

DIG

At Dig, our mission is to rebuild a better food system for everyone. To us, this means a world where farmers can make a living growing food, anyone can learn to cook, and we can all eat well, together.

“Together” is an important part of who we are. We know that we can’t rebuild the food system alone -- nor would we want to. We share our tools with neighboring farmers and our recipes on social media. We’re all in the hospitality industry. If we didn’t love sharing our table with other people, we’d be in a totally different business.

There has never been a more urgent time for us as an industry or a country. I’ve been inspired by how the restaurant industry has come together in this moment to push for legislative change at the state level and advocate for each other as people. We’re all in this together. For real.

What follows is the playbook we’ve developed over the past months and years. It contains all our Health & Safety standard operating procedures -- from how we sanitize our surfaces to our food storage standards. There’s also a section on all the protocols we’ve developed during the COVID-19 crisis.

We’ll continue to adapt these to the ever-changing world we live in and update these regularly. More than anything, we hope that they’re useful to you.

Any feedback, comments and/or questions about our procedures, let us know at health@diginn.com.

Elizabeth Meltz
Head of Environmental Health & Safety

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Version #: 02	✓	CIT	✓	Sous	✓	CDC	✓	CO	✓	AC
	<input type="checkbox"/> Supply Center				<input type="checkbox"/> Support Team					

Sanitation & Warewashing Logs Guidelines

Purpose
To provide written guidelines for submitting the required daily sanitation & warewashing logs.

Required Logs
<p>Below are the required logs. <i>Note: Not all logs may be applicable to your restaurant based on restaurant design & layout. Consult with your CO for clarification on which logs are required for your location.</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Garde Manger <input type="checkbox"/> Hot Mix <input type="checkbox"/> Roast <input type="checkbox"/> Grill <input type="checkbox"/> Carve/Pass <input type="checkbox"/> Market Line/Cash <input type="checkbox"/> Pick-Up/Offsite <input type="checkbox"/> Prep Area/Walk-In <input type="checkbox"/> Bathroom & FOH <input type="checkbox"/> Warewashing

Submission Guidelines
<ol style="list-style-type: none"> 1. Deadline: 10:00 AM the following morning 2. Email a picture or scan of all logs to hse@diginn.com. <ol style="list-style-type: none"> a. Subject Line: [DXXX] [Date] Sanitation Logs 3. Not all Dig locations are designed the same. Based on restaurant design some stations may be combined at your location. If this is the case: <ol style="list-style-type: none"> a. Ensure the Health, Safety & Environment Team knows which logs you will be filling out on a daily basis. You can do this by including a note in an email just once; thereafter HSE will know to permanently exclude the log(s) from the list. b. Remain consistent in which logs you are sending in. c. <i>Example - Your Dig location has Roast & Hot Mix combined as one station. Communicate once to HSE that you will be submitting the Roast checklist in place of Hot Mix. Do not fill or submit the Hot Mix checklist.</i> 4. If a log was not filled out because that area was not in use for the entire day, please indicate the reason in either the notes section of the log or in the email body. 5. For all logs except the Warewashing Log, employees will <u>initial</u> to indicate task completion instead of using ✓, ✗ or any other symbol. <ol style="list-style-type: none"> a. For the Warewashing Log, employees will write the <u>temperature and PPM levels</u> instead of initialing.

Version #: 02	✓	CIT	✓	Sous	✓	CDC	✓	CO	✓	AC
	☐ Supply Center				☐ Support Team					

Garde Manger Sanitation Log

Purpose
To be used on a daily basis to ensure all food contact surfaces and equipment in the back of house are sanitized properly

Cleaning & Sanitizing Procedure
<ol style="list-style-type: none"> 1. Manually remove excess food material on the equipment or surface. 2. Inspect the equipment/surface to ensure the equipment/surface appears visually clean. <ol style="list-style-type: none"> a. If the equipment/surface appears visually clean continue to step 3. b. If the equipment/surface still appears visually dirty, reference the <i>Manual Cleaning & Sanitizing Fundamentals SOP</i>. 3. Manually sanitize the equipment with a Sanitizer Wipe. 4. Let the sanitized equipment air dry for a minimum of 1 minute.

Date								
Station: Garde Manger								
Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A".								
	7:30 AM	9:30 AM	11:30 PM	1:30 PM	3:30 PM	5:30 PM	7:30 PM	9:30 PM
Worktop - Surface								
Shelves								
Lowboy Door Handles								
Reach In Door Handles								
Serving Utensil Handles								
Knife Handles								
Cutting Board(s)								
Notes								

Version #: 02	✓	CIT	✓	Sous	✓	CDC	✓	CO	✓	AC
	☐ Supply Center				☐ Support Team					

Hot Mix Sanitation Log

Purpose
To be used on a daily basis to ensure all food contact surfaces and equipment in the back of house are sanitized properly

Cleaning & Sanitizing Procedure
<ol style="list-style-type: none"> 1. Manually remove excess food material on the equipment or surface. 2. Inspect the equipment/surface to ensure the equipment/surface appears visually clean. <ol style="list-style-type: none"> a. If the equipment/surface appears visually clean continue to step 3. b. If the equipment/surface still appears visually dirty, reference the <i>Manual Cleaning & Sanitizing Fundamentals SOP</i>. 3. Manually sanitize the equipment with a Sanitizer Wipe. 4. Let the sanitized equipment air dry for a minimum of 1 minute.

Date:								
Station: Hot Mix								
Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A".								
	7:30 AM	9:30 AM	11:30 PM	1:30 PM	3:30 PM	5:30 PM	7:30 PM	9:30 PM
Worktop - Surface								
Shelves								
Lowboy Door Handles								
CVAP Door Handles								
Reach In Door Handles								
Serving Utensil Handles								
Knife Handles								
Cutting Board(s)								
Notes								

Version #: 02	✓	CIT	✓	Sous	✓	CDC	✓	CO	✓	AC
	☐ Supply Center				☐ Support Team					

Roast Sanitation Log

Purpose
To be used on a daily basis to ensure all food contact surfaces and equipment in the back of house are sanitized properly

Cleaning & Sanitizing Procedure
<ol style="list-style-type: none"> 1. Manually remove excess food material on the equipment or surface. 2. Inspect the equipment/surface to ensure the equipment/surface appears visually clean. <ol style="list-style-type: none"> a. If the equipment/surface appears visually clean continue to step 3. b. If the equipment/surface still appears visually dirty, reference the <i>Manual Cleaning & Sanitizing Fundamentals SOP</i>. 3. Manually sanitize the equipment with a Sanitizer Wipe. 4. Let the sanitized equipment air dry for a minimum of 1 minute.

Date:								
Station: Roast								
Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A".								
	7:30 AM	9:30 AM	11:30 PM	1:30 PM	3:30 PM	5:30 PM	7:30 PM	9:30 PM
Worktop - Surface								
Shelves								
Lowboy Door Handles								
Oven Door Handles								
Reach In Door Handles								
Serving Utensil Handles								
Knife Handles								
Cutting Board(s)								
Notes								

Version #: 02	✓	CIT	✓	Sous	✓	CDC	✓	CO	✓	AC
	☐ Supply Center				☐ Support Team					

Grill Sanitation Log

Purpose
To be used on a daily basis to ensure all food contact surfaces and equipment in the back of house are sanitized properly

Cleaning & Sanitizing Procedure
<ol style="list-style-type: none"> 1. Manually remove excess food material on the equipment or surface. 2. Inspect the equipment/surface to ensure the equipment/surface appears visually clean. <ol style="list-style-type: none"> a. If the equipment/surface appears visually clean continue to step 3. b. If the equipment/surface still appears visually dirty, reference the <i>Manual Cleaning & Sanitizing Fundamentals SOP</i>. 3. Manually sanitize the equipment with a Sanitizer Wipe. 4. Let the sanitized equipment air dry for a minimum of 1 minute.

Date:								
Station: Grill								
Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A".								
	7:30 AM	9:30 AM	11:30 PM	1:30 PM	3:30 PM	5:30 PM	7:30 PM	9:30 PM
Worktop - Surface								
Shelves								
Lowboy Door Handles								
Flat Top + Range Knobs								
Reach In Door Handles								
Serving Utensil Handles								
Knife Handles								
Cutting Board(s)								
Notes								

Version #: 02	✓	CIT	✓	Sous	✓	CDC	✓	CO	✓	AC
	☐ Supply Center				☐ Support Team					

Carve and Pass Sanitation Log

Purpose
To be used on a daily basis to ensure all food contact surfaces and equipment in the back of house are sanitized properly

Cleaning & Sanitizing Procedure
<ol style="list-style-type: none"> 1. Manually remove excess food material on the equipment or surface. 2. Inspect the equipment/surface to ensure the equipment/surface appears visually clean. <ol style="list-style-type: none"> a. If the equipment/surface appears visually clean continue to step 3. b. If the equipment/surface still appears visually dirty, reference the <i>Manual Cleaning & Sanitizing Fundamentals SOP</i>. 3. Manually sanitize the equipment with a Sanitizer Wipe. 4. Let the sanitized equipment air dry for a minimum of 1 minute.

Date:								
Station: Carve and Pass								
Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A".								
	7:30 AM	9:30 AM	11:30 PM	1:30 PM	3:30 PM	5:30 PM	7:30 PM	9:30 PM
Worktop - Surface								
Shelves								
Lowboy Door Handles								
CVAP Door Handles								
Reach In Door Handles								
Serving Utensil Handles								
Knife Handles								
Cutting Board(s)								
Notes								

Version #: 02	✓	CIT	✓	Sous	✓	CDC	✓	CO	✓	AC
	<input type="checkbox"/> Supply Center				<input type="checkbox"/> Support Team					

Market Line & Cash Register Sanitation Log

Purpose
To be used on a daily basis to ensure all food contact surfaces and equipment in the back of house are sanitized properly

Cleaning & Sanitizing Procedure
<ol style="list-style-type: none"> 1. Manually remove excess food material on the equipment or surface. 2. Inspect the equipment/surface to ensure the equipment/surface appears visually clean. <ol style="list-style-type: none"> a. If the equipment/surface appears visually clean continue to step 3. b. If the equipment/surface still appears visually dirty, reference the <i>Manual Cleaning & Sanitizing Fundamentals SOP</i>. 3. Manually sanitize the equipment with a Sanitizer Wipe. 4. Let the sanitized equipment air dry for a minimum of 1 minute.

Date:								
Station: Market Line & Cash Register								
Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A".								
	7:30 AM	9:30 AM	11:30 PM	1:30 PM	3:30 PM	5:30 PM	7:30 PM	9:30 PM
Hot Plate & Countertop								
Garnish Worktop Surface								
Lowboy Door Handles								
Serving Utensil Handles								
Knife Handles								
iPad Screens								
Credit Card Swipes								
Level-Up Buttons								
Cash Register Countertop								
Notes								

Version #: 02	✓	CIT	✓	Sous	✓	CDC	✓	CO	✓	AC
	☐ Supply Center				☐ Support Team					

Pick-Up and Offsite Sanitation Log

Purpose
To be used on a daily basis to ensure all food contact surfaces and equipment in the back of house are sanitized properly

Cleaning & Sanitizing Procedure
<ol style="list-style-type: none"> 1. Manually remove excess food material on the equipment or surface. 2. Inspect the equipment/surface to ensure the equipment/surface appears visually clean. <ol style="list-style-type: none"> a. If the equipment/surface appears visually clean continue to step 3. b. If the equipment/surface still appears visually dirty, reference the <i>Manual Cleaning & Sanitizing Fundamentals SOP</i>. 3. Manually sanitize the equipment with a Sanitizer Wipe. 4. Let the sanitized equipment air dry for a minimum of 1 minute.

Date:								
Station: Pick-Up and Offsite								
Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A".								
	7:30 AM	9:30 AM	11:30 PM	1:30 PM	3:30 PM	5:30 PM	7:30 PM	9:30 PM
Hot Plate & Countertop								
Garnish Worktop Surface								
Lowboy Door Handles								
Hot Box Handle								
Shelves								
Laptops (Keyboard + Screens)								
All Tablets								
All Printers								
All Phones								
Highlighters, Sharpies, Staplers								
Pick-Up Shelves + Self-AService Area								
Notes								

Version #: 02	✓	CIT	✓	Sous	✓	CDC	✓	CO	✓	AC
	☐ Supply Center				☐ Support Team					

Prep Area & Walk-In Sanitation Log

Purpose
To be used on a daily basis to ensure all food contact surfaces and equipment in the back of house are sanitized properly

Cleaning & Sanitizing Procedure
<ol style="list-style-type: none"> 1. Manually remove excess food material on the equipment or surface. 2. Inspect the equipment/surface to ensure the equipment/surface appears visually clean. <ol style="list-style-type: none"> a. If the equipment/surface appears visually clean continue to step 3. b. If the equipment/surface still appears visually dirty, reference the <i>Manual Cleaning & Sanitizing Fundamentals SOP</i>. 3. Manually sanitize the equipment with a Sanitizer Wipe. 4. Let the sanitized equipment air dry for a minimum of 1 minute.

Date:									
Station: Prep Area & Walk-In									
Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A".									
	7:30 AM	9:30 AM	11:30 PM	12:30 PM	1:30 PM	3:30 PM	5:30 PM	7:30 PM	9:30 PM
Prep Table Surface									
Shelves									
Utensil Handles									
Knife Handles									
Lowboy Door Handles									
Reach In Door Handles									
Walk-In Door Handle									
Walk-In Door (Interior)									
Notes									

Version #: 02	✓	CIT	✓	Sous	✓	CDC	✓	CO	✓	AC
	☐ Supply Center				☐ Support Team					

Bathroom & FOH Sanitation Log

Purpose
To be used on a daily basis to ensure all major touch points in the bathroom and FOH are sanitized properly and frequently

Cleaning & Sanitizing Procedure
<ol style="list-style-type: none"> 1. Manually remove excess food material on the equipment or surface. 2. Inspect the equipment/surface to ensure the equipment/surface appears visually clean. <ol style="list-style-type: none"> a. If the equipment/surface appears visually clean continue to step 3. b. If the equipment/surface still appears visually dirty, reference the <i>Manual Cleaning & Sanitizing Fundamentals SOP</i>. 3. Manually sanitize the equipment with a Sanitizer Wipe. 4. Let the sanitized equipment air dry for a minimum of 1 minute.

Date:								
Station: Dining Room								
Directions: Initial the appropriate box as you complete each task.								
	7:30 AM	9:30 AM	11:30 PM	1:30 PM	3:30 PM	5:30 PM	7:30 PM	9:30 PM
Entrance Door Handles (Interior + Exterior)								
Vestibule Door Handles (Interior + Exterior)								
Self-Service Area Countertop								
Cabinet Door Handles								
Bathroom Door Handles (Interior + Exterior)								
Sink Faucet + Handles								
Soap Dispenser								
Toilet Seat & Flusher								
Bathroom Cabinet Handles								
Notes								

Contactless Delivery SOP

Purpose

To provide clear guidance to Dig Delivery Drivers related to contactless delivery driver protocols. This will be the standard protocol until further notification.

Procedure

1. CHECK FOR DELIVERY INSTRUCTIONS / CUSTOMER NOTES

The Order Printout in the "Delivery Instructions" (Seamless/GrubHub) or "Customer Notes" (Dig App) section will have the customer's mobile number and the location at which they would like the order dropped at the delivery site (i.e. front door or lobby).

<p>Baron's Bistro (734) 396-2944</p> <p>GRUBHUB FOR RESTAURANTS</p> <p>Confirmation Code: 0976 Order: #60967437-9165010 Received: March 13, 2020, 12:00pm</p> <p>Ordered via GRUBHUB</p> <p>DELIVERY Deliver by March 13, 2020, 12:00pm</p> <p>3 items - some contain special instructions</p> <table border="1"> <thead> <tr> <th>Qty</th> <th>Description</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Burger Instructions: Can I add an egg please • Lettuce • Tomato • Cheese</td> <td>\$16.99</td> </tr> <tr> <td>1</td> <td>Side salad</td> <td>\$5.49</td> </tr> <tr> <td>1</td> <td>Ginger beer</td> <td>\$2.00</td> </tr> <tr> <td colspan="2">Include napkins and utensils?</td> <td>NO</td> </tr> <tr> <td colspan="2">Subtotal</td> <td>\$21.30</td> </tr> <tr> <td colspan="2">Delivery fee</td> <td>\$0.99</td> </tr> <tr> <td colspan="2">Service fee</td> <td>\$0.00</td> </tr> <tr> <td colspan="2">Taxes</td> <td>\$2.17</td> </tr> <tr> <td colspan="2">Tip</td> <td>\$2.00</td> </tr> <tr> <td colspan="2">RESTAURANT TOTAL</td> <td>\$27.64</td> </tr> </tbody> </table> <p>PREPAID DO NOT CHARGE</p> <p>END OF ORDER</p> <p>Confirm this order quickly with Grubhub for Restaurants. Visit restaurant.grubhub.com, sign in, click on this order under the Active tab and click Confirm.</p> <p>Or wait until you receive a call from Grubhub, enter confirmation code 0976 when asked, then enter the number of minutes until the order is delivered.</p>	Qty	Description	Price	1	Burger Instructions: Can I add an egg please • Lettuce • Tomato • Cheese	\$16.99	1	Side salad	\$5.49	1	Ginger beer	\$2.00	Include napkins and utensils?		NO	Subtotal		\$21.30	Delivery fee		\$0.99	Service fee		\$0.00	Taxes		\$2.17	Tip		\$2.00	RESTAURANT TOTAL		\$27.64	<p>UNION SQUARE OLO Order #7371803 -- Delivery -- ASAP (by 7:01PM-7:16PM)</p> <table border="1"> <thead> <tr> <th colspan="2">ORDER PLACED BY</th> <th colspan="4">ORDER DETAILS</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>Test Tester</td> <td>Eating Utensils</td> <td>Yes</td> <td>Group Order</td> <td>No</td> </tr> <tr> <td>Email</td> <td>test.test@diginn.com</td> <td>Serving Utensils</td> <td>No</td> <td>No. of People</td> <td>--</td> </tr> <tr> <td>Phone</td> <td>111-111-1111</td> <td colspan="4"></td> </tr> <tr> <td>Company</td> <td>--</td> <td colspan="4"></td> </tr> </tbody> </table> <p>CUSTOMER NOTES Call 123-456-7890. Leave in hallway, in front of door, on red doormat.</p> <table border="1"> <thead> <tr> <th colspan="2">DELIVERY ADDRESS & CONTACT INFO</th> <th colspan="2">INTERNAL NOTES</th> </tr> </thead> <tbody> <tr> <td>Street & Unit</td> <td>17 West 17th Street, TEST DO NOT MAKE</td> <td colspan="2">none specified</td> </tr> <tr> <td>City, State & Zip</td> <td>New York, NY 10011</td> <td colspan="2"></td> </tr> <tr> <td>Company</td> <td>TEST DO NOT MAKE</td> <td colspan="2"></td> </tr> <tr> <td>Contact & Phone</td> <td>--</td> <td colspan="2"></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>TOTALS</th> <th>ITEMS</th> <th>PRICE</th> <th>QTY</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>Subtotal</td> <td>2 Dig Classic Bowl</td> <td>\$12.54</td> <td>2</td> <td>\$25.08</td> </tr> <tr> <td>Surcharge</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Discount</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total before Tax & Tip</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Gift Cards</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Sales Tax</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Tax</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Tip</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Shipping</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>TOTAL AFTER TAX & TIP</td> <td></td> <td></td> <td></td> <td>\$27.31</td> </tr> </tbody> </table> <p>Payment Type(s) Credit</p>	ORDER PLACED BY		ORDER DETAILS				Name	Test Tester	Eating Utensils	Yes	Group Order	No	Email	test.test@diginn.com	Serving Utensils	No	No. of People	--	Phone	111-111-1111					Company	--					DELIVERY ADDRESS & CONTACT INFO		INTERNAL NOTES		Street & Unit	17 West 17th Street, TEST DO NOT MAKE	none specified		City, State & Zip	New York, NY 10011			Company	TEST DO NOT MAKE			Contact & Phone	--			TOTALS	ITEMS	PRICE	QTY	TOTAL	Subtotal	2 Dig Classic Bowl	\$12.54	2	\$25.08	Surcharge					Discount					Total before Tax & Tip					Gift Cards					Sales Tax					Tax					Tip					Shipping					TOTAL AFTER TAX & TIP				\$27.31
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2. CALL CUSTOMER ON ARRIVAL

When you (the delivery driver) have arrived at the desired location, call the customer's mobile number.








a. IF THE CUSTOMER ANSWERS THE PHONE:

The delivery driver will say "Hi, this is Dig Delivery. Your order is here. Thank you."

b. IF THE CUSTOMER DOES NOT ANSWER THE PHONE:

The delivery driver should leave a voicemail and say "Hi, this is Dig Delivery. Your order is here. Thank you."

Wait three (3) minutes and call the customer again.

Version #: 01	 CIT	 Sous	 CDC	 CO	 AC
	 Supply Center		 Support Team		

3. **PLACE ORDER AT SPECIFIED DROP-OFF LOCATION**

Do this even if the customer cannot be reached on the second call.

4. **TAKE PHOTO OF ORDER**

Once the order is placed at the specified drop-off location, make sure to take a photo of the order for our records.

IMPORTANT *If the specified location cannot be found or cannot be accessed and the customer is unable to be contacted, the order will be taken back to the restaurant.

5. **NEXT DELIVERY** Proceed to your next delivery or return to the restaurant if you have no more deliveries.

General Best Practices

1. Follow the delivery driver protocol.
2. Try to touch door knobs and elevator buttons with your elbows, or use your sleeve or jacket to cover your hands.
3. If you do make contact with any surfaces in the building, do not touch your face. Wash your hands or use sanitizer immediately (or both)

Version #: 02	<input type="checkbox"/> CIT	<input type="checkbox"/> Sous	<input type="checkbox"/> CDC	<input type="checkbox"/> CO	<input type="checkbox"/> AC
	<input type="checkbox"/> Supply Center		✓ Support Team		

Delivery (3rd Party): COVID-19 Protocol

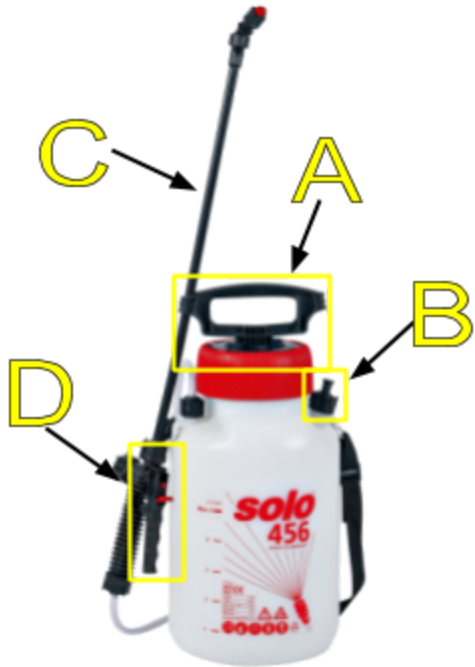
Purpose
To provide clear guidance to 3rd party delivery platforms on Dig's expectation related to delivery driver etiquette when handling pickup & delivery of food for Dig's customers. This is in addition to any other hygiene protocols already in place.

Procedures
<ol style="list-style-type: none"> Disinfectant - Provide all delivery employees with a disinfectant. This should be used to disinfect their hands in addition to their bike or car after each interaction with a customer or restaurant. Handwashing - Instruct all delivery employees to follow proper handwashing procedures. This includes: <ol style="list-style-type: none"> Washing their hands every time they enter a new restaurant, go to the bathroom, sneeze or blow their nose. Washing their hands for >20 seconds with soap under warm water. If soap & water isn't available, a hand sanitizer should be used. Hygiene Procedures - Instruct all delivery employees to follow proper hygiene procedures. This includes: <ol style="list-style-type: none"> Covering your cough or sneeze with a tissue which is then disposed of. If a tissue isn't available, use your upper sleeve. <i>Note: Never use your hands.</i> Avoid touching your eyes, nose or mouth in order to lessen your chance of getting sick Clean & sanitize your hands after coughing & sneezing. Customer's Food & Utensils - Instruct all delivery employees to never touch the food or service utensils included in the delivery food. Delivery Bag - Instruct all delivery employees to disinfect their delivery bags on a daily basis. Ill Employees - Instruct all ill employees to stay at home & seek medical attention if they demonstrate symptoms related to COVID-19 such as fever, coughing and/or breathing difficulty. COVID-19 Diagnosis or Exposure <ol style="list-style-type: none"> Inform Dig if any employees who carried out deliveries for Dig is diagnosed with and/or was exposed to someone with COVID-19 Instruct the employee to contact medical professionals, if they haven't already, & follow their instructions. Customer Requests - Some customers may request their food be left outside their door in order to avoid contact with others. <ol style="list-style-type: none"> This may be communicated to delivery drivers via the "Delivery Notes" section or other app related features. This may be communicated directly by the customer at the time of the delivery. In either case the delivery driver should verbally communicate to the customer who they are & that they are leaving the food outside their door.

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	✓ Supply Center		<input type="checkbox"/> Support Team		

Delivery Truck Sanitation Log

Purpose
To be used on a daily basis to ensure all delivery trucks used by Dig to transport food from the Supply Center to our restaurants are properly sanitized.

Equipment Photo
<div style="display: flex; align-items: center;"> <div style="flex: 1;"> <p>A. Pump & Cap</p> <p>B. Pressure Release Valve</p> <p>C. Sprayer Wand</p> <p>D. Sprayer Wand Lever</p> </div> <div style="flex: 2; text-align: center;">  </div> </div>

Procedure
<ol style="list-style-type: none"> 1. Turn pump handle counter clockwise 2. Remove the pump & cap from the sanitizer bottle. 3. Fill the sanitizer bottle with sanitizer (Ex. Peroxide Multi Surface Cleaner & Disinfectant) from dispensing station. <i>Note: Do not fill sprayer over maximum fill line.</i> 4. Tighten pump & cap on the sanitizer bottle ensuring a proper seal. 5. Pump the handle on the sanitizer bottle until 45 psi is reached. This will be indicated by: <ol style="list-style-type: none"> a. An inability to pump any longer because of the pressure built up in the sanitizer bottle. b. The pressure release valve will rise up venting excess pressure. 6. Empty the interior of the truck/van bed. 7. Spray the interior of the truck/van bed by pointing the sprayer wand in the direction of the surface to be sanitized & pressing the sprayer wand lever. <i>Note: Ensure all surfaces are contacted with the spray.</i> 8. Allow the sanitizer to remain on the surface for >5 minutes. 9. Spray the interior of the truck with water to remove any remaining sanitizer. 10. Record information below related to the time, sanitizer concentration & initials for each truck/van that is sanitized. 11. Once all the trucks are sanitized, remove the pump & cap from the sanitizer bottle. 12. Empty any remaining chemical down the drain. 13. Rinse the interior of the sanitizer bottle to ensure all chemical has been removed from the sanitizer bottle.

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	<input checked="" type="checkbox"/> Supply Center		<input type="checkbox"/> Support Team		

Date:	
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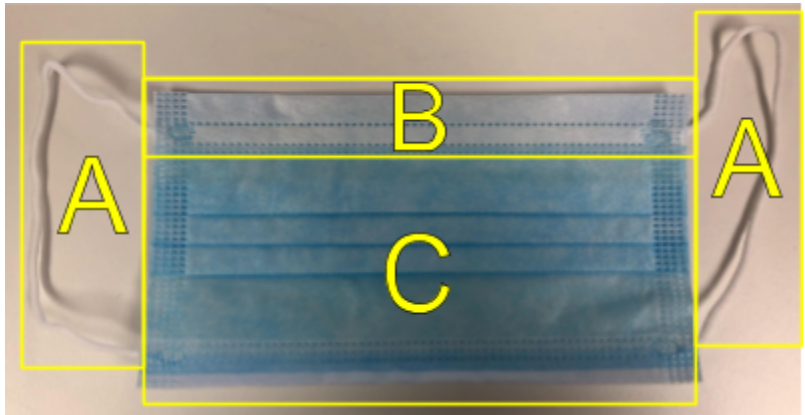
	Truck 1	Truck 2	Turck 3	Van 1
Time				
Sanitizer Concentration				
Initials				
Notes				

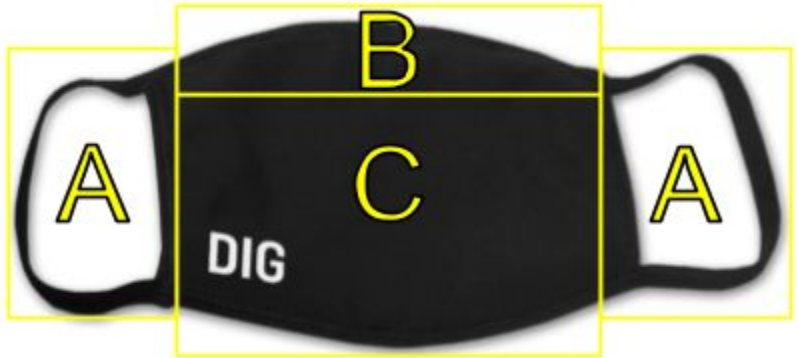
Version #: 03	✓	CIT	✓	Sous	✓	CDC	✓	CO	✓	AC
		☐	Supply Center				☐	Support Team		

Face Mask Usage: COVID-19 SOP

Purpose
To provide clear guidance on what a face mask is, how to wear it & when to change it.

Definition
<ul style="list-style-type: none"> Face Mask - A protective mask covering the nose & mouth. Face masks come in a wide range of styles with varying levels of complexity, but on a basic level function by capturing droplets that otherwise could transmit an infection. Wearing a Face Mask doesn't guarantee the prevention of transmission, but may reduce transmission five fold when compared to using no barrier at all.

Disposable Mask Photo	
<p>A. Elastic Bands</p> <p>B. Metal Strip</p> <p>C. Front Side</p>	

Reusable Mask Photo	
<p>A. Elastic Bands</p> <p>B. Metal Strip</p> <p>C. Front Side</p>	

Procedure
<p>Employees will be issued either disposable or reusable face masks. All Dig employees must wear face coverings while at work.</p> <p>To use a mask:</p> <ol style="list-style-type: none"> 1. Get a clean mask.

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2. Clean your hands following the *Handwashing SOP*.
3. Inspect mask for tears/holes.
4. Orient the mask correctly.
 - a. Metal strip facing up.
 - b. Colored side or Dig branded side facing away from your body.
5. Loop the elastic bands behind both ears.
6. Ensure the mask fully covers both the mouth & the nose.
7. Mold/depress the metal strap to the shape of your nose. *Note: This step is important to allow the mask to have a better fit & therefore provide better protection.*



8. While wearing the mask:
 - a. Ensure masks fully cover both the mouse & the nose.
 - b. After adjusting or touching the mask wash your hands following the *Handwashing SOP*.
 - c. Change the mask after coming in close contact with an individual who is coughing.
9. To remove the mask:
 - a. Unloop elastic bands from behind your ears.
 - b. Avoid touching the front of the mask.
10. Disposable masks should be thrown out after they have been worn for an extended period of time, when they become soiled or torn.
11. Reusable masks should be washed on a daily basis with warm water & detergent and hung to dry over night.

FAQ

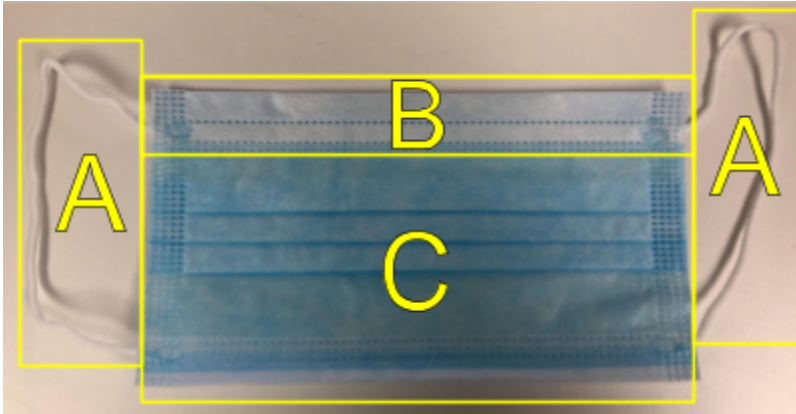
- **How often should I change my mask?**
 - Change your mask when it becomes torn, damp or soiled or after you have been in close contact with an individual who is coughing or sneezing.
- **What do I do with my mask when I need to take a drink?**
 - Either loosen one of the elastic bands from your ear allowing the mask to hang from the other elastic band or completely remove the mask following the above procedure.
- **What do I do with my mask when I have to go to the bathroom?**
 - Your mask can stay in place, but as always avoid touching the mask.
- **What should I tell a guest who asks me why I'm wearing a mask?**
 - We are taking every precaution that we can to keep our guests and our chef teams safe.
- **Why are you wearing a mask - they should be reserved for hospital workers**
 - That's such a good point, thank you so much for your concern, I'll make sure your feedback gets to my leadership.

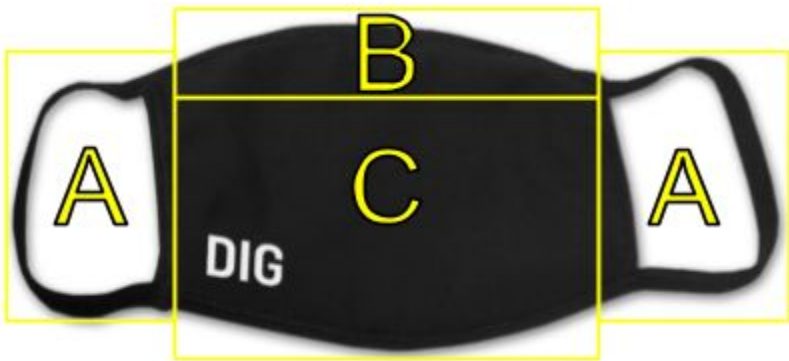
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Uso de Mascarillas: COVID-19 Procedimiento

Propósito
Una guía clara sobre qué es una máscara facial, cómo usarla y cuándo cambiarla.

Definición
<ul style="list-style-type: none"> • Máscara Facial - Una máscaras faciales cubre la nariz y la boca. Las máscaras faciales vienen en una variedad de estilos con diferentes niveles de complejidad, pero todo con el propósito de limitar la transmisión de una infección. El uso de máscaras faciales no garantiza la transmisión de todas las infecciones, pero puede reducir la transmisión cinco veces en comparación con el uso de ninguna barrera.

Disposable Mask Photo
<p>A. Bandas Elásticas B. Banda de Metal C. Lado Coloreado</p> 

Reusable Mask Photo
<p>A. Bandas Elásticas B. Banda de Metal C. Front Side</p> 

Procedimiento
Los empleados recibirán 5 nuevas mascarillas en cada turno. Se pueden usar a discreción del empleado para protegerse: durante su turno, durante su transporte hacia y desde el trabajo y / o distribuido a familiares, amigos, etc. para mantener a sus seres queridos seguros durante este tiempo. Para usar una máscara:

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1. Lávese las manos siguiendo el procedimiento de lavado de manos.
2. Inspeccione la máscara por agujeros.
3. Oriente la máscara correctamente.
 - a. Tira de metal hacia arriba.
 - b. Lado coloreado que se aleja de su cuerpo.
4. Enrolle las bandas elásticas detrás de ambas orejas.
5. Asegúrese de que la máscara cubra completamente tanto la boca como la nariz.
6. Moldea / presiona la correa de metal a la forma de tu nariz. Nota: Este paso es importante para permitir que la máscara se ajuste mejor y, por lo tanto, proporcione una mejor protección.






7. Mientras usa la máscara:
 - a. Asegúrese de que las máscaras cubren completamente la boca y la nariz.
 - b. Después de ajustar o tocar la máscara, lávese las manos siguiendo "Handwashing SOP".
 - c. Cambie la máscara después de entrar en contacto cercano con una persona que está tosiendo.
8. Para quitar la máscara:
 - a. Desenganche las bandas elásticas detrás de las orejas.
 - b. Evite tocar el frente de la máscara.
 - c. Deseche la máscara o guárdela para usarla en el futuro.

FAQ

- **¿Con qué frecuencia debo cambiar mi máscara?**
 - Cambie su máscara cuando se rasgue, humedezca o ensucie o después de haber estado en contacto cercano con una persona que tose o estornuda.
- **¿Qué hago con mi máscara cuando necesito tomar un trago?**
 - Afloje una de las bandas elásticas de la oreja permitiendo que la máscara cuelgue de la otra banda elástica o quítese completamente la máscara siguiendo el procedimiento anterior.
- **¿Qué hago con mi máscara cuando tengo que ir al baño?**
 - Su máscara puede permanecer en su lugar, pero como siempre, evite tocarla.
- **¿Qué debo decirle a un cliente que me pregunta por qué estoy usando una máscara?**
 - Estamos tomando todas las precauciones posibles para mantener seguros a nuestros invitados y a nuestros equipos de chef.
- **¿Por qué llevas una máscara? Deben reservarse para los trabajadores del hospital**
 - Ese es un buen comentario, muchas gracias por su preocupación, me aseguraré de que sus comentarios lleguen a mi supervisor.

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Sanitizer 101

Purpose		
To provide a basic overview of what sanitizers are, how they are used & which sanitizers Dig uses.		
Definitions		
<ul style="list-style-type: none"> Sanitizer - A liquid that kills or inactivates >99.9% of bacteria, fungi & viruses. Sanitizers can be based on a range of chemicals such as chlorine, iodine, phenol or quat. 		
Types of Sanitizers & Usage Procedures		
Sanitizer Wipes	Instructions	
	<ol style="list-style-type: none"> 1. Remove wipe from packaging. 2. Wipe surface & allow it to dry for ~1 minute. 3. Dispose of wipe. <i>Note: Do not flush down the toilet.</i> 	
	When do I use a new wipe?	
	<p>A new wipe will be used for every task. <i>Example: Door Handle, Knife Handles, etc.</i></p>	
Quat	Instructions	
	<ol style="list-style-type: none"> 1. Get a sanitizer bucket. 2. Fill bucket with sanitizer from chemical dispenser. <i>Note: Danger: Do not pour chemical directly from the container.</i> 3. Get a clean towel. 4. Soak the towel in the sanitizer solution. 5. Wipe surface & allow it to air dry for ~1 minute. 	
	When do I use a new towel?	
	A new towel will be used for every station every 2 hours. <i>Example: Garde Manger, Grill, etc.</i>	
	When do I refill the bucket with new sanitizer?	
	The bucket will be refilled every 2 hours.	
	How do I check the concentration of the chemical?	
	Using the quat sanitizer strips look for a range of 200-400 PPM.	
Bleach (Clorox)	Instructions	
	<ol style="list-style-type: none"> 1. Get a sanitizer bucket. 2. Fill bucket with 3 quarts of water or ~3/4th full. 3. Add ~6 Teaspoons bleach. 4. Get a clean towel. 5. Soak the towel in the sanitizer solution. 6. Wipe surface & allow it to air dry for ~1 minute. 	
	When do I use a new towel?	
	A new towel will be used for every station every 2 hours. <i>Example: Garde Manger, Grill, etc.</i>	
	When do I refill the bucket with new sanitizer?	
	The bucket will be refilled every 2 hours.	
	How do I check the concentration of the chemical?	
	Using the chlorine sanitizer strips look for a range of 50-100 PPM.	

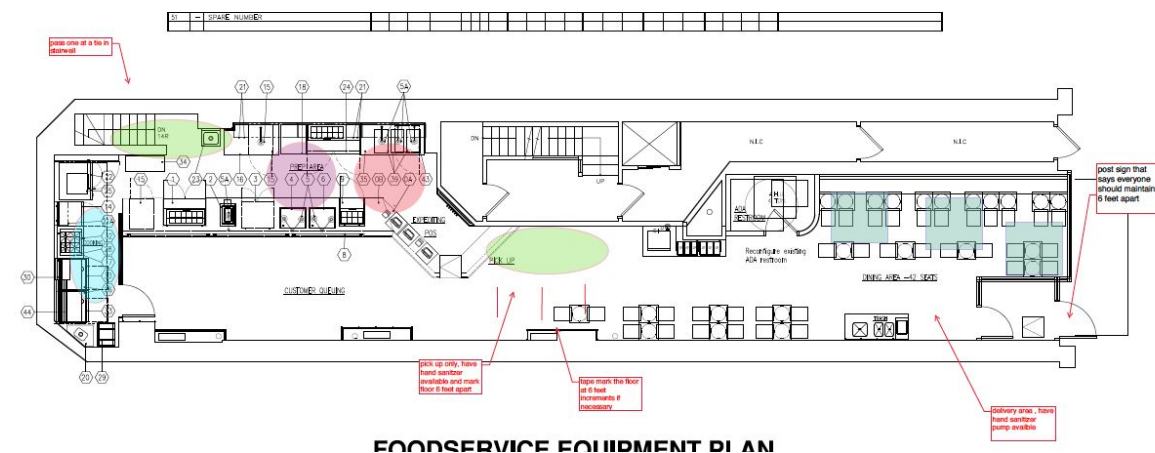
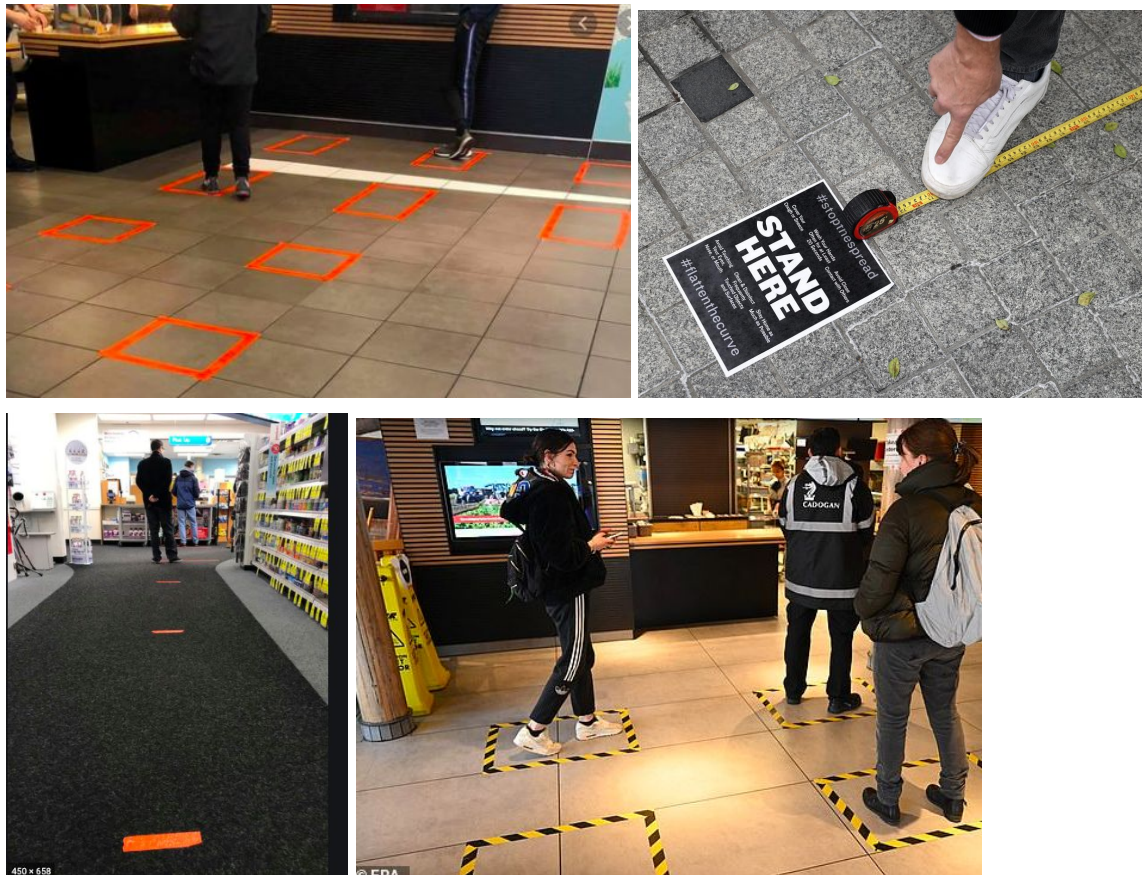
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Social Distancing Guidelines

Purpose
The purpose of these guidelines is to detail some standard best practices and tools that will be used for social distancing
Definitions
<ul style="list-style-type: none"> • Social Distancing - deliberately increasing the physical space between people to avoid spreading illness. Staying at least six feet away from other people lessens your chances of catching COVID-19.
Supplies
<ul style="list-style-type: none"> • blue kitchen tape or any colored, adhesive tape that will adhere to the floor • measuring tape
Procedure
<p>Make it easier for people to stay at least 6 feet apart</p> <p><u>Kitchen</u></p> <ol style="list-style-type: none"> 1. Put tape marks 6 feet apart on the ground in kitchen areas (prep, stations, Market Line). Some restaurant's space is confined, consider spacing stations where possible. <i>This may need to be redone daily as the tape will wear off/come up.</i> <p><u>Pick-up</u></p> <ol style="list-style-type: none"> 1. Have a separate order and delivery area or window to keep customers from waiting too long in confined areas together. 2. Have an area marked off for delivery drivers to wait that allows them space (to the best of your ability) <p><u>Guest Area</u></p> <ol style="list-style-type: none"> 1. Post sign outside your store reminding people in line to be at least 6 feet apart, 2. Put tape marks 6 feet apart on the ground in the store (in line areas) and on sidewalks outside. 2. Instruct staff to maintain at least 6 feet distance from customers, except staff may momentarily come closer when necessary to accept payment or deliver goods or services. 3. Discourage (but do not ban) bringing kids or strollers into stores when possible to allow everyone as much space as possible to safely navigate the space

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Examples

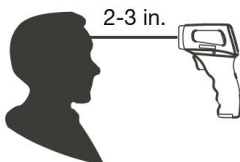
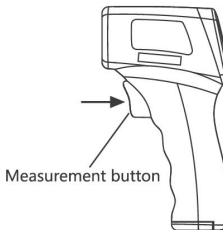


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Temperature Check Policy: COVID-19

Purpose
To outline Dig's policy related to employee temperature checks during COVID-19.

Supplies
<ul style="list-style-type: none"> • Face Mask • Infrared Thermometer • Gloves • Sanitizer Wipes

Policy	
Who is screened?	All employees that enter a Dig restaurant or the Supply Center.
Who carries out the screening?	A CO or similar trained manager.
Frequency?	Daily
When?	Immediately after clocking in & before starting any work related tasks.
Screening Procedure	<p>A CO or similar salaried manager will do the following:</p> <ol style="list-style-type: none"> 1. Wash your hands. <i>Note: Reference the Handwashing SOP.</i> 2. Put on gloves. 3. Confirm face mask is on. <i>Note: Reference Face Mask Usage: COVID-19 SOP.</i> 4. Use a sanitizer wipe to sanitize all surfaces of the infrared thermometer. 5. Click the mode button to switch the unit to the Human Body mode (⊗). 6. Point infrared thermometer at the employee's forehead keeping 2-3 inches between the thermometer & the employee's forehead. <i>Note: Do not touch the employee's forehead directly.</i> 7. Press the measurement button. <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <ol style="list-style-type: none"> 8. Read the temperature displayed on the thermometer. <ol style="list-style-type: none"> a. Any employee with a temperature less than 100.4°F can work. b. Any employee with a temperature greater than or equal to 100.4°F <ol style="list-style-type: none"> i. Will be sent home. ii. Slack Melinda & Elizabeth. iii. The employee will be classified as a Presumptive Case. <i>Note: Reference the COVID-19 Scenario Planning SOP for additional steps.</i> 9. Use a sanitizer wipe to sanitize all surfaces of the infrared thermometer. 10. Remove & discard gloves. 11. Record information on the Daily Wellness google form daily.