
YOUR HEALTH & SAFETY MATTER

As we begin resuming operations, these Venue Health and Safety Operating Procedures will guide our approach. Built upon our existing stringent practices and recommendations from the CDC, reopening guidelines from New York State, and emerging industry best practices, **we've coordinated our back of house, front of house and management teams to ensure the health and safety of our clients and guests.**

As requirements and best practices are constantly changing based upon new medical intelligence, these protocols are subject to change. We are committed to keeping our clients informed and will send written updates as needed. We have also established a safety team to protect our workplaces during the pandemic.

Clients may reach our safety team at

SAFETY@GREATPERFORMANCES.COM

PRE-OPENING ALIGNMENT

We are committed to tailoring our Health and Safety protocols to meet the unique requirements of each of our clients. Prior to reopening, our safety team will conduct a site walk-through to review each client's physical space and to ensure the safety protocols below are aligned with the client's expectations. The following health and safety protocols apply to all Great Performances' venues without exception, unless a client requests a specific modification.

Our Health and Safety Operating Procedures are comprised of the following categories:

- ***Employee Health & Hygiene***
- ***Social Distancing***
- ***Personal Protective Equipment ("PPE")***
- ***Cleaning & disinfection***
- ***Communication***

EMPLOYEE HEALTH AND HYGIENE

Ensuring the good health and hygiene of our employees is our top priority. Our multi-pronged approach includes:

- Providing training and daily education surrounding COVID-19 prevention, health and hygiene
- Posting signage outlining personal hygiene best practices
- Conducting daily health screenings for all employees
- Providing hygiene supplies
- Requiring that all employees sign Great Performances' COVID-19 Health and Safety Policy

TRAINING AND EDUCATION

Prior to re-entering the workplace, all employees of Great Performances will undergo a mandatory Health and Safety training, developed in partnership with Empowered Hospitality, to satisfy all of New York State's reopening requirements. Topics include:

Social distancing

Practicing proper hygiene and PPE use

Cleaning protocols

Monitoring and reporting COVID-19 symptoms

Communication and support

This training will be repeated every quarter for all employees to reinforce critical information and to ensure employees are advised of any changes.

To reinforce our employees' knowledge on a daily basis, Great Performances has partnered with stopCOVID (<https://www.stopcovid.co/>). StopCOVID offers high-impact, interactive training drills delivered via text message and WhatsApp, tailored specifically towards line-level employees. Through stopCOVID, our safety team will monitor engagement and knowledge retention within our team and will address areas of concern through additional hands-on training.

Managers will also review a rotating set of focus points provided by our safety team during daily pre-shift meetings.

SIGNAGE

Great Performances will post signage throughout the venue to remind employees and guests of proper health and safety protocols.

Signage may include:

- Handwashing 101
- Proper sanitation
- Social distancing
- Foot traffic directions
- How to wear a mask
- Restricted area - only one employee at a time (for small spaces, such as walk-in coolers)

HYGIENE SUPPLIES

Great Performances will ensure the following supplies are provided. Venue managers will be accountable for ensuring proper hygiene protocols are being followed by employees, including proper handwashing, glove and mask wearing and social distancing.

- Anti-bacterial soap and paper towels for handwashing stations
- Tissues
- Hand sanitizer
- Gloves
- Disposable masks

DAILY HEALTH SCREENINGS

Great Performances will monitor employee health by conducting daily health screenings immediately when employees report to work. Upon arrival at the employee entrance, employees will be required to:

- Sanitize hands
- Don face masks
- Complete a health questionnaire, confirming that:
 1. They have not had COVID-19 symptoms in the past 14 days
 2. They have not had a positive COVID-19 test in the past 14 days
 3. They have not had close contact with a confirmed or suspected COVID-19 case in the past 14 days
- Complete a body temperature scan
- Meet manager expectations for hygiene and grooming
- Change into on-site uniform, e.g. jacket/coat, shirt, hat, gloves, apron and shoes. Street clothes will not be permitted in work areas and uniforms may not to be worn outside of the workplace, to limit contamination.

SOCIAL DISTANCING

As recommended by the CDC, the best thing we can do to prevent the spread of COVID-19 is to practice social distancing. In collaboration with each client, our safety team will review the physical space to ensure compliance with New York's social distancing guidelines, which include:

REQUIREMENTS:

- Limiting indoor capacity to no more than 50% of maximum occupancy, exclusive of employees
- Separating tables by at least 6' on all sides
- Separating guests waiting in line, making payment, picking up food, etc. by at least 6'
- Erecting physical barriers at least 5' in height where social distancing is not possible
- Designating separate entrances and exits for guests and employees, where possible
- Establishing a separate area for vendor deliveries and pick-ups
- Encouraging one-at-a-time vendor deliveries
- Designating work zones so employees can minimize crossing paths
- Restricting the use of small areas to one employee at a time
- Reducing bi-directional foot traffic
- Minimizing the sharing of kitchen equipment among staff members
- Using single-use condiments
- Using disposable plates, cutlery and drinkware
- Prohibiting the use of external cups, plates and/or bowls
- Eliminating self-service stations for food and beverage
- Providing individually wrapped breads, pastries, snacks and whole fruit

SOCIAL DISTANCING CONTINUED

RECOMMENDED BEST PRACTICES:

- Introducing single-use or online menus, or no-touch menu boards
- Staggering employee in/out times
- Staggering employee break times
- Creating alternate teams (i.e. team A and team B) to minimize cross-team contamination
- Establishing a designated break area for employees with seating 6' apart
- Unpacking deliveries away from food prep areas
- Requiring contactless payment
- Increasing packaged meal offerings
- Taking orders online or by phone
- Reducing offerings to accommodate adjusted guest count and demand
- Requesting off-hour deliveries to minimize contact

PERSONAL PROTECTIVE EQUIPMENT

Employees are required to wear masks at all times, except when eating or drinking in the designated break area, and Great Performances will provide disposable masks for employees and guests if they choose not to bring their own. We will ensure that all employee face coverings meet the following CDC criteria:

- Fit snugly but comfortably against the side of the face
- Are secured with ties or ear loops
- Include multiple layers of fabric
- Allow for breathing without restriction
- Can be laundered and machine-dried without damage or change to shape (if not single-use)

Face coverings are considered protective equipment. Employees will not be permitted to work without a face covering. If an employee requests an accommodation regarding their face covering due to a medical reason or related to a protected objection, Great Performances will take all efforts to identify what accommodation(s) are available that will not cause an undue hardship or immediate threat to our business or that of our clients.

New York State recommends but does not require that guests wear masks, however, we respectfully request that our clients implement a mask policy for the safety of our team and theirs. Masks should be worn in the venue at all times, except when guests are seated at a table eating or drinking.

CLEANING AND DISINFECTION

Great Performances will be amending our already stringent cleaning protocols to prevent the spread of COVID-19. Daily cleaning protocols will include the frequent sanitizing/disinfecting of high-touch surfaces (at minimum every 20 minutes), and the use of detailed cleaning checklists to ensure all surfaces are properly sanitized. Truck cabs will be sanitized between deliveries, and delivery personal will maintain strict social distancing practices. We will keep cleaning logs to document the date, time and scope of cleaning, per New York State requirements.

Great Performances will provide the following EPA-approved cleaning supplies to our venue teams, as well as education on the proper use of these solutions.

- Disposable sanitizer wipes
- Bleach or a sodium hypochlorite sanitizer and test strips
- 70% isopropyl alcohol
- Anti-viral sanitizer, usually called “disinfectant”

We will also schedule regular deep cleanings and mock inspections by third parties to reinforce our daily practices.

COVID-19 HEALTH AND SAFETY POLICY

Every employee of Great Performances will be required to read and sign our COVID-19 Health and Safety Policy prior to starting work. This policy informs employees of their obligations and rights during the pandemic and will remain in place until Great Performances deems it appropriate to discontinue. It is attached for reference.

Great Performances will also incorporate an Infectious Disease and Illness policy into our employee handbook, to provide general guidance on avoiding the spread of infectious diseases.

COMMITMENT AGAINST DISCRIMINATION

COVID-19 has instigated certain fears and biases that are unfounded and will not be tolerated within our workplace. Fear of the COVID-19 pandemic should never be misdirected against individuals because of a protected characteristic, such as their national origin or race. If an employee, guest, vendor or any other individual is acting inappropriately, we will take swift action to stop the behavior. We are committed to providing a safe work environment, which includes ensuring that people of all backgrounds are treated with respect.

COMMUNICATION

Employees are expected to stay home and immediately notify their manager if they are experiencing symptoms of COVID-19, if they share a household with someone who has been advised to self-quarantine, or if they have come into contact with a suspected or confirmed case of COVID-19 within the past 14 days. Great Performances offers paid leave to encourage employees to stay home and seek the proper medical diagnosis in these cases. Great Performances will immediately report any confirmed cases of COVID-19 to the state and local health department, as required by New York State, as well as to the client. We will cooperate with contact tracing efforts and will have a cleaning company specializing in COVID-19 disinfection conduct a deep cleaning of the facility.

Great Performances has an Open Door policy and welcomes our employees to share concerns or feedback. Similarly, we welcome our clients to share concerns or feedback with our safety team if, at any time, they feel our Venue Health and Safety Operating Procedures are not being followed. Once again, our safety team can be contacted at safety@greatperformances.com



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