



KASPARS

CATERING & EVENTS

Celebrating 30 Years

Transforming Moments Into Memories

COVID-19 HANDBOOK

A MESSAGE TO OUR CUSTOMERS & COMMUNITY ON COVID-19

We know how important the hospitality industry is to the Seattle community, and we take this responsibility seriously. As we work as a community to respond to the impact of COVID-19, we wanted to share how Kaspars is addressing the current situation.

The health and safety of our customers, communities and employees are our primary concern. There are many measures we are taking to ensure we manage to safely get through this, while continuing to serve our customers, community, and employees effectively.

For our customers, Kaspars is maintaining our services and we are still operational. Our company's programs were built and tested far in advance of this current situation to ensure that our team could operate from remote locations as long as is necessary. While we are currently restricted from hosting large gatherings, our Executive, Sales, and Event Planning Teams are working hard to ensure your planning is seamless, for your future events whether at a venue, your home or virtually.

We have recently added a Virtual Menu to our menus, which allows clients to include Kaspars dinner box with their virtual event. Kaspars is available to prepare custom boxed dinners for the guests to reheat at their home and enjoy. Contact us to discuss your event details and how this can be added to your virtual event.

We have also taken important steps to protect the health and well-being of our employees. In addition to using our normal collaboration and communication tools, we are "meeting" regularly on team Zoom and providing employees with support, including weekly meal box pickups.

We continue to monitor recommendations from the WHO, CDC, and Governor Inslee so we remain up to date on the latest information and safety protocols. During this time of uncertainty, we will do everything we can to support our community.

These are challenging and uncertain times, but we know that as a company and community, we can get through this together.

Thank you and stay safe,

Nancy & Kaspar Donier

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.

The most important step is to do what you believe in your heart of hearts is right. We are conflicted every day about whether we are doing the right thing by keeping Kaspars open, even with the strictest protocols in place, because we know we are exposing our teams and possibly being part of the problem. For now, we are living day to day, and every day that our team stays healthy is a win for us.

The details and protocols in this document are meant to provide guidance to our team and customers.

KASPARS TEAM ORGANISATION

- Microsoft Teams is our new best friend. We will use this program as much as possible for training and communication whenever possible.
- Kaspars is implementing split shifts in-order to limit the amount of in-person contact on site. Our team will be divided into two groups so that the “As” and the “Bs” do not interact in-person, in or outside of work. This limits the impact so if someone on the “As” becomes ill and the rest of the “As” need to self-isolate, hopefully, the “Bs” can still keep working.

HYGIENE – PRACTICES FOR HEALTHY WORKERS

At Kaspars we have implemented the following policies at Kaspars:

- Handwashing every 30 minutes.
- Hand sanitizers and wipes to be made available absolutely everywhere.
- Scheduled sanitizing of all shared surfaces every 30 minutes.
- Increased cleaning across the board with an external agency deep sanitization every 15 days.
- Temperature Check - Each point of entry, both front and back of house, should be monitored by a worker with suitable training who is approved by the Safety Officer. These workers will conduct non-invasive temperature checks using thermometers or thermal cameras approved by the Safety Officer. Anyone displaying a temperature over 100.0 degrees Fahrenheit (37.8 degrees Celsius) should be taken to a private area for a secondary temperature screening. Workers or patrons confirmed to have a higher temperature should be denied entry and directed to appropriate medical care.
- Social Distancing - To the extent possible, workers should practice social distancing by maintaining a separation of at least six feet away from each other. Ban physical contact (no handshakes, high fives, fist bumps etc.).
- Hand Washing - Frequent hand washing with soap is vital to help combat the spread of any virus. Workers should wash their hands, or use sanitizer containing at least 60% alcohol when a sink is not available, at least every 60 minutes for twenty seconds and dry thoroughly with a

disposable towel or dryer. Workers should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking.

- Working clean - everyone's uniforms, hair, nails, any surfaces need to be tidy and spotless, now more than ever.
- Touching Your Face - Workers should avoid touching their eyes, nose, and mouth.
- Cough and Sneeze Etiquette - Workers should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing.
- Practices for Sick Workers - Workers must notify their supervisor and stay home from work if they have symptoms of acute respiratory illness, such as fever, cough and shortness of breath.
- Personal Protective Equipment ("PPE") - For workers, PPE to minimize the risk of exposure to coronavirus is as necessary as their uniform, hard hat, or other protective equipment. Each worker's employer must provide a mask and gloves as appropriate for their work, and vendors and independent contractors must provide their own. Masks and gloves available and mandatory for all.
 - Masks - Signage posted throughout the venue should show the proper way to wear a mask. Supervisors must ensure correct usage by workers. Reusable masks should be washed after use.
 - Gloves - Gloves should be worn when conducting health checks on workers or patrons, when handling food, or when using cleaning or disinfecting products.

SANITIZING OUR WORKPLACE AND VENUES

Sanitizing "High Touch" Areas - Areas of the venue that are most frequently touched by workers or patrons must be sanitized regularly using CDC-approved disinfecting products.

Public Areas (Lobby, Hallways, Dining and Food Service Areas)

- Door handles, handrails, push plates
- Elevator buttons – inside and out
- Escalator railings
- Reception desks
- Telephones and other keypads
- Point of sale (POS) terminals
- Tables and chairs, including highchairs and booster seats
- Beverage stations
- Vending and ice machines
- Trash receptacle touch points

Restrooms (both Front and Back of House)

- Door handles and push plates
- Sink faucets and toilet handles
- Towel dispenser handles

- Soap dispensers
- Baby changing station
- Trash receptacle touch points

Back of House Offices and Artist Dressing Areas

- Individual office and conference room furniture
- Door handles, push plates, doorways, railings
- Light switches
- Cabinet handles
- Telephones, computers, other keypads, mouse
- Trash receptacle touch points

Back of House Kitchen and Food Prep Areas

- Handles of all kitchen equipment doors, cabinets, push pads
- Light switches
- Handles of beverage dispensers
- Handles of sinks, including handwashing sink and mop sink
- Towel dispenser
- Cleaning tools and buckets
- Trash receptacle touch points

Cleaning Versus Disinfecting

Cleaning removes dirt and impurities from surfaces and objects and may lower the count of germs by removing but not necessarily killing them. Disinfecting reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning must precede disinfecting to be effective. Note that one may use a disinfectant that includes a cleaning solution.

- Cleaning Technique - Clean high-touch areas by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce the count of germs.
- Disinfecting Technique - Disinfect high-touch areas by using disinfectants identified by the Environmental Protection Agency as effective against COVID-19 (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sarscov-2>). When disinfecting, follow label instructions regarding the minimum contact time a disinfectant must remain on a surface to be effective. Contact times may vary between five and 10 minutes after application. Disinfectants that come in a wipe form will also list effective contact times on their label.
- Disposal - Place all used gloves and other disposable items used when cleaning and disinfecting in a bag that can be tied closed before disposing of them with other waste.
- Frequency - High-touch areas should be cleaned every hour and disinfected four times each day, or as recommended by your local public health authority. Kitchens should be deep-cleaned and sanitized at least once each day.
- Documentation - Keeping the venue clean and sanitary is obviously important for health reasons. Documenting that all required steps were followed at the correct intervals can help the

venue show that it behaved reasonably under its circumstances. A supervisor should ensure that a log is carefully maintained and preserved for posterity.

- Sanitizer Stations - Once a patron has entered the venue, there should be hand sanitizer stations immediately in front of them.
- Tables and Chairs - Dining tables, bar tops, stools and chairs should be sanitized after each use.

HEALTH

- WA State Testing information:
 - <https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/TestingforCOVID19>
 - If there is a team member that struggles to communicate with a clinic, decide now who will be their 'buddy' in a medical emergency.
- Everyone has the option to take an indefinite leave of absence with the promise that if we make it through this, their job will be waiting for them.
- We strongly discourage travel for our team for the moment. We have let our team know that if they do choose to do this now, they will need to self-isolate for 14 days
- We have invested in contactless thermometers and enforce daily, mandatory temperature checks for the team upon arrival (at Kaspars and/or at event sites). Anyone with a fever or other COVID-19 symptoms, send home.

INTERNAL COMMUNICATIONS

Communication lines are open and transparent with our Team. We know everyone fears the unknown and there is so much unknown now, so sharing is crucial.

- Please know that there is no shame around COVID-19 and our Team will never be penalized for communicating.
- Right now, we cannot stress enough how important it is to keep us updated around anything to do with the virus that is happening in your personal life: Someone in your apartment building tests positive – let us know. Someone you live with may have been exposed at their place of work – let us know. You or your partner experience even mild symptoms – let us know.
- We will never be upset if you communicate with us. There is NO stigma around having this virus, we will not make your identity known to the wider team but we do need to be able to get you and your immediate colleagues the tests and the help that you need.
- Workers with confirmed cases of COVID-19 must receive medical authorization before returning to work.
- We expect full buy-in from the team around all the hygiene and health protocols. We created signage for back-of-house areas across to remind everyone daily
- Workers must notify their supervisor and stay home from work if they have symptoms of acute respiratory illness, such as fever, cough, and shortness of breath.

- If a worker exhibits symptoms of acute respiratory illness upon arrival to work, or becomes sick during the day, their supervisor must separate them from other workers and patrons and send them home immediately.
- Kaspars supervisor will document the circumstances of the worker's illness to help with contact tracing, as applicable.
- Workers who have symptoms of acute respiratory illness may return to work once they are free of fever or other symptoms for at least 72 hours (without the use of fever-reducing or symptom-altering medicines).

RESPONDING TO CONFIRMED CASES OF COVID-19

If a Worker is confirmed to be infected with COVID-19, his or her supervisor should immediately notify the Safety Officer. The Safety Officer should take the following actions immediately:

- Determine what areas of the venue were visited, used, or impacted by the infected worker (the "Impacted Areas").
- Determine which other workers had "close contact" – defined as within 6 feet of a sick person with COVID-19 for about 10 minutes – with the infected worker (the "Impacted Workers").
- Notify the local Health Department and be prepared to discuss the Impacted Areas and Impacted Workers:
- Notify the Impacted Workers that they may have had contact with an infected worker and encourage them to monitor their health and report any concerns to their healthcare provider. It is illegal to provide the infected worker's identifying information, including his or her name or other information that could be used to determine their identity.
- Any worker who tests positive for COVID-19 should remain in home isolation for not less than seven days after symptoms begin, or until 72 hours after fever is gone, whichever is longer.
- Impacted Workers who have been in close contact with a person who tests positive, but who are not presently symptomatic or suffering a fever greater than 100.0 degrees Fahrenheit, should not come to work for 14 days after their last close contact, and quarantine themselves. During quarantine, they should watch for symptoms of fever, cough, and shortness of breath.

Guest Relations

Guests, understandably, may be frustrated, stressed, and scared. Kaspars is here to work with everyone on how and why we are set-up to host events safely. We are here to work with everyone to create the best outcome possible.

- If a guest tests positive be prepared to have very little to share due to the confidential nature of such information. We take pride in confidentiality of our guests and will only share pertinent information as needed.
- If we are informed that a guest has tested positive, we will reach out individually to the staff that has worked that event and will follow all protocols related to a positive case.

- We are not qualified to give medical advice or advise on next steps for guests. We will direct them to the appropriate government website for further advice and protocol.

Sample Communication Templates

A GUEST VISITS WHO HAS COVID-19:

In these challenging times, we believe complete transparency is the only way forward and need to share that the Health Department has informed us that a guest that attended your event has tested positive for COVID-19. Our Guest Relations team is currently reaching out to everyone who was at the event to let them know they may have been exposed.

Out of an abundance of care, Kaspars will remain closed until further notice and is being industrially sanitized, while all team members are self-isolating. We apologize to everyone who had upcoming events for the inconvenience. We will continue to work with you and find a safe option for you to host your event as intended.

A TEAM MEMBER TESTS POSITIVE FOR COVID-19:

We are heartbroken to announce that one of our team members has tested positive for COVID-19. While right now we do not know for sure when he/she became infected, our Guest Relations team is currently reaching out to everyone who has worked and/or attended an event in the last 14 days to let them know they may have come into contact with this individual. We are currently closed for deep sanitation and the full team is in self-isolation and being tested. At the moment, no other team members are experiencing symptoms but as soon as we have more information, we will share it here.

In the meantime, if you have any questions, please contact our General Manager, Anthony at anthony@kaspars.com and we will do our best to answer them. Our thoughts are with our teammate who is currently receiving care from some of the incredible healthcare workers our city is so fortunate to have. We wish everyone who has been directly affected by this devastating virus a speedy recovery and we look forward to happier times for all of us.

SAFE SERVICE AT EVENTS

- Staff
 - All staff will be required to have their temperature taken upon arrival at an event.
 - All staff will be required to wear masks.
 - All staff will be required to wear gloves.
- Bars
 - We are only offering single bars.
 - We will also place masking tape on the floor in front of the bar indicating 6' separation between guests

COVID-19 Standard Operating Procedures Handbook

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- Food Service
 - Hors d'Oeuvres – Tray passed hors d'oeuvres will be offered on single serve dishes. We will not be offering hors d'oeuvre buffets at this time.
 - Small Plate Stations – Kaspars highly suggests this method of service. We will prepare all food on single serve plates. We will place masking tape on the floor in front of each station indicating 6' separation between guests.
 - Buffets - Kaspars will have a service person (wearing a mask & gloves), serving all food items.
 - Plated Meals – We suggest a maximum of 4 guests at a 60" round table and 6 guests at a 72" round table.
- Delivery / Pickups - We have implemented contactless pick-up and delivery for all orders of this kind.

THE ROAD AHEAD

Kaspars is very optimistic but also realistic about the future. It is going to be a long time (if ever) that the events landscape looks the way it used to. Adaptation has always been the key to survival, and with 30 years of history, Kaspars is an expert at figuring out new and inventive ways at problem solving and reinventing ideas. In adversity there is always opportunity, to learn, to grow and to do things differently. Here in Seattle, we know that the events scene is going to look very different when the dust settles. We wish everyone good luck and good health and if there is anything you want to ask us, please do reach out and we will do our best to help.