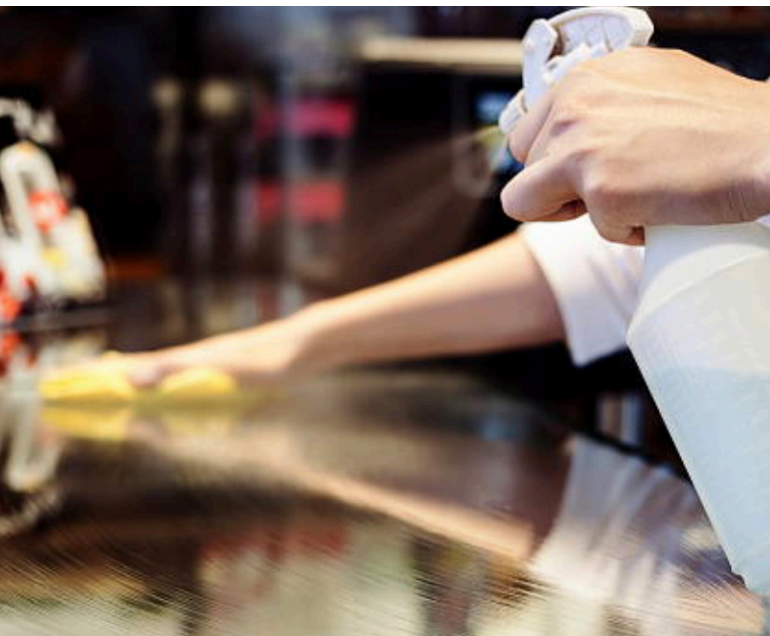
MHC Culinary Group Employees are vital to an effective health and sanitation program.

HAND WASHING

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of viruses. All MHC Culinary Group employees have been instructed to wash their hands or use sanitizer when a sink is not available; a minimum of every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break, and before or after starting a shift.

COVID-19 TRAINING

All employees receive training on COVID-19 safety and disinfection protocols with more comprehensive training for our teams with frequent guest contact.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

Appropriate PPE is worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE is mandatory. Every employee is provided a mask and required to wear that mask while on property. Gloves are provided to employees whose responsibilities require them, including servers and bartenders. Employees practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar.

BACK OF THE HOUSE

MHC Culinary Group has increased the frequency of cleaning and disinfecting in high traffic back of house areas with an emphasis on the employee break rooms, employee entrances, uniform control rooms, employee restrooms, offices, and kitchens.

SHARED EQUIPMENT

Shared tools and equipment are disinfected before, during, and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, cleaning equipment, keys, time clocks and all other direct contact items used throughout the property. Hand sanitizer and/or wipes are available and stationed in all of these areas for employee use.

PHYSICAL DISTANCING

MHC Culinary Group will meet or exceed state and local health authority guidelines on proper physical distancing.

Physical distancing protocols are used in the employee break rooms, uniform control areas, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.

DEPARTMENT SPECIFIC POLICIES

CATERING

- All self-serve food and beverage services are suspended until further notice
- All food and beverage items are individually plated or packaged and served (when applicable)
- Flatware is provided as a roll-up or packaged kit and set on tables if the room is locked and no guests enter prior to opening doors
- Condiments are either packaged or served in individual containers
- Break service beverages are served in disposable, single-use cups, cans, or bottles
- Coffee/tea and water are poured by servers. Water pitchers and coffee pots are not placed on tables
- Sugar and cream are provided upon request by servers as coffee/tea is offered. Creamer pitchers and sugar caddies are not placed on tables
- Straws are individually wrapped
- Individual bottled water is provided in lieu of self-serve water carafes on meeting tables or water stations. Drinking fountains are not available for use
- Modified menus will be created to showcase styles of service and items currently available

CONCESSIONS

- POS terminals are assigned to a single cashier where possible and disinfected between each user and before and after each shift. If multiple cashiers are assigned to a POS terminal, cashiers will disinfect their hands after each use
- NanoSeptic self-cleaning screen protectors, which continuously eliminate bacteria, are placed on all POS terminal screens
- Counter tops are disinfected regularly
- Condiments are either packaged or served in single-use disposable containers
- Flatware is provided as a packaged kit
- Pens and other reusable guest contact items are disinfected after each use or single use
- Food preparation stations are disinfected at least once per hour
- Concession stands (when in use) are deep cleaned and disinfected at least once per day
- The line flow will be managed at quick serve outlets to ensure beverage and food pick up areas remain appropriately distanced
- Additional quick serve options will open based on demand and length of physically distanced lines and will be staffed to allow for appropriate distancing between employees
- Straws are individually wrapped
- All food and beverage items will be placed on the counter or other surface instead of being handed directly to a guest
- Signatures will not be required on credit card receipts