

Sushihana COVID-19 Procedures (Effective 05-08-20)

The health and safety of our team and guests is our top priority. Thus, we are doing everything that we can to follow best practices that have been recommended by the Texas Department of State Health Services and the Center for Disease Control and Prevention. This document is the collection of official Sushihana procedures related to doing business during the COVID-19 Pandemic. The procedures here supersede any previously established including those that are documented in the Sushihana employee handbook. Due to the importance of keeping all team members and guests as safe as is possible during this time, any violations can be grounds for immediate termination.

This document will be updated frequently in order to stay consistent with official medical, scientific, and government directives. It is each employee's responsibility to check each day with the Manager on Duty regarding any updates. (The latest version of this document will be posted in the tower entry.) If you have any questions or concerns, please discuss them as soon as is possible with Mario or Kimberly.

Team Sushihana

- All staff members will be trained and must pass the **COVID-19 Safety Procedures Assessment** prior to working their first shift after May 01.
- All staff members will have their temperature taken; hands, uniform, and tools inspected; and be required to sign a **COVID-19 Employee Agreement** in the entry tower prior to each shift. Staff who do not sign the agreement and pass the entry screening will not be allowed entry into the restaurant and will not be able to work.
- All Team members will be required to wear an approved facemask at all times that they are on the property unless they are actively engaged in eating, drinking, or smoking.
- Chefs may need to lower their masks temporarily in order to conduct necessary tastings. They should take care to do this only when at least 6 feet away from other individuals. Team members who need to drink a beverage should use one of the disposable paper cones (located at the soda fountain) to do so. While drinking from the cone, the team member must be at least 6-feet away from any other individual and may lower their face mask temporarily. After the team member has finished drinking, they should immediately dispose of the cup in the trash and wash their hands before doing anything else. Except for chefs who must taste the food that they are preparing, team members only may consume food while on a break that has been approved by their manager and they only may do so at the upstairs break table or in their vehicle. **At no other time should any employee lower or remove their face mask inside of the restaurant.**
- Only six team members at a time may be seated at the break table, and they must be at least 6-feet away from each other.
- All team members will be required to maintain a distance of 6-feet from any other team members or guests whenever possible.

- Team members who have been sent home due to a fever or because they were unable to sign the **COVID-19 Employee Agreement** only can return to work under the following conditions:
 - when they can produce a negative COVID-19 test result, or
 - when all three of the following criteria are met:
 - at least 3 days (72 hours) have passed since the employee took fever-reducing medication and during which the employee took their temperature once an hour for at least 10 hours in the day and discovered no instances in which their temperature was 100° Fahrenheit or higher; and
 - the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and
 - at least 7 days have passed since symptoms first appeared.
- All members of Team Sushihana will be required to wash their hands upon entering the building and after they have touched or removed anything from a guest table or touched anything that a guest has touched.
- Once team members have passed the entry screening for each shift, they may not re-enter the entry tower except to exit the building.

Guests

- All adult guests will be required to sign a **COVID-19 Dine-In Guest Agreement** before leaving the entry tower. Guests who do not sign the agreement will not be seated or served.
- All guests will be required to wear face masks before entering the building and at all times that they are in the building, except while seated at a table.
- Guests will be asked to maintain at all times a distance of at least 6-feet from anyone outside their party.
- Guests will be informed at the time of making a reservation that seatings will be for a maximum of 90 minutes and that all members of a party must be present before any guests are seated.

Guest Facilities

- External doors will be opened by Sushihana staff. Signs will be displayed asking guests to not touch the doors or door handles.
- Bathroom doors in dining and private rooms will be propped open during business hours.
- Private Room bathroom door handle will be sanitized at least once every 30 minutes as part of bathroom sanitizing procedure.
- Guest bathrooms will be sanitized every 30 minutes. This process will include sanitizing each toilet, both sides of all stall doors and handles, sink, soap dispenser, paper towel dispenser, lids of in-install trash containers, counter, and baby changing station.
- Staff who use private room bathroom will sanitize the door handle after every use.
- A hand sanitizer station, with identification sign, will be created in the entry tower. All guests will be asked to sanitize their hands as they enter the restaurant.
- No more than six individuals will be seated in any party.

- Tables will not be pre-set.
- All service items (plates, chopsticks, napkins, etc.) will be stored at least six feet from guest dining area and in a closed container or drawer at all times.
- All traffic through the dining room will flow in only one direction, and this direction will be indicated on the floor.
- Soy sauce only will be provided to guests in a sealed packet. All other condiments will be served to each guest in a disposable closed 2oz cup.
- No guests will be permitted to sit at the sushi bar or lounge bar.
- A distance of 6-feet in front of each bar will be marked on the floor, and no guests will be permitted within that distance.
- Highchairs and booster seats will be sanitized after each use.
- Readily visible signs that remind guests to maintain 6-feet of distance from others, wear face masks when not eating or drinking, and to cover their mouths and nose when coughing or sneezing will be posted in multiple locations in each dining room.

Staff Procedures

- The owners and/or a Manager on Duty will continue to complete the hot kitchen and sushi bar safety checks as part of closing each night. Except for this procedure, ONLY kitchen chefs will be allowed in hot line area and only sushi chefs will be allowed behind the sushi bar at any time.
- All menus will be printed on white copy-paper and kept in a covered space until used.
- Host staff only will provide menus to each guest after the guests are seated at the table.
- Servers will bring square plates, and napkins to each table as they introduce themselves.
- Once a table has finished using a menu, it will be disposed of by the server.
- Servers will deliver chopsticks and/or utensils to a table after they have ordered.
- Check presenters will be sanitized after each use.
- POS systems and counter will be sanitized after each use.
- Guest credit cards will be sanitized after use, prior to returning to guest. Sanitized card will be placed in check presenter and handed to guest. No card will be touched by a member of Team Sushihana after it has been sanitized.
- All carry-out orders and gratuities will be charged to a guest's credit card at the time the order is placed. Receipts will be provided to guests, but they will not be asked to sign the receipts.
- Team members will be asked to sanitize all contact surfaces after each contact.