

FLORES

CONCEPTS

MANAGEMENT & CREATIVE



FOR NEARLY 100 YEARS, OUR FAMILY HAS BEEN COMMITTED TO SERVING OUR GUESTS SAFE AND DELICIOUS FOOD. TODAY, THAT COMMITMENT INCLUDES OUR **SÍ 100 POINT PLAN** FOR REOPENING OUR STORES SAFER AND STRONGER

Sí 100!

COVID19 RESPONSE PLAN 2020
PROPERTY OF FLORES CONCEPTS, LLC



The Sí 100 Plan: Reopening Safer and Stronger

The health and safety of our Crew Members, our guests, and our community is our top priority. By closely monitoring industry and government guidance regarding the COVID-19 virus, including information supplied by our continuous participation in ServSafe* training, the Pima County Health Department (PCHD), State of Arizona, The Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO), we have devised additional guidelines and procedures for sanitation and cleaning, with an emphasis on the prevention of virus transmission. **This document represents a summary of more than 100 separate initiatives rolled out in response to the COVID-19 pandemic.**

****ServSafe® is a food and beverage safety training and certificate program administered by the U.S. National Restaurant Association. The program is accredited by ANSI and the Conference for Food Protection.***

Our Sí 100 Plan was designed to enhance safety and minimize risk for our guests and Crew Members. It ensures the hygiene and sanitation practices of our restaurants and operations meet or exceed regulatory requirements and the recommendations of the PCHD and other best practices. Our Sí 100 plan also includes new protocol responses that meet or exceed our already rigorous standards.

These protocols are based on the most current information available on sanitization and cleanliness for the hospitality industry, as well as other pertinent industries. As we move forward, we will continue to monitor guidelines from ServSafe, PCHD, CDC and WHO, the Tucson Metro Chamber Restaurant Advisory Council (RAC), AZ government policy and mandates, and other public health innovations to revise these procedures.

Our ***Sí 100 Plan*** covers all Sí Charro restaurant brands and Flores Concept operations, including: El Charro Café, Charro Steak, Charrovida, Charro del Rey, Pub 1922 and Carlotta's Kitchen.

Before we begin, here are Covid-19 facts from the CDC & other resources (updated 5/1/2020):

- It is important to keep in mind that as of right now, "there is no evidence to support transmission of COVID-19 associated with food," according to the Centers for Disease Control and Prevention. SARS-CoV-2 primarily causes respiratory illness (unlike other viruses, like norovirus and hepatitis, which cause gastrointestinal illnesses). "Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets," the CDC says. Less commonly, a person can get COVID-19 by touching a surface or object contaminated with the virus, then touching their own mouth, nose, or eyes.
- For most people, the immediate risk of becoming seriously ill from the virus that causes COVID-19 is thought to be **low**. Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications from COVID-19.

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- Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.
- There are simple things you can do to help keep yourself and others healthy.
- Wash your hands often with soap and water for at least 20 seconds, especially after touching your face, nose, coughing, etc.; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue away and re-sanitize/wash your hands.
- You can help stop COVID-19 by knowing the signs and symptoms: Fever, Persistent Cough, Shortness of Breath. And, the CDC also recommends that you seek medical advice if you Develop symptoms and if you Have been in close contact with a person known to have COVID-19 or live in or have recently traveled from an area with ongoing spread of COVID-19.
- Temperature: most viruses, including COVID-19 can be killed at degrees over 140° Fahrenheit. Our cooking systems start by cooking/heating all food to a minimum of 165° Fahrenheit and we hold all food at a minimum of 141°. All cold foods are always washed properly before storage and again before use or processing which is in accordance with local and national recommendations. Also, according to the CDC, corona viruses survive for shorter periods at higher temperatures.

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To minimize risk and enhance safety for our guests and Crew Members, we use disinfectant products that have been pre-approved and certified for use against emerging viruses, bacteria, and other airborne and blood-borne pathogens. We have increased our routine cleaning and adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and disinfectants. Disinfectants are applied during cleaning of our restaurants, kitchens, prep and server areas, dining rooms, bars, patios, restrooms, and other “high-touch” areas.

Sí 100 Plan: COVID-19 Specific Initiatives

We have implemented several new initiatives throughout our locations, including the following:

- 1. Re-opening efforts to include** checking all our equipment, water supply, fire suppression and HVAC systems for proper working function so that we are immediately compliant to all local, state and federal codes.
- 2. Temps!** Are always our focus for food safety and we are checking that all equipment that holds hot food must work at greater than 141°F and cold food at less than 41°F.
- 3. Thermal Screeners.** Thermal screening is in use at all locations, allowing discreet and non-invasive temperature checks on all Crew Members. Those with a temperature at or over 99°F (37.2°C) will be sent home to undergo further medical assessment and be directed to appropriate medical care.

- 4. Personal Protective Equipment (PPE).** For their comfort, guests are currently welcome to wear personal face masks while dining with us. For added safety, we provide personal face masks for our crew members and training on their use. In each of our restaurants, guests will have access to clean restrooms with soap, single use towels, disinfecting wipes and sprays as well as hand sanitizers at various locations and/or upon request.
- 5. Crew Member Testing.** Flores Concepts and brands are working with a local group launching www.crewtesting.com as a portal for testing access. All Flores Concept Crew Members will be offered testing information for Covid-19 related tests before returning to work. If we are alerted to a suspected case of COVID-19, the crew member will be immediately directed toward appropriate medical care and we will contact the local health authorities to enact a response effort complete with immediate sanitization and begin discussions with anyone who may have had contact with this person so we can better enact policies for their safety and that of other crew members and the valued guests that we serve.
- 6. Wash your hands... Or Else.** Strict disciplinary action will be taken with any Crew Member who does not adhere to our specific and regimented hand washing best practices.
- 7. Serv Safe, Health Code & Crew Members** Additionally, all crew members must get certified with **ServSafe**, our national training system for food safety and all related Covid-19 training protocols and follow all Pima County Health Code regulations currently in place.
- 8. Hand Sanitizers** will all contain at least 60% alcohol and we are installing touchless systems wherever possible.
- 9. Sanitizing Alarms.** Do not be “alarmed” should you hear of a sound or beep while in our restaurants, we will be instituting a reminder alarm to be set for every 30 minutes to help remind everyone to stop what they are doing and wash their hands.
- 10. Physical Distancing.** Guests and Crew Members are required to practice physical distancing by standing at least 6 feet away from others as best as possible. Restaurant tables, bar stools and other physical layouts have been arranged to ensure such appropriate distancing, complying with, or exceeding, local and state mandated occupancy limits.
- 11. Host/Hostess Areas, Curbside Pickup Areas, and Counter Ordering** will ensure six feet of separation between Crew Members whenever possible. For additional separation, stores will be given extra touch pads, sanitizing wipes, and perform frequent sanitizing wipe downs of all surfaces touched by these Crew Members including, but not limited to front doors, door handles, touch pads and telephones.
- 12. Guest Queuing & Pick Up.** All areas where guests queue for pick up or to wait to be seated will be marked for proper distancing, but we do recommend pick up orders call for curbside service.
- 13. Removal of tables.** Per the recommendation of the government, we will be removing some tables and chairs in our dining rooms or bars to further our social distancing best efforts.

- 14. Ten Persons & 50% Seating** Flores Concepts restaurants will operate with a 10 person per table maximum for the foreseeable future as well as maintain a 50% maximum occupancy until further notice of recommendations by our Pima County Health Department leadership.
- 15. Restaurant Seating.** Our dining rooms will be sat in accordance with the rules dictated to us by the governing bodies in our region as well as with our best practices to encourage social distancing and safety for our guests and Crew Members. This will include inside and patio seating areas.
- 16. Set Restaurant Seating Times.** Certain restaurants will initially seat guests in intervals or rotations to allow us proper time and process to clean and sanitize all dining and seating surfaces before and after every guest visit.
- 17. Restaurant Restrooms.** Signs will be placed in restroom hallway or entrance to remind guests of the suggested limit of one guest per restroom at a time unless accompanying a child or someone in need of additional assistance. Restrooms will be continuously sanitized during operating hours; however, should you request us to provide additional sanitation, please just ask and we will quickly sanitize all frequently touched surfaces prior to your use.
- 18. Bars.** Bar seating will only be available if we can remain compliant with 6' feet of social distancing between parties. If we cannot comply with that, we will not seat the bar and only allow for pick up and delivery to tables or takeout guests.
- 19. Back of House/Kitchens.** Physical distancing protocols are used in all Crew Member work areas as is the enforcement of sanitation and safety best practices learned from our training with **ServSafe**, the PCHD and other industry standard bearers for training on food safety.
- 20. More Technology!** Our restaurant group will continue to develop new systems aimed at no touch and mobile friendly processes designed for both guest and Crew Member safety as well as to improve our overall guest service models.
- 21. Existing food and inventory** must be checked for freshness and to make sure they are within their "code date" of usage. Any food that does not meet the highest of standards of use in our facilities will be discarded and new inventory will be ordered.
- 22. Thermometers** in all equipment must be properly calibrated and checked before every shift to comply with the Pima County Health Code.
- 23. Covid 19 Posters** and Printable media accessed from www.pima.gov/covid19 must be posted
- 24. All dish** machines or bar washing machines must have their chemical test strips available
- 25. All Sinks** will be checked to be fully-operational with hot and cold water at required fixture temperature. Water in hand sinks must be at 100°F or above and three-compartment sink(s) at 110°F or above
- 26. Dining Room or Area Recovery Protocol** In the event of a guest dining with us, and with a confirmed case of COVID-19, the area they occupied will be closed to service to undergo a specific cleaning protocol using only the leading-edge chemicals available to us. Upon determination, the area this guest may have occupied will not be returned to service until it is deemed safe and

consistent with the guidance of local health authorities. Similar recovery protocols address Crew Member workspaces and other areas.

- 27. Personal belongings.** Our Crew Members will be told to limit bringing in personal belongings and we may extend that request to our guests. We would prefer that large bags, personal effects be left in your cars or at home to limit touching of surfaces as much as possible
- 28. Start of Shift.** specific sanitization efforts and a pre-shift checklist will be adhered to before the start of every shift by our Crew Members
- 29. End of Shift.** After every shift (brunch, lunch, dinner) will have a specific checklist to be followed to sanitize every area in a team approach by our Crew Members.
- 30. Thermal scanners** are deployed at each restaurant to allow management to conduct non-invasive temperature checks of all Crew Members.
- 31. Disinfect** all high touch surfaces after each customer use or on 30 minutes timed intervals throughout the day. This including all door or push handles, tables, chairs, telephones, computer screens or touch pads, restroom areas, and a continuous “sanitation sweep” of the dining and kitchen areas.
- 32. Clean Air & Air Conditioning:** The use of **UV lights** that are typically used in hospital sanitation processes are being installed in all our air-conditioning ductwork to further sanitize and disinfect any air flow within our dining rooms. Note: We will be increasing the frequency of air filter replacement and HVAC system cleaning. In specific areas, we now use hospital-grade HEPA filters. In addition, we have maximized our fresh-air intake to increase external air flow into the building and we will keep our windows open as much as possible for fresh air intake.
- 33. Special Door Hardware:** The installation of foot pull devices on doors wherever possible. These devices will allow our guests and Crew Members to use their feet/shoes to pull open the door enough so they can avoid touching the door handles.
- 34. Room Dividers:** The addition of mobile room dividers or transparent barriers are in place to use where appropriate to provide space barriers between people where requested or recommended to provide separation.
- 35. Restrooms and Restroom Devices**
Restrooms are on a rotating “sanitizing sweep” where we will be wiping down all high touch surfaces and spraying the area with a special sanitizing spray. We will also be installing “no touch” faucets, soap and towel dispensers or air dryers in all restrooms and sink areas for guests and Crew Members.
- 36. Patio seating** will be treated the same as all interior dining spaces as to sanitizing efforts.
- 37. Group Events & Caterings** We believe in the necessity to meet and be together during special events and occasions. With that said, we are implementing event specialists led by our catering director to design special areas and food packages for your group, business, or family events.

- 38. Restroom Use:** To maintain social distancing, we are asking that only one person at a time use our restrooms or one person and someone they are in the care of such as children or handicapped person. Note: if you are waiting for a restroom, please maintain social distance and always ask us if you need assistance or extra sanitation efforts.
- 39. Cashless Payment:**
To ensure as little contact as possible, our stores will move to a cashless payment system. We will no longer accept cash or checks for payment at any of our location. Additionally, we are working on touchless credit card and online payment systems to limit touching of payments.
- 40. Third-Party Delivery Vendors** We believe in the necessity to be market minded. However, we want to make a statement that our companies cannot warrant the condition or quality of experience when it comes to using outside third-party delivery apps such as GrubHub or Postmates. However, to keep our food in as safe a condition as possible, we are sending all delivery orders in special tamper proof/evident plastic bags whenever applicable.
- 41. Curbside Service note that** we recommend that the guest use our curbside service function and pick up any takeout order themselves if possible. Please call your location upon arrival for pick up.
- 42. Supply Chain Vendors** All vendors selling us products or services will be continue to be carefully scrutinized for adherence to our previously prescribed best practices and health standards and extra vigilance will be given to the health condition of any delivery driver or personnel coming to our buildings.
- 43. Packaging.** We will also refuse or reject any order or package that could be considered in less than pristine condition for our eventual guests use or processes in our kitchens.
- 44. Eating utensils** standards have been revised, including operational and sanitation procedures for items like linen and silverware. All silverware is washed to above 160°F and only in EPA certified food safe chemicals.
- 45. Linen.** Our professional linen supply company has warranted that all linens are washed at a temperature of at least 160°Fahrenheit and all chemicals are EPA certified.
- 46. Plating.** All food will be served individually plated. We will limit the sales of “shareable” items such as platters or buffets. Individual servings will be made available on most menu items.
- 47. Beverage** refills will be a fresh glass of the drink or limited by providing a pitcher or carafe of water, tea, or coffee per transaction.
- 48. All beverages** can have a cocktail napkin around them to limit touch of the surface upon request
- 49. All beverage garnish** will be handled with sanitized utensils or using spears/picks for placement
- 50. Any group** meals or caterings will **no longer be offered self-service buffet**, rather we will provide individually plated meals for your group.

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51. **Garnishes** such as salt and pepper and sweeteners will be sanitized after every guest use and individually wrapped disposable pieces will be available to all guests upon request.
52. **Straws and Stirrers** will be individually wrapped. Drinks will no longer feature a straw inside and while we will do our best, we cannot guarantee these straws will be eco-friendly due to supply chain constraints. All fruit garnish on drinks will be speared with a pick versus applied by hands.
53. **Training and compliance.** Flores Concepts managed restaurants and food service facilities have always worked to meet or exceed guidelines from the FDA and Pima County Health Department Food Codes, State, Federal, and ServSafe training systems.
54. **We follow** enhanced sanitation guidelines and utilize training aides backed by the PCHD, FDA, USDA, and ServSafe.
55. **ServSafe** Our Crew Members are all ServSafe Food Handler Certified and trained in Covid-19 related best practices including protocols for dining in-house and takeout efforts.
56. **Recipes.** In response to the current situation, our menu offerings have also been modified to decrease any potential extra handling or processes that could be considered to minimize risk.
57. **Members of our management** teams have received further **ServSafe** training regarding personal symptoms and awareness for reporting purposes, and to set precautions for guest protection, and restaurant procedures for handling any potential episodes tied to COVID-19.
58. **Additional training** on proper use of PPE devices such as masks and gloves are being executed for all Crew Members
59. **Chefs and managers** are required to conduct self-assessments of their work areas for each shift. Food safety guidelines and compliance are validated by independent audits by our own in-house ServSafe trained examiner.
60. **Seating areas** will be organized according to government guidelines and best practices for social distancing and all efforts will revolve around keeping our guests and Crew Members safe.
61. **Additional Training.** All Crew Members will receive additional **ServSafe** training on COVID-19 safety and sanitation protocols, as well as more comprehensive training for our Crews with frequent guest contact such as front of house management, servers, and hosts/hostesses.
62. **Individual Store Review:** As every location has its own physical set up and unique structure, a specific review for best practices will be performed frequently to ensure best practices.
63. **The Questionnaire:** All Crew Members will undergo a weekly on-line questionnaire to fill out before starting the work week to address and remind them of all the critical control points relative to leading a responsible work-life balance during this current crisis. The questionnaire will remind them to be responsible at work and home and is available in English and Spanish.
64. **Response.** Our Crew Members have clear instructions on how to respond swiftly and appropriately to all presumed cases of coronavirus infection on property in accordance with local guidelines, and they are aware of how serious we take these efforts and will report to us any and all concerns.

- 65. Stay Home!** It has always been the policy of Flores Concepts that Crew Members are reminded to stay home if they do not feel well. Crew Members are also instructed on proper procedures if they notice a coworker or guest with flu-like symptoms.
- 66. Temperature Checks.** Thermal scanners are in place at every location. These no-touch scanners will allow for non-invasive temperature checks of our Crew Members. Those with a temperature at or over 99°F (37.2°C) after a few minutes of acclimation to our cooler interior will be subject to secondary screening and should they confirm to have a temperature at or over 99°F (37.2°C) they will be asked to leave the premises and seek appropriate medical treatment.
- 67. Two Days to Two Weeks.** Anyone found to have any health concerns that correlate to Covid-19 like symptoms will have to self-incubate and respond with a status report on their condition within 48 hours, including but not limited to, a doctor's note referencing their health status. Should they have Covid, we will deal with them according to the recommendation of their doctor and the laws in place with the FMLA and Cares Act.
- 68. Personal Protective Equipment (PPE).** Appropriate PPE will be provided to and worn by all Crew Members based on their role and responsibilities, and in adherence to state or local regulations and guidance. Gloves and masks will be provided to employees whose responsibilities require them and mandatory additional training on use and disposal of all PPE will be provided.
- 69. Back of House – Kitchen & Food Prep Areas.** The frequency of cleaning and disinfecting has been increased in “back of house” kitchen and food prep areas with an emphasis on Crew Member work path areas, Crew Member entrances, linen storage, restrooms, dishwash rooms, offices, and all kitchen and prep areas.
- 70. Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or when the equipment is transferred to a new Crew Member. This includes phones, computers and other communication devices, payment terminals, kitchen tools, cleaning tools, keys, refrigeration handles, etc. and any other direct contact surfaces in the restaurants.
- 71. Signage.** Each restaurant will post signs in accordance to the Pima County Health Department that warn of anyone with Covid-19 symptoms not be admitted.
- 72. Social Distance Signage.** Throughout this crisis, our restaurants have clearly designated spots to stand or wait for your takeout order and we will continue to do.
- 73. Disposable & Electronic Menus.** For the near future, all our stores will offer a single use disposable menu that will be discarded after every use and each brand will have their menu online
- 74. Pens** and writing utensils will be sanitized after every use
- 75. Handshaking** or personal contact will be forbidden by our Crew Members
- 76. Congregating** and waiting areas will be monitored for social distancing and we ask that you help us by self-enforcing your own social distancing practices while in our buildings.

- 77. Smart Team Service:** Throughout your visit, you will be served in a team approach. There will be designated Crew Members who handle sanitation and others who are only going to handle your food and beverage service.
- 78. Reservations.** We will recommend that you please make reservations for tables according to our on-line seating system. Calling ahead or going on line 24 hours in advance is suggested.
- 79. Special Needs:** With our reservation system, you can ask for special requests and we will do our best to accommodate you.
- 80. Smart Times:** It is our suggestion that if you want to avoid more crowded times of the day, that you inquire about slower periods of time and join us during those blocks of time. For instance, many days the hours between 2-5pm are slower than others so consider modifying your dining patterns.
- 81. Paper towels** or tissues will be placed at every doorway or high touch area should you want to avoid direct contact with these surfaces.
- 82. Dedicated Takeout Packaging.** As we have been doing more and more takeout, we are continuing to improve our guest service results for safety and capacity to deliver to our guests safe and delicious food.
- 83. Pre and Post shifts** our Crew Members will always meet before and after each shift and reviews will be done on best practices to set up for service and to break down afterwards.
- 84. Staff Uniforms** will only be allowed to be worn during a single shift. Staff will be asked to bring a change of clothes to work if they are working more than a 4-hour shift and told to change. Staff uniforms will be scrutinized at the beginning of every shift.
- 85. High Chairs & Boosters** will all be wiped down and sanitized before and after every use.
- 86. Trays** any and all tools used to deliver food will be sanitized between each and every use
- 87. Texting for Wait Lists** will be adopted so that guests can wait in their car or in other safely distanced areas for their tables.
- 88. Paperless.** Please note that we want to remain as touch free as possible so we will try and remain paperless at most transactions unless you ask otherwise.
- 89. Children.** We are asking that all guests please do **NOT** allow children to leave the table without adult supervision to avoid any fear or risk to our social distancing standards.
- 90. No guests** or unauthorized persons, including Crew Members off duty or coming in to pick up something, will be allowed in food service preparation areas. These areas are off limits except for the Crew Members performing the tasks they are scheduled for.

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- 91. Crew Member dining** or break rooms will be changed to allow Crew Members to take their shift meals as takeout so as no additional touch points are increased during a shift.
- 92. Cars or rides considered.** We ask that all our guests and Crew Members consider sanitizing their vehicles, rides, or bikes and begin taking along some sanitizing wipes for their ride share apps so as to further stop the spread of any virus. A quick wipe down of the car or bike's door handles, steering wheel, seats, etc. could be a helpful virus deterrent.
- 93. USDA recipe control.** Carlotta's Kitchen is our own proprietary USDA food source. Many of our recipes are prepared under strict USDA guidelines in Tucson, AZ and distributed in safe food service packaging to our stores for their heating and use. This added level of safety helps make our restaurant concepts some of the safest places to eat you will find.
- 94. Let us know.** We all know that life is full of imperfections. If you see something that is not up to your expected level of standards, then it probably is not up to ours either. Please let us know if you see something you don't like as that will help us our efforts to continue to serve you our guests and improve the performance of our Crew Members.
- 95. Open Door.** Have an idea you'd like to share with us? Our family of restaurants would love to hear from any of our guests or crew members about how to consistently improve our efforts. Just ask us!
- 96. ServSafe Managers on site.** At all times a professionally certified manager will be on site at our restaurants to answer any questions or make reasonable accommodations to insure our guests and Crew Member safety.
- 97. Who can you call?** Our local Pima County Health Department can be reached by dialing 2-1-1 or for more information, visit <https://www.cdc.gov/coronavirus/2019-ncov/> OR www.pima.gov/covid19
- 98. Guests can help.** We ask that all guests joining us follow the CDC guidelines on personal health safety and sanitation and that you please wash or fully sanitize your hands immediately upon entering our restaurants.
- 99. FOR MORE INFORMATION** The health and safety of our guests and Crew Members is our top priority. If you have specific questions about these procedures and protocols, please direct any inquiries related to our Sí 100 Plan or general food, guest, or crew member safety via email to: safety@floresconcepts.com
- 100. Thank You for your continued support.** The most important part of this process is to know that we all have gone through something together and that is how we will continue to address the challenges ahead and as we progress to our 100th anniversary in business!