

Ciccino's Inc.

COVID-19 Re-opening Safety Plan

Location	Ciccino's- Waterloo	Ciccino's- Geneva	Ciccino's- Del Lago	Ciccino's HR and Corp Office
Industry Code	NAICS Code- 722511	NAICS Code- 722511	NAICS Code- 722513	N/A
Physical address	22 E. Main St., Waterloo NY 13165	401 Exchange St. Suite 300 Geneva NY 14456	1133 State Route 414 (Food Court), Waterloo NY 13165	27 E. Main St., Waterloo NY 13165
Store Phone #	315-539-1064	315-539-4613	315-946-1791	315-220-8224
Email Address	waterloo@ciccinos.com	geneva@ciccinos.com	dellago@ciccinos.com	businessoffice@ciccinos.com
Location Contacts	GM- Matt Cardinale	GM- Mark Ryan	GM- Spring Evans	HR Director- Kaitlyn Franzone

The following safety plan is organized around three distinct categories: **People, Places & Processes**. Within those categories, Ciccino's will provide guidance on **Physical distancing, Gatherings in enclosed spaces, Workplace activity, Movement and commerce, Kitchen area, Protective equipment (PPE), Hygiene-cleaning-disinfection, phased reopening, Communications plan, Screening & testing and Tracing and tracking**.

This completed safety plan will be conspicuously posted on site at respective locations. The standards contained in this plan are mandated and derived from up to date New York State Standards. This guidance will be in place during this COVID-19 Health Emergency until guidance is amended or rescinded by the State.

Please take notice, these following standards are not optional (unless otherwise clearly stated as optional). The standards must be adhered to in order to comply with New York State Mandated Guidance for our Business Operations

Employees	Visitors (Vendors)	Patrons
<u>Physical Distancing</u>	<u>Physical Distancing</u>	<u>Physical Distancing</u>
<ul style="list-style-type: none"> Limit indoor capacity to no more than 50% of maximum occupancy, exclusive of employees. All indoor and outdoor tables with seating for customers must be separated by a minimum of 6 ft. in all directions. Wherever distancing is not feasible between tables, physical barriers must be enacted between such tables. Barriers must be at least 5 ft. in height and not block emergency and/or fire exits. Employees must wear face coverings at all times regardless of physical distance. (*Exception* when environment in kitchen or food preparation areas makes it difficult to breath with face coverings due to excessive heat and poses a greater health risk) Limit in-person gatherings (e.g. staff meetings) to the greatest extent possible. 	<ul style="list-style-type: none"> Establish designated areas for vendor pickups and/or deliveries, limiting contact to the extent possible. Ensure a one-at-a-time process for vendors, in which one vendor delivers a product at a time, employees disinfect high touch surface, and the next vendor can come on premises. <p style="text-align: center;"><u>Protective Equipment</u></p> <ul style="list-style-type: none"> Maintain adequate supply of face coverings, masks and other required PPE should a worker need a replacement, or should a vendor be in need. 	<ul style="list-style-type: none"> In outdoor spaces, all tables with seats must be at least 6 ft. from any other table, seat, patron, or pedestrian thoroughfare or corridor. Ensure an indoor capacity to accommodate patrons who may need to enter/exit through the indoor space to access the outdoor seating, restroom(s), or payment location, and allow such access/egress in a socially distanced manner. Greeting Host/Hostess (Located at the front Entry door) will monitor and facilitate crowd control of our patrons in order to stay in line with NYS Occupancy guidelines for capacity and Social Distancing. Patrons must wear face coverings at all times, except while seated; provided that the patron is over the age of two and able to medically tolerate one.

- Designate entrances/exits for customers and separate entrances/exits for employees, where possible.
- Ensure a distance of at least 6 ft. is maintained among workers at all times, unless the core activity requires a shorter distance. (e.g. cooking, cleaning, clearing tables).
- Prohibit the use of small spaces (e.g. freezers, storage rooms) by more than one individual at time.
- Modify the use and/or restrict the number of workstations/employee seating areas to maintain 6 ft. distance.
- Designate discrete work zones for services, where possible. Servers or Counter Servers should serve specific zones in the restaurant to minimize overlap (Sections).
- Ensure kitchen staff are dedicated to one station throughout their entire shift. (e.g. salad or grill or desserts), to the best extent possible.
- Encourage kitchen staff to place items on the counter for the next person to pick-up, rather than passing items from hands to hands
- Greeting Host/Hostess (Located at the front Entry door) will monitor and facilitate crowd control of our patrons in order to stay in line with NYS Occupancy guidelines for capacity and Social Distancing.

Protective Equipment

- Provide workers with an acceptable face covering at no-cost to the employees and have an adequate supply of coverings in case of need for replacement.
- Acceptable face coverings include but are not limited to cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, and face shields.
- Clean, replace, and prohibit sharing of face coverings. Consult the CDC guidance for additional

Hygiene and Cleaning

- Make hand sanitizer available throughout high-touch areas (e.g. outside restrooms), and place it in convenient locations, such as at entrances, exits, and cashiers. Install touch-free hand sanitizer, where possible.

Communication

- Immediately notify the state and local health department if a worker was in close contact with others and tests positive for COVID-19.
- Cooperate with contact tracing efforts, including notification of potential contacts in the workplace, while maintaining confidentiality required by state and federal law and regulations.
- Establish a communications plan for employees, vendors, and customers that includes a consistent means to provide updated information.
- Conspicuously post completed safety plans on site.

Screening

- Implement mandatory daily health screening practices of their employees and, where practicable, vendors, but such screening shall not be mandated for customers and delivery personnel (e.g. questionnaire, temperature check) for employees, and asking about (1) COVID-19 symptoms in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close contact with confirmed or suspected COVID-19 case in past 14 days.
- Maintain a log of every person, including workers and vendors, who may have close or proximate contact with other individuals at the work site or area, such that all contacts may be identified, traced and notified in the event a worker is diagnosed with COVID-19; excluding customers and deliveries performed

- Limit outdoor capacity to the number of tables that can be safely and appropriately arranged, such that each table is a minimum of 6 ft. away from another. Wherever distancing is not feasible between tables, enact physical barriers between such tables.
- Individuals seated at the same table must be members of the same party (but may be from different households), with a maximum of 10 people per table. Communal tables are only permitted if at least 6 ft. can be maintained between parties.
- Clearly signal 6 ft. spacing in any lines for customers waiting to order, pick-up food, be seated, or use the restroom, as well as in any pick-up or payment location.
- Designate entrances/exits for customers and separate entrances/exits for employees, where possible.
- Encourage customers to wait in their car or outside until food is ready to be picked up/they're ready to be seated.
- Encourage customers to place orders online or by phone.
- Allow for contactless order, payment, delivery, and pick-up, where possible.
- Allow customers to order food prior to arrival, and encourage customer reservations for seating.

Protective Equipment

- Require customers to wear face coverings when not seated at a table (e.g. when waiting for pickup, placing order at counter/window, walking to/from table, walking to/from restroom).
- Encourage, but don't require, customers to wear face coverings when seated at a table and not eating and/or drinking.

information on cloth face coverings and other types of personal protective equipment (PPE), as well as instructions on use and cleaning.

- Train employees on how to place on, take off, clean (as applicable), and discard PPE .
- Limit the sharing of objects (e.g. kitchen tools, pens/ pads), as well as the touching of shared surfaces (e.g. doorknobs, keypads, touch screens); or, require workers to wear gloves when in contact with shared objects or frequently touched surfaces; or, require workers to perform hand hygiene before and after contact.
- Ensure all staff wear face coverings at all times and that they practice hand hygiene and use bare hand barriers consistent with state and local sanitary codes.
 - If employees wear gloves during non-food preparation activities, ensure they replace gloves frequently, and encourage them to change gloves when switching tasks (e.g. serving customers to pre-rolling silverware).
 - If employees do not wear gloves, ensure they frequently wash their hands with soap/water and/or sanitize frequently.
- Ensure that employees who are bussing tables wash their hands with soap/water and, if they wear gloves, replace the gloves before and after cleaning and disinfecting tables.

with appropriate PPE or through contactless means.

Tracing and Tracking

- Visitor daily tracking will be facilitated through the use of a daily Visitor Log book that tracks Name, Date, Time in Time out and Company.

Hygiene and Cleaning

- Provide guests with a single use, paper, disposable menus and/or display menus on white boards/chalk boards/televisions/projectors.
- Encourage customers to view menus online (e.g. on their own smartphone or electronic device), where possible.
- Make hand sanitizer available throughout high-tough areas (e.g. outside restrooms), and place it in convenient locations, such as at entrances, exits, and cashiers. Install touch-free hand sanitizer, where possible.
- Provide cleaning and disinfection of exposed areas in the event of an individual is confirmed to have COVID-19, with such cleaning and disinfection to include, at a minimum, all heavy transit areas and high-touch surfaces .
- Prohibit the use of devices (e.g. buzzers) to provide alerts to customers that seating or an order is available, unless such devices are thoroughly cleaned and disinfected between each use.
- For take-out/delivery:
 - Provide hand hygiene sanitizing stations for customers waiting for food and/or drinks.
 - Ensure staff wash hands with soap/water or use hand sanitizer; if staff use gloves, regularly replace them.
 - •If pick-up/delivery is indoors, ensure windows/doors are opened or installed mechanical air moving equipment to allow for ventilation. (ei, make-up air and exhaust units or HVAC units that provide a certain level of air exchange with outside air)
- Ensure all condiments provided directly to customers are in single-use disposable containers or reusable containers that are regularly cleaned/disinfected.

Hygiene and Cleaning

- Employees must wash hands when first entering facility prior to clocking in.
- Adhere to hygiene, cleaning, and disinfection requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain logs that document date, time, and scope of cleaning.
- Provide and maintain hand hygiene stations including handwashing with soap, running warm water, and disposable paper towels, as well as an alcohol-based hand sanitizer containing 60% or more alcohol or acceptable substitute for areas where handwashing is not feasible.
- Provide and encourage employees to use cleaning and disinfection supplies for shared surfaces for use before and after use of these surfaces, followed by hand hygiene. (Suitable Surface or Equipment Sanitizer or Bleach Water Solution of 5T per gallon of water)
- Regularly clean and disinfect the establishment and more frequently clean and disinfect high risk areas used by many individuals and for frequently touched surfaces (e.g. restrooms). Cleaning and disinfection must be rigorous and ongoing and should occur at least after each shift, daily, or more frequently if needed.
- Ensure that equipment is regularly cleaned and disinfected using registered disinfectants, including at least as often as employees change workstations. Refer Department of Environmental Conservation (DEC) products identified by the Environmental Protection Agency (EPA) as effective

- If non-disposable menus are used, clean and disinfect the menus between each party's use.
- Use pre-packaged silverware or pre-rolled silverware. Silverware must be pre-rolled while wearing masks and gloves.

Communication

- Post signage to remind employees and patrons to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfection protocols.
- Immediately notify the state and local health department if a worker was in close contact with others and tests positive for COVID-19.
- Cooperate with contact tracing efforts, including notification of potential contacts in the workplace, while maintaining confidentiality required by state and federal law and regulations.
- Use audio announcements, text messages or notices on screens to communicate with customers waiting an order/seating.
- Establish a communications plan for employees, vendors, and customers that includes a consistent means to provide updated information.
- Conspicuously post completed safety plans on site.

Screening

- Implement mandatory daily health screening practices of their employees and, where practicable, vendors, but such screening shall not be mandated for customers and delivery personnel (e.g. questionnaire, temperature check) for employees, and asking about (1) COVID-19 symptoms in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close contact with confirmed or suspected COVID-19 case in past 14 days.

against COVID-19.

- Provide cleaning and disinfection of exposed areas in the event of an individual is confirmed to have COVID-19, with such cleaning and disinfection to include, at a minimum, all heavy transit areas and high-touch surfaces.
- Before returning to work (Re-opening), complete pre-return checks and assessments of kitchen systems to ensure a healthy and safe environment.
- Minimize sharing of kitchen equipment between staff (e.g. knives, pots, rags/towels), where possible.
- Do not provide customers with devices (e.g. buzzers) to provide alerts to customers that seating or an order is available, unless such devices are thoroughly cleaned and disinfected between each use.
- Wherever possible, increase ventilation of outdoor air (e.g. opening windows and doors with appropriate pest control screens) while maintaining safety precautions.
- Discourage food preparation employees from changing/entering each others work stations during shifts, unless they are appropriately cleaned/disinfected.
- Employees will sanitize the bathroom toilet handles, door knobs, faucets and soap dispensers every 2 hours or at end of every work shift (whichever is less). A log book will be kept and located on inside of each restroom door to be filled out and affirmed by every employee conducting the cleanings. Closing Managers will affirm log sheets at end of each day and keep in a log binder.

- Establishments cannot mandate that customers complete a health screen or provide contact information.

Tracing and Tracking

- Provide an option for Dine -In customers to provide contact information so they can be logged and contacted for contact tracing. Requested information to be include are: Location, Todays Date, Time of Visit, Guest Names, Head of Party, Guest Contact Phone Numbers. To be stapled to customer receipt upon settlement.
- Carry- out & Delivery customers will be traced by POS system by phone number and orders placed
- Casino Customers will be traced by Casino Entrance Representatives or by players card in instances of use at POS Cashier.

- Employees will sanitize POS Screens, Keyboards, Computer mouses, Credit Card EMV terminals and Front Counter Service Areas including sneeze guards will be cleaned and sanitized at beginning and end each shift by persons coming on or off shift. Log sheet will be maintained and affirmed by each employee conducting the cleanings.
- Employees will sanitize entrance handles and any other door knobs, deli display case handles or any other high contact hand items. Log sheet will be maintained and affirmed by each employee conducting the cleanings.
- Employees will sanitize their hands with hand sanitizer on a routine basis after monetary or credit receipt exchanges occur.

Communication

- Affirm you have reviewed and understand the state-issued industry guidelines, and that you will implement them.
- Post signage to remind employees and patrons to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfection protocols.
- Immediately notify the state and local health department if a worker was in close contact with others and tests positive for COVID-19. (Notification to be conducted through Ciccino's HR & Corp Office in Conjunction with Store GM)
- Cooperate with contact tracing efforts, including notification of potential contacts in the workplace, while maintaining confidentiality required by state and federal law and regulations.

- Conspicuously post completed safety plans on site.
- Establish a communications plan for employees, vendors, and customers that includes a consistent means to provide updated information.
- The plan will be loaded onto our website to inform employees, Visitors and Patrons.

Screening

- Employees will be asked to call in prior to their shift and speak directly to a shift manager if they have any of the followings symptoms: Fever, Cough, Shortness of breath or difficulty breathing, Chills/Repeated shaking with chills, Muscle pain not associated with chronic ailments or strains, Headache, Sore throat, New loss of taste or smell. Employees exhibiting any of these symptoms will be asked to remain home, isolate and monitor their symptoms. (* manager may ask employee for a Drs. excuse if call ins become repetitive pattern and will be assessed on an individual employee basis*)
- Implement mandatory daily health screening practices (e.g. questionnaire, temperature check) of their employees and, where practicable, vendors, but such screening shall not be mandated for customers and delivery personnel
- At a minimum, screening must determine whether the employee or vendor has had: 1) COVID-19 symptoms in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close contact with confirmed or suspected COVID-19 case in past 14

days.

- Refer to DOH guidance regarding protocols and policies for employees seeking to return to work after a suspected or confirmed case of COVID-19 or after the employee had close or proximate contact with a person with COVID-19.
- Prevent employees from intermingling in close or proximate contact with each other prior to completion of the screening (e.g. perform screening remotely).
- Maintain a log of every person, including workers and vendors, who may have close or proximate contact with other individuals at the work site or area, such that all contacts may be identified, traced and notified in the event a worker is diagnosed with COVID-19; excluding customers and deliveries performed with appropriate PPE or through contactless means.
- Screeners should be trained by employer-identified individuals familiar with CDC, DOH, and OSHA protocols and wear appropriate PPE.
- Designate a point-of-contact as the party for workers to inform if they later are experiencing COVID-19-related symptoms, as noted in the questionnaire.

Tracing and Tracking

- Employee daily tracking will be facilitated through the use of the time and attendance modules of POS or Payroll Kiosk.