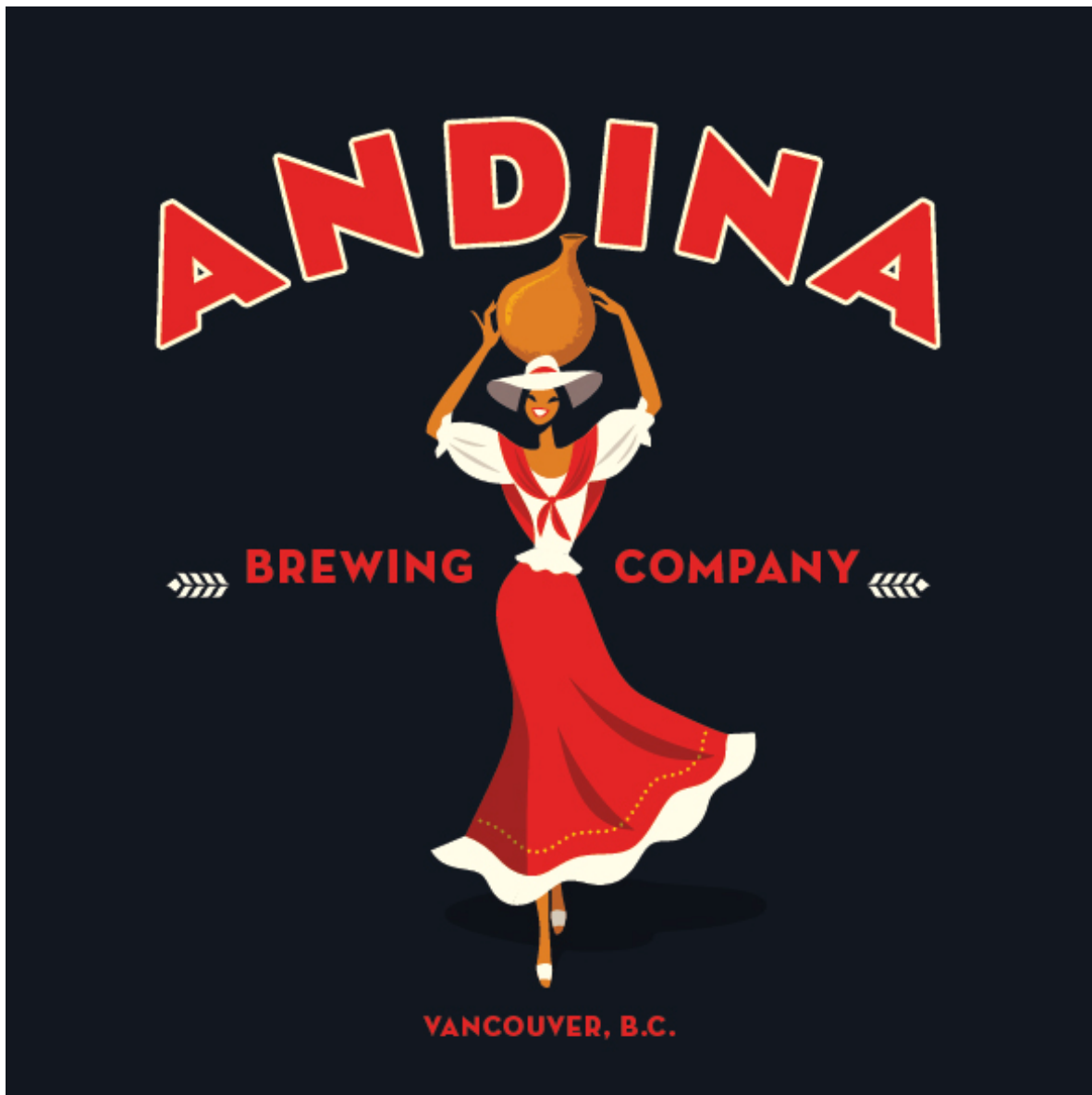


**ANDINA BREWING COMPANY
COVID-19 PLAYBOOK
2020**



INTRODUCTION

The COVID-19 pandemic is unprecedented and unlike any crisis we, as a hospitality industry have had to face before. This is a manual on how we are attempting to get on top of the situation, stay ahead of the curve and come out the other end of it as a team with our values intact.

Physical distancing is the most critical component of the fight against COVID-19. Prevention is primarily to minimize people's interaction and proximity so "opening" Andina's Tasting Lounge will follow clear and firm protocols. Even with "safe distancing", it is our responsibility to keep guests and staff safe.

Social distancing guidelines only cover general protective equipment and distance but that is negated when people constantly move between each other and especially if they are eating, using the same washrooms etc. We must ensure that we are well prepared ahead of reopening to lead the way to re-starting business with staff and consumer confidence.

We recognize this is not quite 'business as usual.' Our staff and customers will be impacted work will slow down. Now more than ever we want to reassure our team that expectations will shift accordingly, and that is ok. [We will get through this!](#)

A handwritten signature in black ink that reads "Andrés Amaya". The script is fluid and cursive.

Andina Brewing Co - Proprietor

CORE VALUES

What we stand for, what are we passionate about, what do we believe in)

- **F**amily (Andina team, immediate family, friends and eventually customers, life balance) – what is Andina going to do to facilitate this relationship?
- **A**dmirability (Aesthetic, humble excellence)
- **T**rust (honesty, integrity, reliability, consistency)
- **E**njoyment (good beer, good food, good music)
- Acronym is **FATE**, i.e. what is our fate? Success! Potential to link this acronym to the fate of the Incas and the Andina mountains.

OUR COMMITMENT

We are living day to day, and every day that our team stays healthy and the brewery lounge stay open is a win for us.

If the situation declines and government mandates a shutdown, we will be the first to get behind it, but until then we have a duty to our community.

We have an obligation to ensure the health and safety of workers and guests. With respect to COVID-19, that responsibility includes protecting workers by following the orders issued by the office of the provincial health officer, guidance provided by the WorkSafe BC and the latest news released from the government.

Personal Hygiene	Stay Home If You Are Sick	Environmental Hygiene	Safe Social Interaction	Physical Modifications
<ul style="list-style-type: none">Frequent handwashingCough into your sleeveWear a non-medical maskNo handshaking	<ul style="list-style-type: none">Routine daily screeningAnyone with any symptoms must stay away from othersReturning travelers must self-isolate	<ul style="list-style-type: none">More frequent cleaningEnhance surface sanitation in high touch areasTouch-less technology	<ul style="list-style-type: none">Meet with small numbers of peopleMaintain distance between you and peopleSize the room: the bigger the betterOutdoor over indoor	<ul style="list-style-type: none">Spacing within rooms or in transitRoom designPlexiglass barriersMovement of people within spaces

1 HYGIENE

Most obviously, mandate hygiene practices across Andina Tasting Lounge:

- Handwashing every 30 minutes.
- Hand sanitizers and wipes to be made available absolutely everywhere.
- Make masks available and mandatory for all.
- Scheduled sanitizing of all shared surfaces every 30 minutes.
- Increased cleaning across production lines
- Ban physical contact (no handshakes, high fives, fist bumps etc.).
- Modify or eliminate in-person meetings.
- Rearrange waiting areas
- Separate take-out and dine-in protocols.
- Create a door or path separate from dine-in customers for payment and/or pickup.
- Having customers seat themselves by displaying table numbers.
- Maintain a 2-meter distance from other workers and guests
- Hand sanitizer at the door for customers to use when they enter the restaurant.

Awareness: Guests are very sensitive to hygiene and anything that even looks messy will translate to unclean in their minds, so everyone's uniforms, hair, nails, any surfaces guests can see, it all needs to be tidy and spotless, now more than ever.

2 KEEPING OUR TEAM SAFE

- Staff maintain physical distancing at all times.
- Work procedures follow appropriate distancing (2 meters minimum).
- Servers will leave food and drinks at the front of the table and let guests pass them after the server has stepped away.
- If customers ask to take unfinished food with them, provide packaging and let the customer put the food into the container.
- Remove one chair per table and use that space as a designated place for the server to come to the table. This ensures that workers do not have to squeeze in between customers.

Upon returning to work after a period of absence, workers receive refresher orientation training:

- Specific to the workplace. It also includes any new arrangements or controls developed in response to the COVID-19 pandemic.

Information around specific COVID-19 protocols or procedures, including:

- Rules around physical distancing.
- Hand washing.
- Reporting COVID-19 symptoms.
- All should discuss general cleaning procedures to ensure a consistent approach.

CLEANING AND HYGIENE

- Increase cleaning between seating. Tables, vinyl or laminated menus, and vinyl/leather/metal seats should be wiped when tables turn. Remove all items when turning a table, for example, unused cutlery.
- Condiments and other items brought to the table or available for sharing, returned to kitchen to ensure they are cleaned between uses.
- Clean bathrooms thoroughly and on a more frequent basis following the cleaning schedule.
- Touch-free soap and paper towel dispensers installed.
- Follow the cleaning schedule for frequent touchpoints including walls, tables, chairs, barstools, coasters, condiments, coat hooks, restrooms, doors including front door, restroom door, staff doors to office, kitchen, and breakroom.
- Staff accountabilities defined (who is responsible for completing cleaning tasks and when).
- Tracking what has been cleaned, when, and by whom.

3 KEEPING OUR GUESTS SAFE

- Have guests pour their own water.
- Remove self-service amenities.
- Have servers leave food and drinks at the front of the table and let guests pass them after the server has stepped away.
- Remove one chair per table and use that space as a designated place for the server to come to the table, similar to the open side on a booth. This ensures that workers do not have to squeeze in between customers.

- Remove, salt and pepper shakers, sauce dispensers, and other tabletop items. Provide if requested and replace with thoroughly cleaned and sanitized ones.
- If customers ask to take unfinished food with them, provide packaging and let the customer put the food into the container.
- Use digital menus boards, large chalkboards, or online pre-ordering alternatives instead of traditional menus. If this is not possible, consider single-use disposable menus.
- Limit the use of cash and limit the handling of credit cards and loyalty cards whenever possible, by allowing customers to scan or tap their cards and handle the card readers themselves. Encourage tap payment over pin pad use.
- Install floor decals to facilitate the flow of people during busy times.

Awareness: If you have other venues close by, share info in real-time about potentially problematic guests. Use the Yeast Van District WA Group support.

4 KITCHEN PROTOCOLS

- The use of disposable gloves would be essential at all time during regular operation times, not like that on production and preparation times.
- The number of kitchen team members would be restricted to two at all service times.
- Cooks and servers in the kitchen areas will be guided by the directional arrows on the floor. Servers are expected to frame their work to their marked area only.
- Staging and unpacking product for the kitchen is expected to be done in the floor-marked area outside of the kitchen. When possible, this work must be done on the loading dock using a mask.
- The use of face masks inside the kitchen is mandatory at all times.

CLEANING AND HYGIENE

- Cleaning and disinfecting practices for high-contact areas such as production and preparation surfaces must be performed hourly or in between production/preparation, whichever come first.
- A full wash and sanitize process of all the common tools and utensils is required between shifts.

- Hand washing is required every 20 minutes or between tasks; whichever happens first.
- Ingredient must be properly sanitized. A process of sanitation must be done to every product package that stays in the kitchen in its original container.
- High touch equipment (freezer doors, oven handles, knobs) are expected to be clean and sanitized every hour.



COLLABORATION & COMMUNICATION

This is never more important than in a crisis. We keep communication lines open and transparent, everyone fears the unknown and there is so much unknown at the moment, so sharing is crucial. Where possible we have our internal messaging go out before our external messaging. It is never preferable for guests to have more information than our team members.

We strive to do whatever it takes to make our team understand that there is no shame around COVID-19 and that they will never be penalized for communicating with you.

We get a full buy-in from the team around all of the hygiene and health protocols. We created signage and posters across all the staff areas to remind everyone daily.

As much as possible we try to provide some morale-boosting gestures.

We ensure that our messaging across all of your platforms (social media, emails, conversations with guests etc.) is aligned and timely.

As a small business company, we are not qualified to give medical advice or advise on next steps for guests. We will always direct them to the appropriate government website for further advice and protocol.

If we do find ourselves dealing with a situation where someone on our premises has COVID-19, we will over-communicate with the public. Our owners will be directly involved in the daily communication out to the staff, public and authorities.