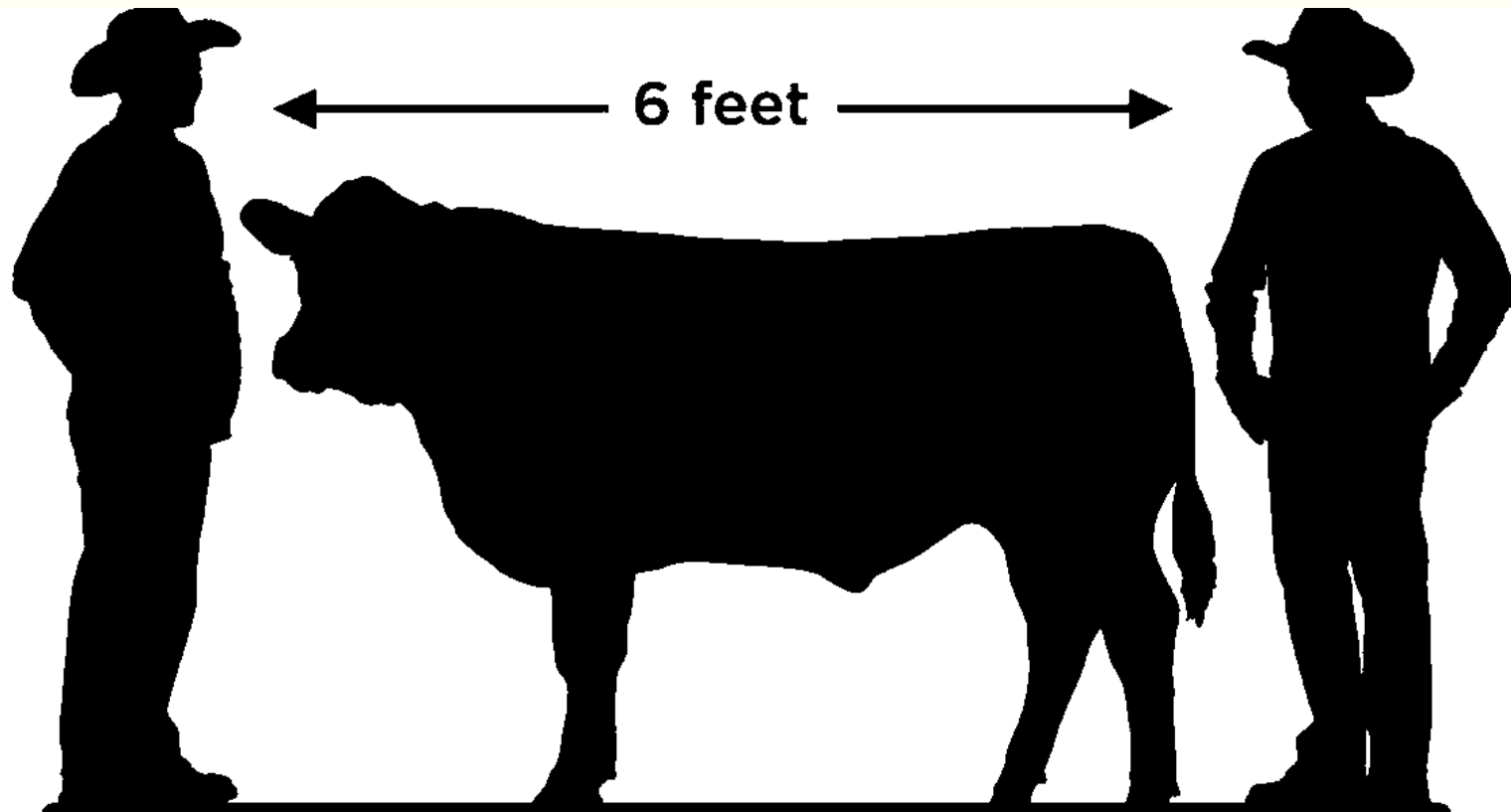


MAINTAIN SOCIAL DISTANCE

Keep One Cow Apart!



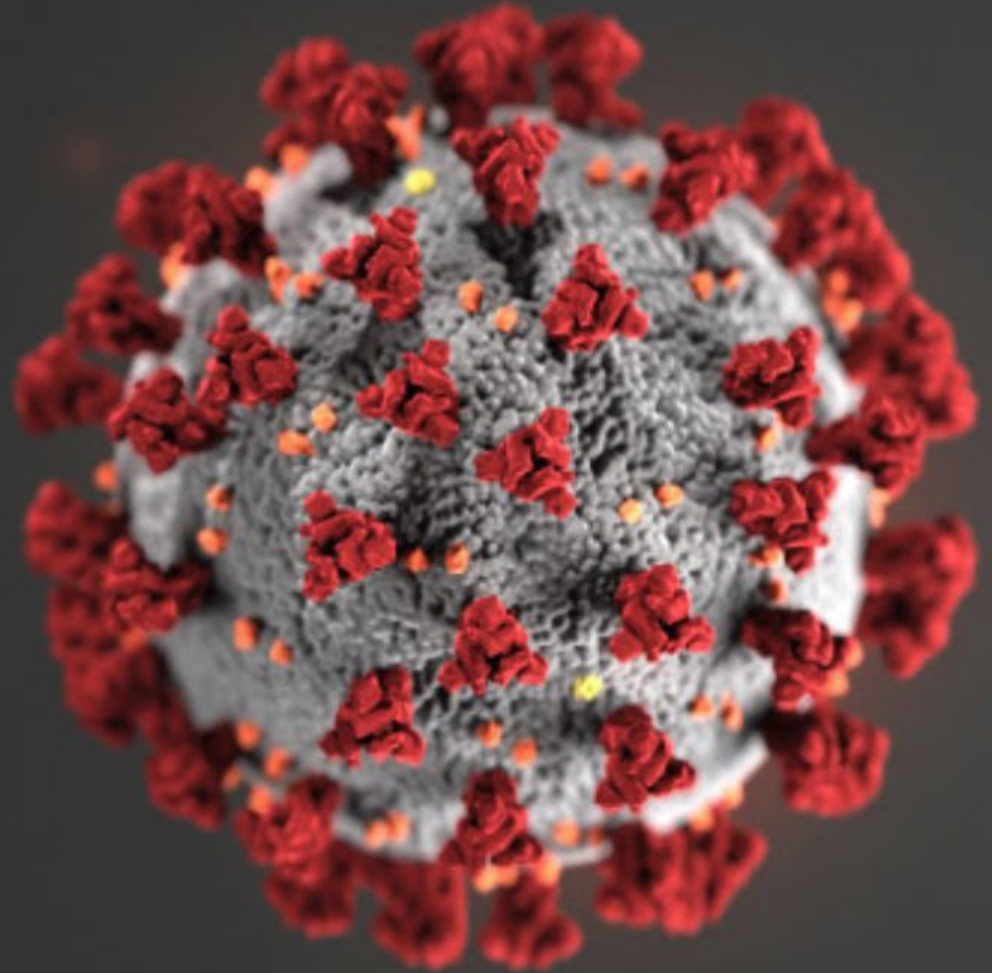


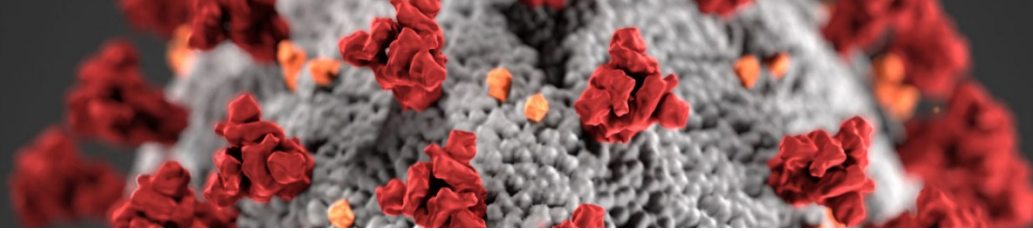
Nashville

WELCOME BACK TEAM!
WE MISSED YOU!



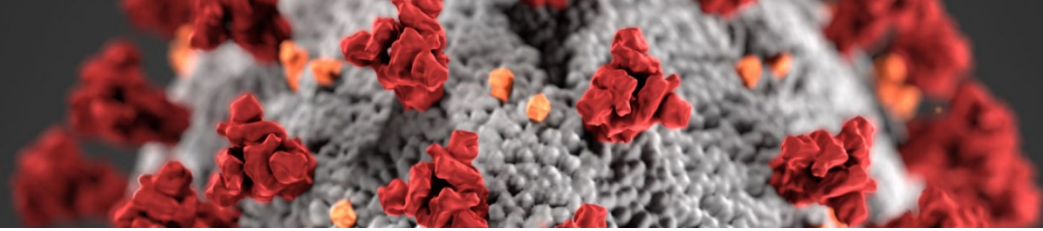
COVID-19 RESPONSE PLAN





Sincere Service, Sabely

- How we will respond to the COVID pandemic
- Clarify a confusing time & set expectations
- Plainly visible actions will build confidence & trust for our guests
- Respect fellow team members physically, mentally, emotionally
- Living, evolving document with updates expected



Disclaimer



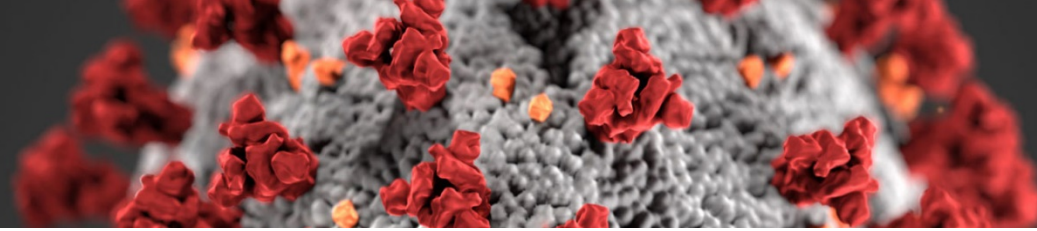
Lawyer



Doctor

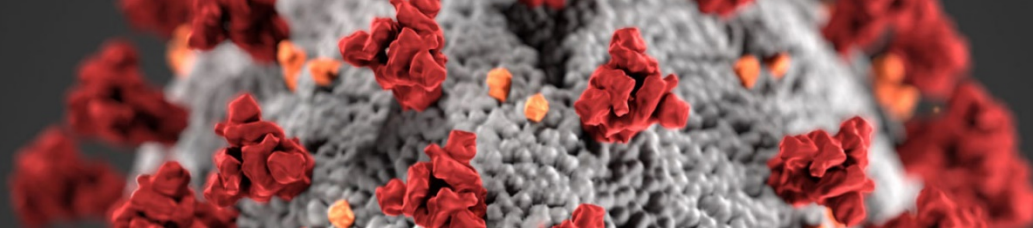


HR



Disclaimer





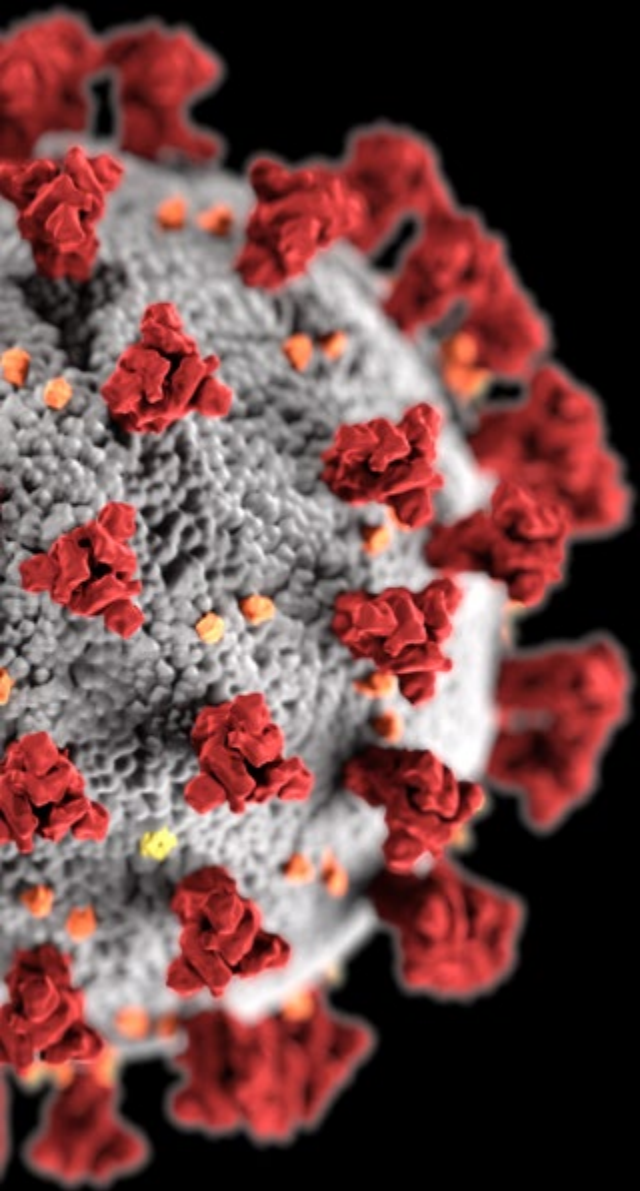
EMPLOYEE EXPERIENCE AND POLICIES

Open Door Policy

If you have a fear or concern about working during any of the Re-Opening Phases please let us know and we will strive to work with you the best, we can.

Training

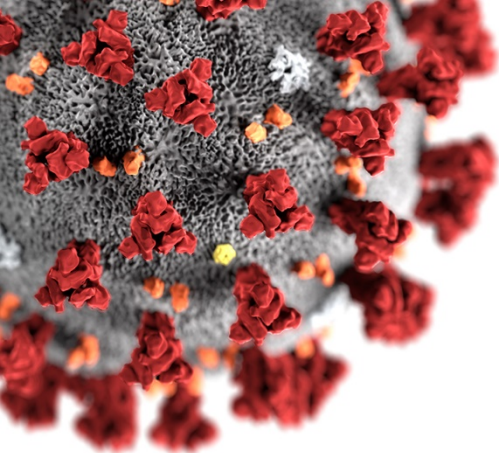
- 1. ServeSafe - must send certificate of completion to Brooke or Chef (required)*
- 2. What is COVID-19*
- 3. PPE, Hygiene, Sanitation*
- 4. E3 Chophouse COVID-19 Response & Re-Opening Plan*



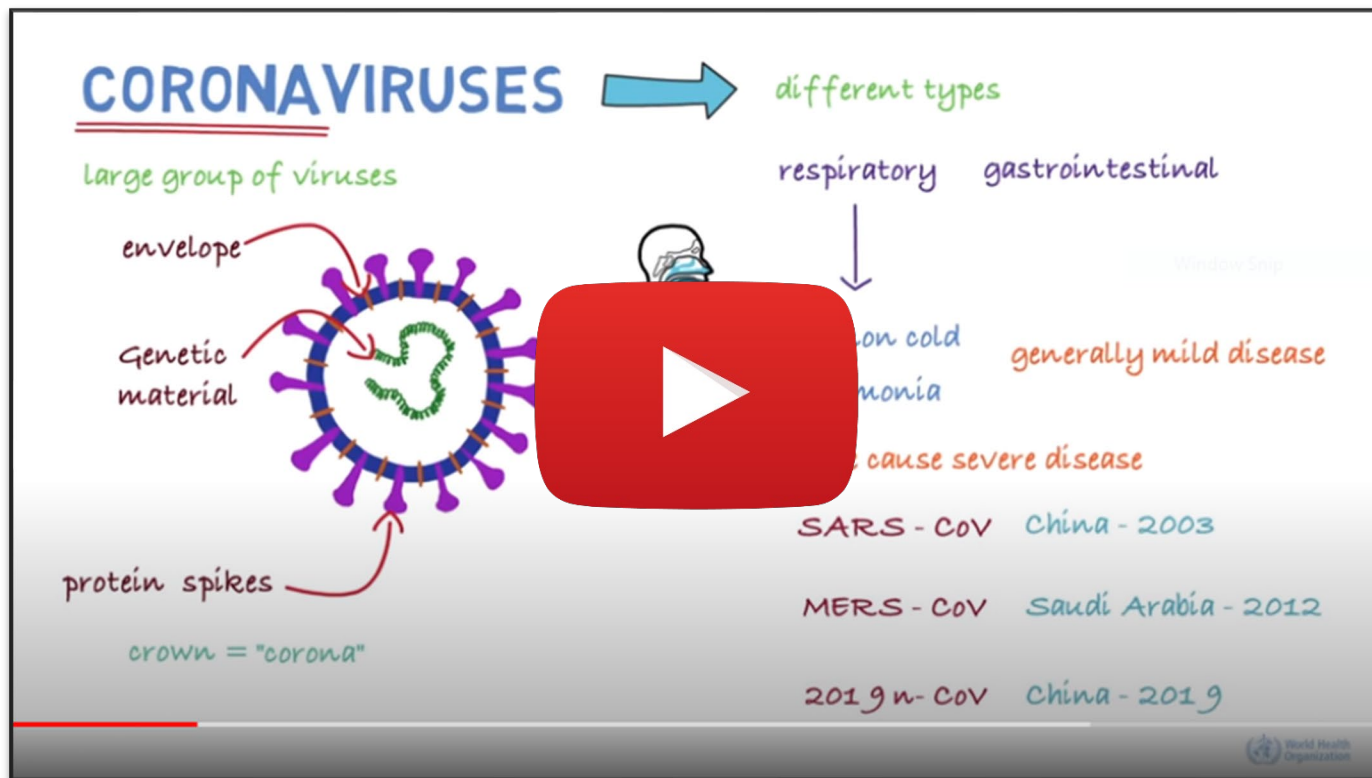
**WHEN "I" IS
REPLACED WITH "WE"
EVEN ILLNESS
BECOMES WELLNESS**

~ Malcolm X

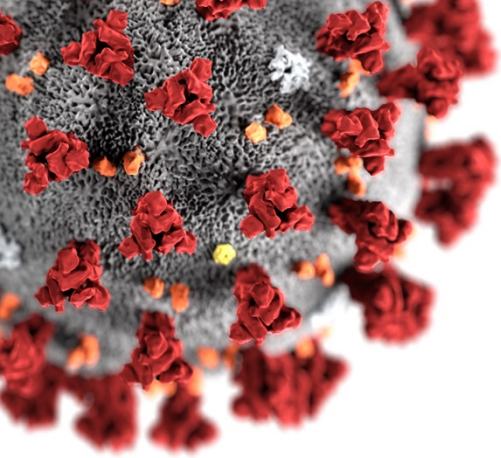
Respect Your Team, We're In This Together



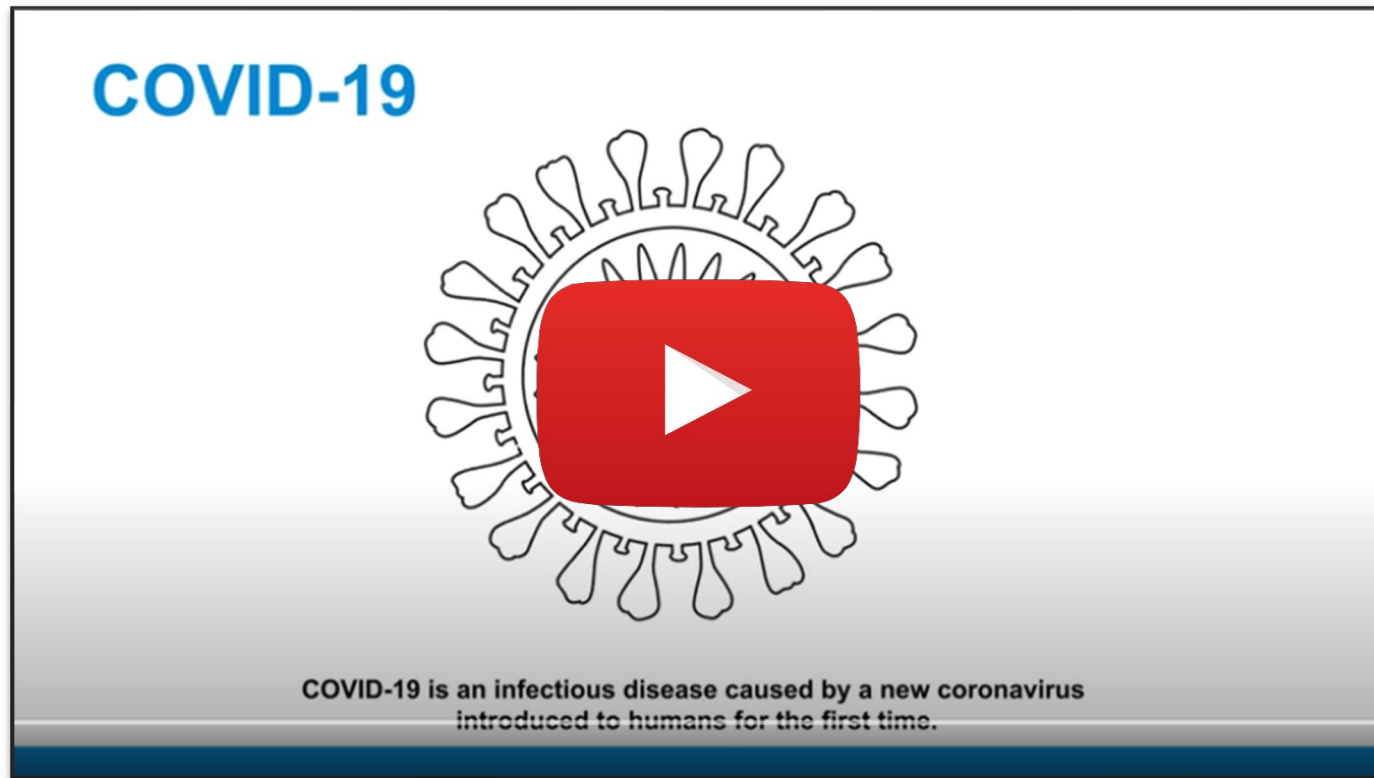
WHAT IS COVID-19 ?



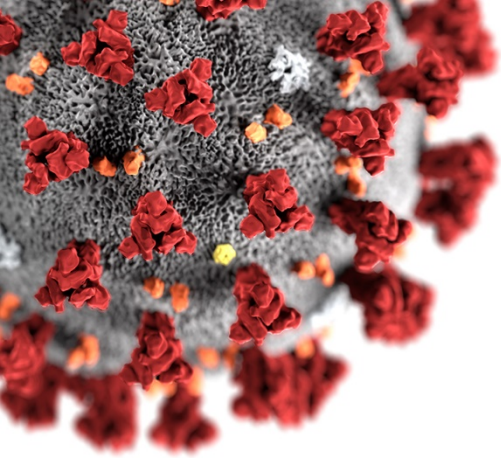
What is the Novel Coronavirus (2019-nCoV)?



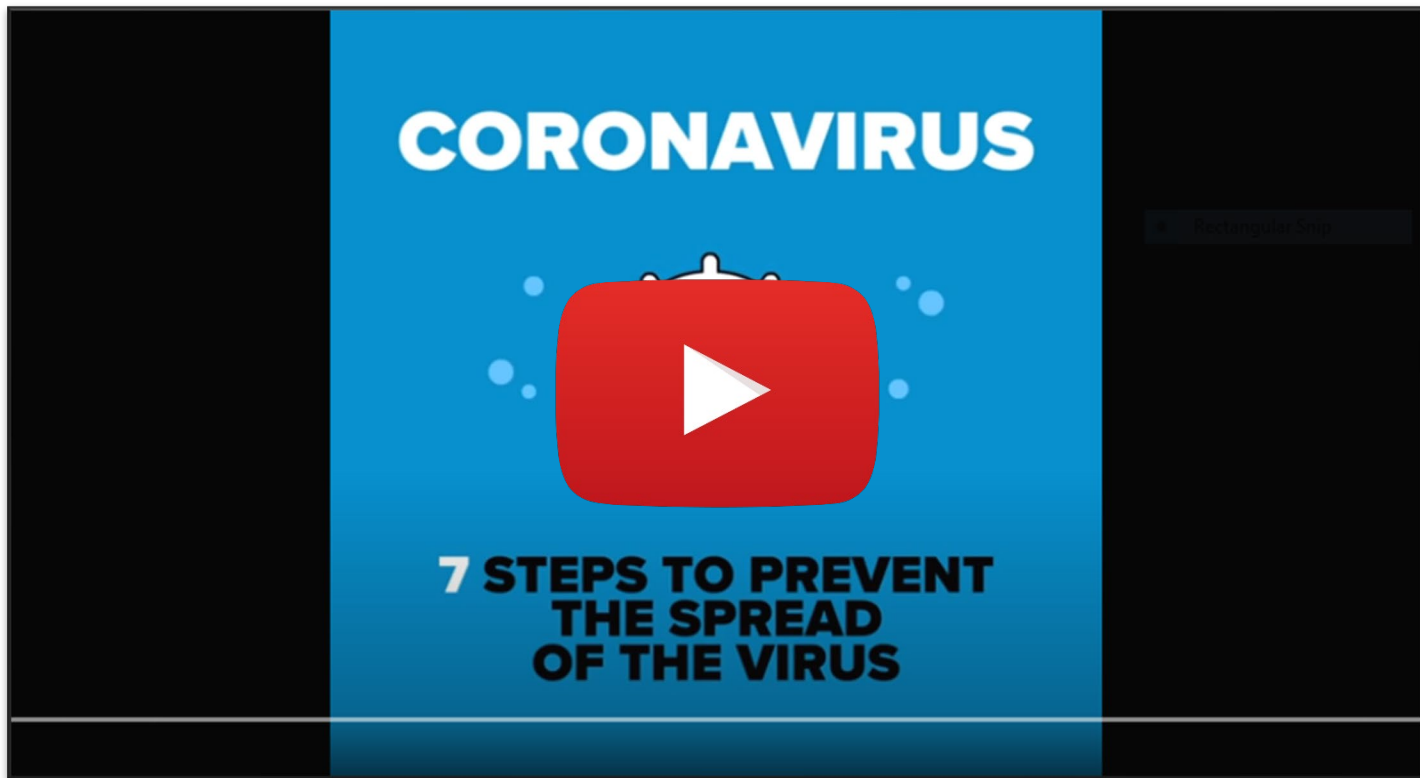
PROTECT YOURSELF



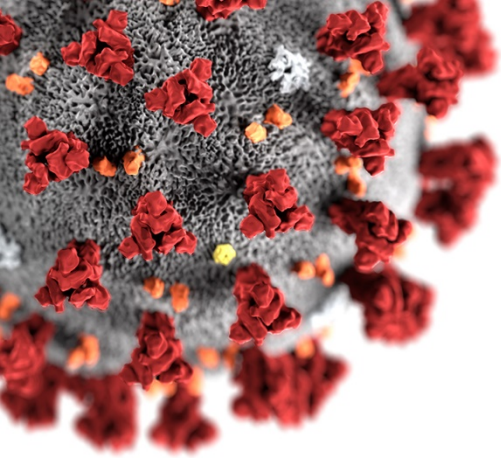
How To Protect Yourself Against COVID-19



PREVENT THE SPREAD




7 Steps to Prevent the Spread of the Virus





SYMPTOMS OF COVID-19


SYMPTOMS OF CORONAVIRUS
(COVID-19)

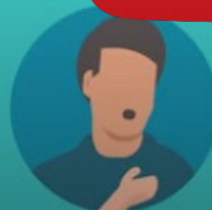
Know the symptoms of **COVID-19**, which can include the following:


 Cough


 Sore throat

 Muscle pain

 Chills

 Shortness of breath or difficulty breathing

 New loss of taste or smell



cdc.gov/coronavirus

Symptoms of Coronavirus Disease 2019



SEEKING CARE



When To Seek Care for COVID-19

SOCIAL DISTANCING



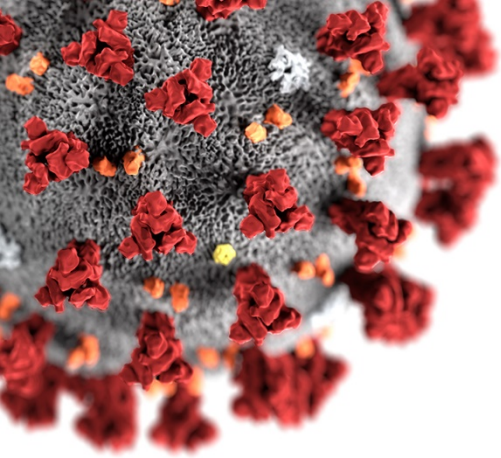
Social Distancing

ANXIETY AND STRESS

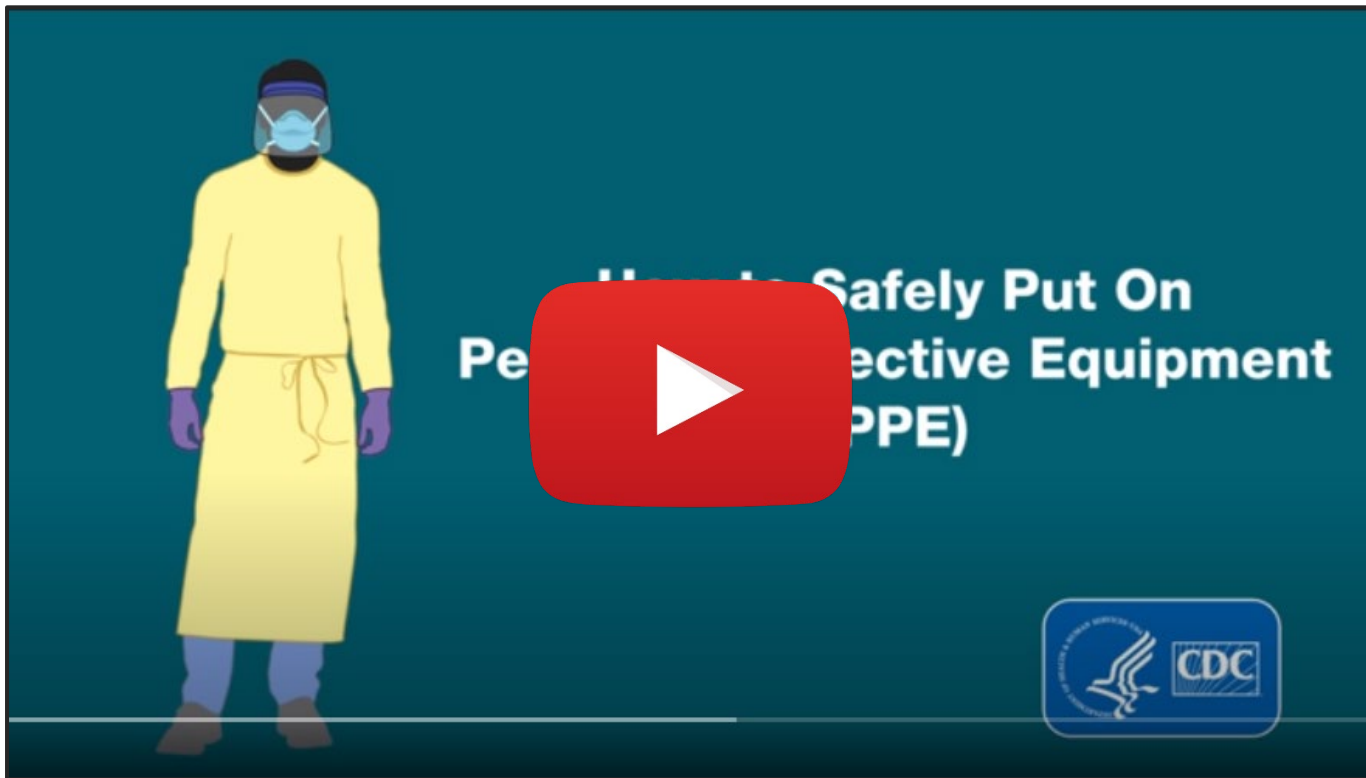


COVID-19: Managing Anxiety & Stress

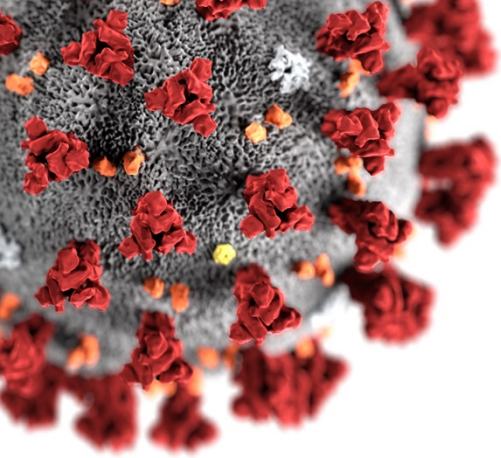




PUTTING ON PPE



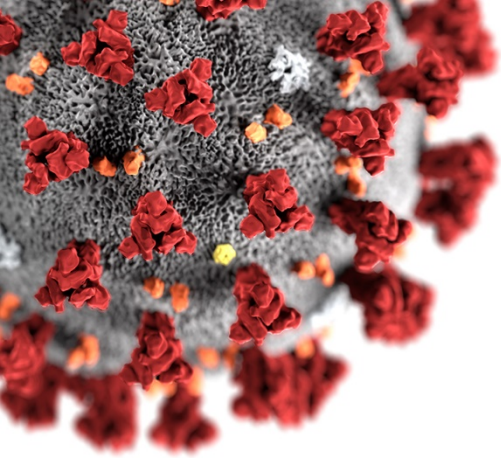
Demonstration of Putting On PPE



TAKING OFF PPE



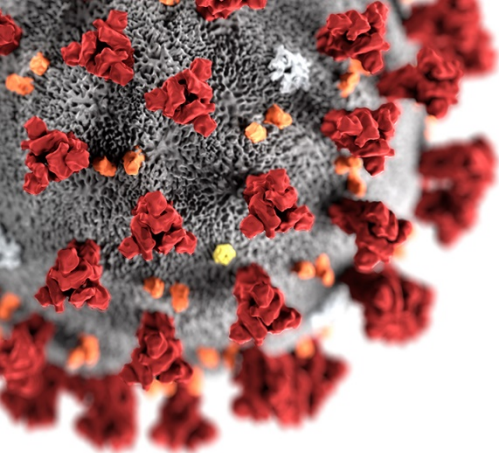
Demonstration of Taking Off PPE



HANDWASHING



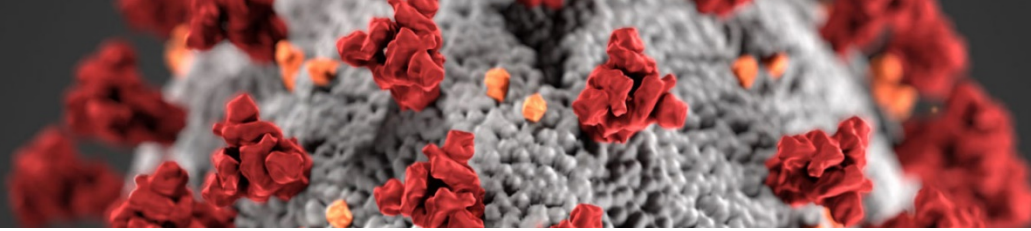
What You Need To Know About Handwashing



COVID-19 ON SURFACES



Can COVID-19 Last on Surfaces & In the Air?



EMPLOYEE EXPERIENCE AND POLICIES

Open Door Policy

If you have a fear or concern about working during any of the Re-Opening Phases please let us know and we will strive to work with you the best, we can.

Employee Personal Information & Privacy

We will protect your personal information and privacy rights from unnecessary disclosures. However, we will comply with required reporting to health agencies, recordkeeping, etc.

- *All COVID-19 positive test results will be reported to the Department of Health.*
- *We will inform team members if they have been exposed to a COVID-19 positive individual, without disclosing the identity of the individual.*
- *We will work with the Department of Health to assist in all Contact Tracing efforts.*

Accommodations

Should you have an underlying health condition, or a family member in your household with an underlying health condition, or lack of childcare availability, and would like to request an accommodation (not returning to work immediately, reduced work hours, or otherwise) during this time, please let your leader know as soon as possible.

- People 65 years and older
- Chronic lung disease or asthma
- Serious heart conditions
- People who are immunocompromised
- People with severe obesity (BMI of 40 +)
- People with diabetes
- Chronic kidney disease undergoing dialysis
- People with liver disease



EMPLOYEE EXPERIENCE AND POLICIES CONT'D



Very High Risk

Those with high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem, or laboratory procedures. Workers in this category include: Healthcare, lab & morgue workers performing aerosol-generating procedures on known or suspected COVID-19 patients.

High Risk

Those with high potential for exposure to known or suspected sources of COVID-19. Workers in this category include: Healthcare delivery & support staff, Medical transport workers, & Mortuary workers.

Medium Risk (i.e. Restaurants)

Those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients.

Low Risk

Those that do not require contact with people known to be, or suspected of being, infected with SARS-CoV-2 nor frequent close contact with (i.e., within 6 feet of) the general public. Workers in this category have minimal occupational contact with the public and other coworkers.



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

COVID-19 & Worker's Compensation

We have been made aware by the Mayor's office that as of this date (Friday, May 8th, 2020) should an employee contract COVID-19 it is not anticipated to be covered under Worker's Compensation in the hospitality industry. It is only potentially covered in a high-risk employment situation (eg. hospital) where it can be substantially determined the employee did or likely did contract the disease at the workplace.

Unemployment Weekly Certification

- Choosing to not return to work yet v/s choosing to not return to work when called.
- Once you come back to work, continue to "certify" each week and report any income.
- This will keep you in the DOL system, should Nashville or E3 Chophouse close again.

CARES Act Federal Pandemic Unemployment Compensation (FPUC) (\$600)

We have been reminded by the Mayor's office that as of this date (Friday, May 8th, 2020) the Cares Act Stimulus stipend of \$600 per week is set to expire on July 31st, 2020.

- If the individual is eligible to receive at least one dollar (\$1) of underlying benefits for the claimed week, the claimant will receive the full \$600 FPUC.



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

Families First Coronavirus Response Act (FFCRA)

REASON	CONDITION	TIME OFF
Emergency Paid Sick Leave Act (EPSLA)		
1	You are following a federal, state, or local quarantine or stay-at-home order	Up to 2 weeks or 80 hours of paid sick leave at higher of regular rate or minimum wage*.
2	You are quarantined by a health care provider	Up to 2 weeks or 80 hours of paid sick leave at higher of regular rate or minimum wage*.
3	You have COVID-19 symptoms and are seeking a diagnosis	Up to 2 weeks or 80 hours of paid sick leave at higher of regular rate or minimum wage*.
Emergency Paid Sick Leave Act (EPSLA)		
4	You must care for someone under a federal, state, or local quarantine or stay-at-home order or they are quarantined by a health care provider	Up to 2 weeks or 80 hours of paid sick leave at higher of 2/3 regular rate or minimum wage*.
5a	You must care for your child whose school, childcare provider, or place of care is unavailable due to COVID-19	Up to 2 weeks or 80 hours of paid sick leave at higher of 2/3 regular rate or minimum wage*.
6	You are experiencing any other substantially similar condition specified by the Dept of HHS.	Up to 2 weeks or 80 hours of paid sick leave at higher of 2/3 regular rate or minimum wage*.
Emergency Family & Medical Leave Expansion Act (EFMLEA)		
5b	You must care for your child whose school, childcare provider, or place of care is unavailable due to COVID-19 AND You've been employed at least 30 calendar days	Initial two weeks of EFMLEA leave is UNPAID. But EPSLA can cover this 2-week period (#5). Up to 10 additional weeks of family leave paid at 2/3 regular rate*.



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

Families First Coronavirus Response Act (FFCRA)

REASON	CALCULATION OF PAY
1, 2, 3	Employees taking leave shall be paid at either their regular rate or the applicable minimum wage, whichever is higher. Total pay is capped at up to \$511 per day and \$5,110 in total (over a 2-week period).
4, 5a, 6	Employees taking leave shall be paid at 2/3 their regular rate or 2/3 the applicable minimum wage, whichever is higher. Total pay is capped at up to \$200 per day and \$2,000 in total (over a 2-week period).
5b	Employees taking leave shall be paid at 2/3 their regular rate or 2/3 the applicable minimum wage, whichever is higher. Total pay is capped at up to \$200 per day and \$10,000 in total (over a 12-week period). Initial two weeks of EFMLEA leave is UNPAID. But EPSLA can concurrently cover this two-week period (#5) if the employee chooses, followed by up to 10 weeks of paid expanded family and medical leave (EFMLEA).



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

COVID-19 Essential Employee Child Care Payment Assistance Program

- The COVID-19 Essential Employee Child Care Payment Assistance program is designed to help support essential workers so they can stay on the job during the COVID-19 emergency.
- Parents who work as essential employees can access childcare at no cost, during the COVID-19 pandemic state of emergency until mid-August.
- The Essential Employee Child Care Payment Assistance Program makes payments directly to the childcare provider.
- To be eligible for the program, parents must be employees of a healthcare entity, law enforcement, first responders (EMS, Fire Departments, etc.), corrections officers, military, activated national guard, human and social services workers, postal workers, transportation employees, restaurant workers or grocery workers.

Emergency Cash Assistance

The Emergency Cash Assistance provides two monthly cash payments to families that were employed as of March 11, 2020 and have lost a job or lost at least 50% of their earned income due to the COVID-19 emergency. Applications for emergency cash assistance will be accepted through June 30, 2020.

This money is funded by the Temporary Assistance for Needy Families program and provides:

- \$500 for a household of 1 to 2 persons.
- \$750 for a household of 3 to 4 persons.
- \$1000 for a household with 5 or more persons.



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

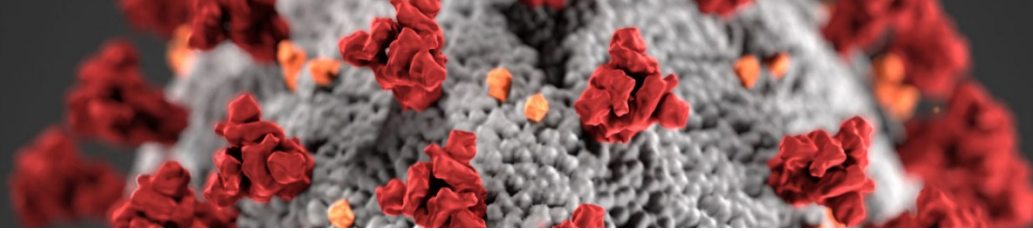
✖ DO NOT COME TO WORK IF YOU HAVE SYMPTOMS! ✖

- Fever of 100.4°F or higher in prior 72 hours
- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell
- If you have been in close contact with a confirmed case of COVID-19 in prior 72 hours

Reporting To Work

It is mandatory that if you test positive for COVID-19, or if anyone in your household, or that you have been in close contact* with, tests positive for COVID-19, you immediately report this to an E3 Manager. Failure to make such a report can result in your immediate dismissal from E3 Chophouse.

*CDC defines *close contact* as being within about 6 feet of an infected person while not wearing recommended PPE. Close contact generally does not include brief interactions, such as walking past a person.



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

Daily Private Health Screening

- Visually observing if you appear feverish, have chills, or are coughing.
- Verbally asking you the following questions & noting your responses on your Staff Daily Health Screening & Acceptance Sheet:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Are you experiencing chills, muscle pain, or headache?
 - Have you had a fever in the last 72 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- We will then take your temperature with a no-touch thermometer and confirm it is below 100.4° F. Your temperature will also be noted on your Staff Daily Health Screening & Acceptance Sheet.
- You will be required to sign your Staff Daily Health Screening & Acceptance Sheet each day that you report to work. This document will remain on file.



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

✖ DO NOT PASS GO! ✖

Metro Announcement

The Following COVID-19 Metro
Community Assessment Centers are Now Open:

Monday - Friday
9 a.m. - 3 p.m



Nissan Stadium, Lot "N,"
1 Titans Way
Nashville, TN 37213



Meharry Medical College,
918 21st Avenue North
Nashville, TN 37217



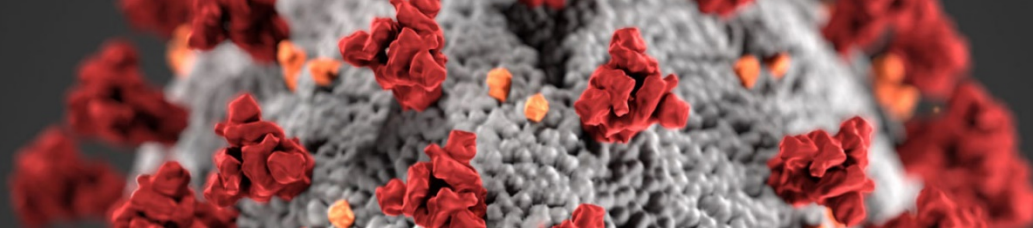
Former Kmart,
2491 Murfreesboro Pike
Nashville, TN 37217



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

If An Employee Tests Positive for COVID-19

- Notify the appropriate public health care authorities.
 - The Metro Health Department COVID-19 hotline can be reached at 615.862.7777.
 - Under OSHA's recordkeeping requirements, COVID-19 is a recordable illness, and thus employers are responsible for recording cases of COVID-19.
- Isolate/Quarantine Confirmed Employees.
 - The infected employee should remain at home until released by a physician or public health official.
- Address And Isolate Employees Working Near An Infected Co-Worker.
 - We will send home all employees who worked closely with the infected employee for the period recommended by CDC guidelines (currently is 48 hours), in place at the time of infection, to ensure the infection does not spread.
 - They must self-isolate for 14 days before returning to work. If they become symptomatic during this time, they should be tested.
- Notify All Employees.
 - Following a confirmed COVID-19 case, and as recommended by the CDC, notify all employees who work in the location or area where the employee works of the situation without revealing any confidential medical information such as the name of the employee.



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

COVID-19 Positive Employees May Return to Work IF:

The employee does NOT have symptoms (but tested positive for COVID-19)

Persons with laboratory-confirmed COVID-19 who have not had any symptoms and were directed to care for themselves at home may discontinue isolation under the following conditions:

1. Test-based strategy
 - Negative results from at least two consecutive tests more than 24 hours apart.
2. Time-based strategy
 - At least 10 days have passed since the date of their first positive COVID-19 diagnostic test assuming they have not subsequently developed symptoms since their positive test.

If the employee HAS symptoms of COVID-19

Persons who have COVID-19 who have symptoms and were directed to care for themselves at home may discontinue isolation under the following conditions:

1. Test-based strategy
 - Resolution of fever without the use of fever-reducing medications and
 - Improvement in respiratory symptoms (e.g., cough, shortness of breath), and
 - Negative results from at least two consecutive tests more than 24 hours apart.
2. Time-based strategy
 - At least 3 days (72 hours) have passed *since recovery* (resolution of fever without meds and
 - Improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
 - At least 10 days have passed *since symptoms first appeared*.



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

Fitness for Duty / Returning to Work

As Nashville does not currently have an overwhelmed healthcare system, you will be required to present a medical clearance / fitness for duty certificate from a medical health professional prior to returning to work if you stay home ill with symptoms of COVID-19.

Switching Shifts

Confirmation via the online scheduling tool is CRITICAL during this time as it will enable us to provide accurate Contact Tracing information to you, your fellow team members, our guests, and vendors should we have an exposure incident at E3 Chophouse.

Social Distancing

Employees will be required to adhere to state and local guidelines for social distancing which are generally 6 feet of distance between individuals.

We ask that all team members also politely remind guests of Social Distancing (where appropriate - e.g. in waiting areas, restrooms) should they drift towards one another.





EMPLOYEE EXPERIENCE AND POLICIES CONT'D

Breaks

We understand this is an additionally stressful time and our team members may need routine breaks. *During this time, we ask that you be especially aware of Social Distancing (minimum of 6 feet of distance between you and others) while on break, be it outside, or inside the building. It is easy to forget & drift.*

Chewing Gum

You are not permitted to chew gum on the premises. *During this time, it is imperative that every team member strictly adhere to this policy!*

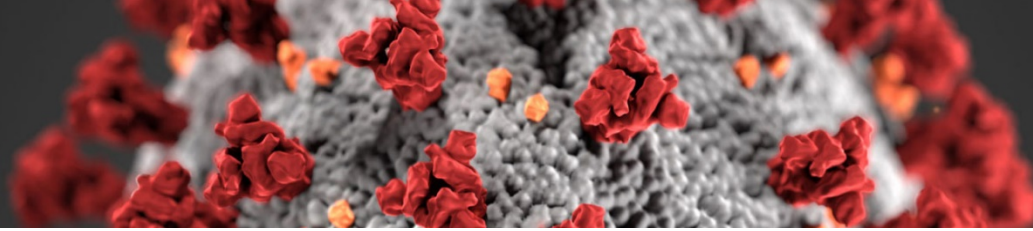
Smoking, Vaping, Tobacco Use

There is no smoking, vaping, or tobacco use of any kind on property. If you choose to smoke, you must do so completely out of the view of the guest from any entrance, and entirely off the property, and with the express permission of your manager each time you wish to do so. Smoking is not permitted within thirty (30) feet of any entry ways.

The Director of Health for Nashville has explicitly called attention to reducing smoking during this time. You must remove yourself from the building & property while smoking to maintain the public's perception that we are doing everything possible to be safe and sanitary.

Visitors Policy

To provide safety and security to your fellow team members and our guests, there will be NO authorized or unauthorized visitors in the workplace during this time. Restricting all visitors helps maintain safety standards, safeguards employee welfare, and avoids potential exposure.



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

Additional Hygiene and Uniform Standards

As a food professional and a representative of E3 Chophouse, it is always important to look your best. However, during this unprecedented time it is even more critical as guests must be reassured of which establishments they can trust.

Hygiene - Immaculate personal hygiene is critical during this time.

- This includes a daily bath or shower with the use of proper deodorant or anti-perspirant.
- COUGHING, SNEEZING, or anything to do with touching your face, eyes, ears, or nose please excuse yourself to use the restroom and wash up properly and then return with a new mask, fresh gloves, and work towels if needed.
- Please avoid shaking hands or hugging anyone.
- Avoid using or touching anyone else's phones, work tools, or equipment when possible.

Respiratory Etiquette - All team members must practice good respiratory etiquette. This includes coughing and sneezing into your elbow while turning away from other individuals. After coughing or sneezing, team members must wash their hands according to the guidelines above.

Hand Washing & Sanitizing - Frequent hand washing & sanitizing is in the best interest of the health of our team members and our guests. Our employees will be allowed and encouraged to take frequent breaks for handwashing or disinfecting of hands with a sanitizer. Hand washing must be performed with soap and water for at least 20 seconds, as recommended by the CDC. Hand sanitizer must have at least 60% alcohol to be effective.

The Right Way to Wash Your Hands

1



Wet your hands.

2



Use bar or liquid soap to lather up.

3



Wash the front and back of hands and in between fingers too.

4



Wash for at least 20 seconds, just sing Happy Birthday twice.

5



Rinse in warm water

6



Dry hands with clean towel or air dryer.



EMPLOYEE EXPERIENCE AND POLICIES CONT'D

All Team Members

CDC recommends wearing a cloth face covering as a measure to contain the wearer's respiratory droplets and help protect their co-workers and members of the general public. Cloth face coverings are not considered PPE. They may prevent workers, including those who do not know they have the virus, from spreading it to others but may not protect the wearers from exposure to the virus that causes COVID-19.



&





EMPLOYEE EXPERIENCE AND POLICIES CONT'D

Non-Verbal Communication

One of the most basic expressions of hospitality and sincere service is smiling. During a time when masks and facial coverings are basic requirements this will be difficult to convey to one another and our guests. It will be important to remember this and find ways to communicate our care and concern in other ways. A great start will be to do the following:

- Continue to smile! Although harder to detect, humans also “smile with their eyes” when smiling.
- Increase eye contact with each guest you encounter and serve.
- Use “gentle” hand gestures - e.g. putting your hand on your heart, extending an open palm, waving, air-hugs, etc.
- Relax your shoulders.
- Try not to cross your arms in front of your body & keep your hands off your hips & out of pockets.
- Nod when appropriate to acknowledge that you are listening and understanding (repeat back).
- Use your eyes & eyebrows. Happiness can be seen by raised eyebrows / cheeks, and crow’s feet.



“Smile...and the world smiles with you.”

2020: Unless you’re wearing a mask.





EMPLOYEE EXPERIENCE AND POLICIES CONT'D

COVID-19 Stress

Know the common work-related factors that can add to stress during a pandemic:

- Concern about the risk of being exposed to the virus at work
- Taking care of personal and family needs while working
- Lack of access to the tools and equipment needed to perform your job
- Feelings that you are not contributing enough to work or guilt about not being on the frontline
- Learning new communication tools and dealing with technical difficulties
- Uncertainty about the future of your workplace and/or employment
- Adapting to a different workspace and/or work schedule
- Managing a different workload

Recognize the symptoms of stress you may experience:

- Feeling irritation, anger, or in denial
- Feeling uncertain, nervous, or anxious
- Lacking motivation
- Feeling tired, overwhelmed, or burned out
- Feeling sad or depressed
- Having trouble sleeping
- Having trouble concentrating





EMPLOYEE EXPERIENCE AND POLICIES CONT'D

Initial Re-Opening Staffing

Due to the possibility of quarantining our Team Members for two (2) weeks in the event of an exposure:

- We will bring back a small core team of FOH Servers to initially re-open with, working 5 days/week
- We will have a back-up team of FOH Servers ready to step in if we have to quarantine the others
- Our culinary team is cross-training on all positions in the event they have to quarantine
- Our FOH management team will alternate days worked, so the full team is not in the building
- Our BOH management team will also alternate days worked, so they are not on property together

Updated Steps of Service

- Reservation required with full contact information
- Health Screening of all guests
- Disposable menus, not on the wooden boards
- Table is pre-set with Water & Wine glasses (paper cap), Silverware in Tri-fold (tines down), Votive
- Bottled Water service offered for safety at \$2 per 1L bottle
- All straws are individually wrapped
- Bread service - the butter ramekin will have a paper cover
- All silverware for marking should be brought on a tray with a cloth underliner AND cover
- Crumb table with cloth-like white hand towels into a B&B plate
- Dispose of gloves after all table clearing
- French Press Coffee service offered for safety
- Sanitize leather check presenter & pen, include individually wrapped sani-wipe
- E3 Personalized Hand Sanitizer for WOW gifts



MUSIC CITY IS SAFE AND SOUND!

Good to Go is a hospitality safety program created by The Nashville Convention & Visitors Corp, in cooperation with Vanderbilt Health and Ryman Hospitality Properties, to ensure that businesses are ready to welcome visitors and residents as the city reopens.

Hospitality safety program provided courtesy of Nashville Convention & Visitors Corp, Vanderbilt Health and Ryman Hospitality Properties

Brought to you by:



GOOD TO GO

PROGRAM OVERVIEW



Good to Go has three key ongoing, living aspects

LEARNING

- Good to Go has **continuous learning** at its core. Participants will become more familiar with coronavirus, how it spreads, what the public health guidance is, and how to apply all of this to your business.
- Designate a **Good to Go champion** in your business who can complete the online learnings and help your business implement the best practices for safety and infection prevention.

SHARING

- Good to Go will include opportunities for peer businesses to support and **learn from each other**.
- **Peer groups** will be created and moderated by leaders from Nashville Convention & Visitors Corp, Vanderbilt Health and Ryman Hospitality Properties.

AMPLIFYING

- Participating businesses will receive access to an **online toolkit** of resources.
- The Good to Go **online learnings** will help you understand what resources your business needs.

GOOD TO GO

WINDOW CLING



GOOD
TO GO™

PARTICIPATING BUSINESS

GoodToGoNashville.com



GUEST EXPERIENCE AND POLICIES

Initial Re-Opening Business Days / Hours

Due to the possibility of quarantining our Team Members in the event of an exposure AND to focus our team's energy on the most financially stable business times we will alter our schedule as follows:

- We will be closed on Sundays and Mondays for the month of June.
 - This will enable our smaller core team we initially bring back to have 2 full days off for rest.
- We will reduce business hours on Fridays and Saturdays for the month of June.
 - We will close at 10:00 PM on these days (same as T/W/Th) to allow for a full cleaning.

Reservations

All guests will be required to have a reservation on file in Open Table. In order to comply with all guidelines, and for potential Contact Tracing purposes, this must include:

- Complete first and last name of the guest.
- Number of guests in the party (expected).
 - This must be updated upon arrival of the party to record the actual number of guests.
- Valid phone number with permission to text AND a valid email address with permission to email.

Guests who arrive without a prior reservation ("Walk-Ins") will be accommodated/seated if possible, based on current reservations and available seating capacity, depending on the guidelines of the current Phase. It will be required for Walk-Ins to have a reservation made on-site through Open Table by our Host and all above requirements will apply.



GUEST EXPERIENCE AND POLICIES CONT'D

Guest Pre-Arrival

All guests will receive a custom email communication from E3 Chophouse Nashville, via Open Table, describing our requirements and recommendations for dining. The guests will be asked to read that email (or a copy of it) prior to arrival and/or being seated.

Guest Arrival at Restaurant

The interior lobby waiting area will be marked on the floor with “E3” decals indicating where guests may stand as they are waiting. This will assist in Social Distancing and keep arriving parties 6 feet apart.

Guests will be asked to not enter the property if they are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior to arrival.

The Host will conduct a Health Screening of each guest which includes:

- Visually observing if a guest appears feverish, have chills, or are coughing.
- Verbally asking guests the following questions:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing any symptoms of COVID-19?
 - Have you had a fever in the last 72 hours?
- We will then take their temperature with a no-touch thermometer and confirm it is below 100.4° F.

Should a guest fail to pass any of these screenings or have a body temperature greater than 100.4°F or who have flu-like symptoms (e.g., cough, body aches):

- They will not be permitted into the building.
- They will be directed to return to their homes.



GUEST EXPERIENCE AND POLICIES CONT'D

Capacity & Seating

PHASE 2 (currently underway)

Dining Room

- Limited to 75% of normal capacity.
- Guests seated at tables a minimum of 6 feet apart OR at booths with plexiglass dividers.
- No more than 6 guests can be seated at 1 table.

Private Dining Rooms

- Can be used for groups up to **25 guests. (Number reduced in Updated Roadmap).**
- No more than 6 guests can be seated at 1 table.
- Guests seated at tables a minimum of 6 feet apart.

Bars

- Closed & Signs posted indicating "Closed" or "Staff Only"
- No guests will be permitted to sit at the bars.
- Live music is permitted with a maximum of 2 performers and no dancing.

Valet Service

- Will be operating with modified processes. (See valet section for details.)

Private Events / Gatherings

- Permitted for groups up to **25 guests. (Number reduced in Updated Roadmap).**
- Seating limits & table spacing, noted above, apply.



GUEST EXPERIENCE AND POLICIES CONT'D

Capacity & Seating

PHASE 3 (could begin as early as Monday, June 8th)

Dining Room

- Capacity is no longer limited, normal capacity permitted.
- Guests seated at tables a minimum of 6 feet apart OR at booths with plexiglass dividers.
- No more than 6 guests can be seated at 1 table. (TBD)

Private Dining Rooms

- Can be utilized for groups up to a maximum of (TBD) guests.
- No more than 6 guests can be seated at 1 table. (TBD)
- Guests seated at tables a minimum of 6 feet apart. (TBD)

Bars

- Limited to 50% of normal capacity. No standing at bars.
- Social Distancing of 6 feet apart applies to seated guests.
- Live music is permitted with a maximum of 2 performers and no dancing. Details are (TBD)

Valet Service

- Will be operating with modified processes. (See valet section for details.)

Private Events / Gatherings

- Permitted for groups up to a maximum of (TBD) guests.
- Seating limits & table spacing, noted above, apply. (TBD)
- Social Distancing of 6 feet apart still applies though.



GUEST EXPERIENCE AND POLICIES CONT'D

Capacity & Seating

PHASE 4 (could begin as early as Monday, June 22nd)

Dining Room

- Capacity is no longer limited, normal capacity permitted.
- Social Distancing of 6 feet apart still applies though.
- Guests seated at tables a minimum of 6 feet apart OR at booths with plexiglass dividers.
- No more than 6 guests can be seated at 1 table. (TBD)

Private Dining Rooms

- Can be utilized for groups of (TBD) guests or more.
- Social Distancing of 6 feet apart still applies though.
- No more than 6 guests can be seated at 1 table. (TBD)
- Guests seated at tables a minimum of 6 feet apart. (TBD)

Bars

- Capacity is no longer limited, normal capacity permitted.
- Social Distancing of 6 feet apart still applies though.
- Live music is permitted with a maximum of 2 performers and no dancing. Details are (TBD)

Valet Service

- Will be operating with modified processes. (See valet section for details.)

Private Events / Gatherings

- Permitted for groups of (TBD) guests or more.
- Seating limits & table spacing, noted above, apply. (TBD)
- Social Distancing of 6 feet apart still applies though.



GUEST EXPERIENCE AND POLICIES CONT'D

Modified Dining Experience

Menus

- All our menus (Dinner, Desserts, Beverages) will be slightly reduced in the number of items offered
 - This is mostly based on our availability to secure products.
- None of our Tableside Menu items will be offered.
- All menus will be printed on paper and will be disposed of after each use.

Glassware, Flatware, Dishes

- Tables will be pre-set with Water glass with paper cap cover, Wine glass with paper cap cover,
- Silverware will be presented in a cloth napkin. These will be folded prior to the start of each shift and staff will wear fresh disposable gloves while folding silverware.
- We will utilize a trifold pocket and the handles of the silverware pointing up. The trifold pockets will then be stored in bins sealed with a cover or plastic wrap.
- For safety, guests will be offered 1L Bottled Still or Sparkling Water at a reduced price of \$2.
- All straws are individually wrapped and will be presented directly to the guest, not placed in the beverage prior, including small cocktail straws.
- Tables will be approached & cleared a little less often to reduce the number of interactions.
- All removal of glassware, flatware, and silverware (table clearing) must be done by an individual wearing gloves and these must be disposed of after each clearing.
- Similarly, servers will not move plates around on the table to make room for additional dishes. Rather, these plates can be moved by the guest to make space or they must be removed.
- Guests who request any portion of their food be boxed to take-home will be provided with to-go boxes and bags and will be required to box-up the food on their own. Servers will not box up food.



GUEST EXPERIENCE AND POLICIES CONT'D

Modified Dining Experience

Tables & Chairs

- Tables and chairs will be cleaned & sanitized prior to the restaurant opening each day.
- They will then be cleaned & sanitized after each use.
- Staff cannot pull out chairs for guests.
- Staff cannot pick up napkins or refold napkins. (We will replace napkins from the floor.)
- For the time being, staff cannot use our E3 crumbers. Instead, we will crumb the table with cloth white hand towels (folded) into a B&B plate.

Self Service & Shared Containers

- E3 Chophouse does not offer any self-service food or beverages (eg. drink fountains, salad bar).
- All condiments will be offered in individual servings (e.g. ramekins) with paper covers.

Customer Transactions

- The final bill will be presented in the E3 leather check presenter.
 - Check presenters and pens will be sanitized prior to delivery to the table and prior to returning to the table.
 - Credit cards will be sanitized prior to returning to the guest.
 - An individually sealed sani-wipe will be included in the check presenter for the guest.
- During each transaction, employee and customer should strive to have at least 6 feet of separation.
- Employees & guests should wash hands or utilize hand sanitizer and change gloves after each transaction.



GUEST EXPERIENCE AND POLICIES CONT'D

Personal Protective Equipment (PPE)

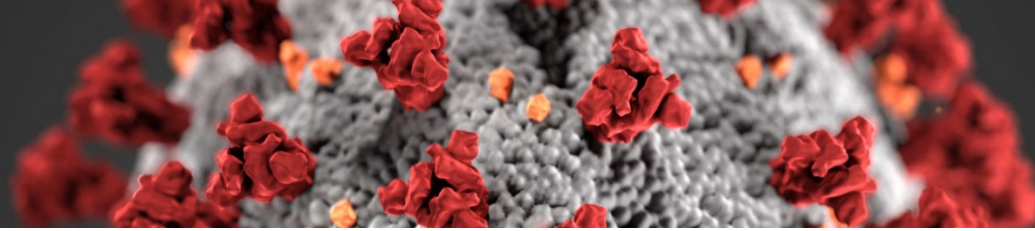
Guests will not be required to wear Personal Protective Equipment (PPE) (e.g. masks or gloves). We will recommend they wear masks while not specifically eating or drinking. Disposable masks will be made available for guests on a complimentary basis upon their arrival to use while on property.

Guest Kitchen Visits

During Phases 1 - 3 in the Mayor's Roadmap to Re-Opening Nashville, no guests or visitors will be permitted to enter the kitchen for Guest Kitchen Visits. This is an additional safety precaution to assist with social distancing recommendations by the CDC to protect our team members and guests.

Parking & Valet Services

- Premier Parking company Best Practices for Safety will include:
 - Hand Washing
 - Personal belongings, including cell phones, should be left in the staff's personal vehicle.
 - When dealing with customers, maintain proper social distancing of 6 feet or greater.
 - Before starting a shift, all staff will complete a pre-screening checklist and temperature check.
- Cleaning and Disinfecting
 - All workstations and work tools should be cleaned at the start and end of each shift, as well as every hour throughout the shift, using Clorox, Lysol, or a similar EPA approved product.
- Modifications to these services will include:
 - The driver's seat and all touchpoints (seatbelt, steering wheel, etc.) will be sanitized.
 - Valet staff will use a fresh pair of gloves for every guest transaction.



GENERAL GUIDELINES

Signage

Front of House

- Guests will see signage reminding them of Self-Monitoring for Symptoms, Social Distancing, Wearing Masks, and Washing / Sanitizing Hands.

Back of House

- Staff will see signage related to Symptoms of Coronavirus, Stopping the Spread of Germs, Facts About COVID-19, Protecting Yourself from COVID-19, How to Safely Wear a Cloth Mask, What to Do if You are Sick, Managing Symptoms at Home, FFCRA Employee Rights, Hand Washing 101, and FDA Best Practices for Restaurants. Copies will also be posted in Spanish.
- These will be distributed on Schedulify, and posted in the back Stairwell, and in the Kitchen.

Vendors

We will ask all vendors to refrain from coming into the main building areas, unless absolutely necessary (requires Manager permission). For all vendor delivery partners, they will be required to follow specific protocols and each vendor delivery will be logged by our Receiving staff.

Package Handling

"It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads, but we are still learning more about this virus."



GENERAL GUIDELINES CONT'D

Enhanced Sanitizing & Disinfecting

KITCHEN

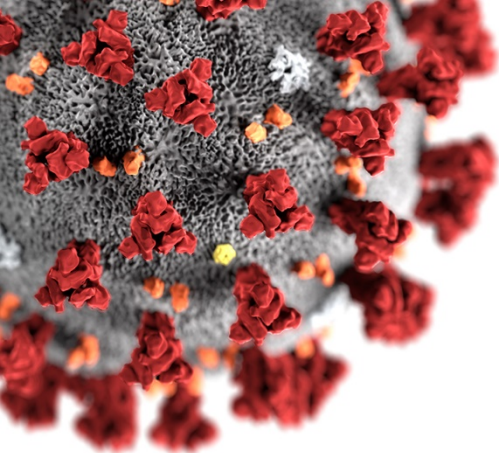
Culinary team members will need to completely wipe down the kitchen equipment, walls, doors, etc. on an hourly schedule, log it and keep track of our practices on the clipboard posted in the kitchen.

Plates, Glasses, Bowls, Utensils, Personal Cooking Utensils, etc. ALWAYS need to be covered until the item is being used or sent out to the guest.

TOUCHPOINTS

Touchpoints, including the following, will be disinfected frequently (a minimum of every 2 hours during business operation) and upon any indication of additional need, using EPA-approved sanitation chemicals and in accordance with CDC guidelines:

- Tables, Chairs, and Counters
- Soft Seating Areas (couches)
- Light Switches
- Doorknobs / Door Handles
- Elevator Buttons & Handrails
- Stair Railings & Handrails
- Highchairs & Booster Seats
- Registers / Touchscreens / POS / Keyboards / Receipt Printers
- Shared Communications Equipment Including: Phones, Radios, etc.
- Copy Machines / Multi-Function Machines
- Drawer Handles, Etc.
- Trash Bins



CLEANING + DISINFECTING



COVID-19 - Cleaning & Disinfecting



GENERAL GUIDELINES CONT'D

Food Industry Protocols When Someone Tests Positive for COVID-19

- Closure:
 - A facility/location does not need to shut down as a result of an employee, visitor, or other individual testing positive for COVID-19 if the proper steps are followed and the ill and potentially exposed individuals are appropriately addressed.
- Clean and Disinfect the Workplace.
 - After a confirmed COVID-19 case, we will follow the CDC guidelines, in place at the time of infection, for cleaning and disinfecting the workplace.
 - As soon as an employee is identified that has tested positive for COVID-19 we will clean and sanitize the facility according to CDC guidance.
 - Existing sanitation standard operating procedures (SSOPs) including cleaning and disinfection processes for food contact surfaces and processing equipment should serve to mitigate the SARS-CoV-2 hazard and the potential spread of SARS-CoV-2.
 - Other surfaces in the facility that are not routinely targeted may need to be cleaned.

Disposition of Food

- There is currently no evidence to support that the SARS-CoV-2 virus can be transmitted to humans through food or food packaging materials.
- Any packaging that has been in close contact with an individual who has symptoms associated with COVID-19 or has tested positive for COVID-19, should be wiped down with sanitizer.
- The FDA does not anticipate that food will need to be held, recalled or withdrawn from the market due to possible exposure to SARS-CoV-2 through a person that has tested positive for the COVID-19 virus that works a food facility.



GENERAL GUIDELINES CONT'D

Restrooms

Restrooms will be well stocked and routinely checked for the following:

- Hand soap.
- Disposable paper towels.
- No touch waste bins.
- No touch hand sanitizer with at least 60% alcohol.
- Antibacterial Tissues.
- Individual disinfectant wipes.

Hand Sanitizer

Hand sanitizer will be available in multiple locations (at doors, elevators, valet, restrooms, kitchen, etc.) throughout the building & routinely stocked. Hand sanitizer must have at least 60% alcohol to be effective.

Elevators

We will follow the recommendations of the Board of Health for elevator capacities and sanitation.

- Capacity - Both elevators will have a maximum capacity of 2 individuals at any given time, unless the group is a family or party of up to 6 guests who are being seated together.
- Cleaning - Both elevators will be fully cleaned and sanitized (mopped & disinfected) a minimum of twice daily. The buttons and handrails for both (inside & outside) will also be cleaned & sanitized a minimum of every 2 hours during business operation.
- Sanitizer - Hand sanitizer will be provided for guests & employees use at both elevators.
- Signage - Signage will also remind guests to social distance and use hand sanitizer.



GENERAL GUIDELINES CONT'D

Contact Tracing

It will be imperative that we be able to thoroughly Contact Trace the interactions a symptomatic individual had with our team members, guests, and vendors. It will be critical to know which of our team members interacted with which of our guests, etc. Therefore, the following measures will be implemented to assist us in the event of a possible exposure:

- **Scheduling** - Staff will be scheduled to arrive at staggered times to allow time for health screenings and a clear path to their work area. Any schedule changes must be Manager Approved & recorded in the online scheduling tool.
- **Staff Section Assignments** - Staff (including server assistants) will be assigned to specific sections of the restaurant and only those team members may interact with guests in those sections. (This way we will know which staff interacted with which guests.) Therefore, team members should not run food to another team member's table. (This will not apply to the initial core crew that reopens.)
- **Guest Table Assignments** - It will be imperative to accurately track which table a guest is seated at. Reservations will all be pre-assigned to specific tables. Should the party move to another table for any reason this will need to be noted in Open Table.
- **Noting Arrival & Departure Times** - Staff arrival times will be noted on their Daily Health Screening and by their Clock-In Times. Staff departure times will be noted by their Clock-Out Times. It will be mandatory for staff to leave the premises within 15 minutes of their Clock-Out Time. Guest arrival times will be noted in their Open Table reservation. Guest departure times will also be noted in their Open Table reservation. It will be important for servers to communicate to the host team when a table has departed.
- **Vendor Deliveries** - All vendor deliveries must be noted on a log sheet.



GENERAL GUIDELINES CONT'D

Logs & Records

In order to maintain accurate logs & records the following files will need to be kept:

- Signed COVID-19 Response & Re-Opening Plan for each Team Member
- Attendance to Re-Orientation & COVID-19 Training classes
- Certificate of Completion for ServeSafe COVID-19 Training
- Daily Staff Schedule
- Daily Section & Table Assignments
- Daily Open Table Reservation Details
- Daily Staff Health Screenings (signed)
- Vendor Delivery Log
- Daily Kitchen Cleaning Checklist (every 1 hour)
- Daily Touchpoints Cleaning Checklist (every 2 hours)

You Have a Role Too

- If You See Something, Say Something
- We are Human Too, Help Me Help You



From Our Ranch To Our Restaurant

Where We Started



[IF VIDEO DOES NOT PLAY, PLEASE CLICK HERE](#)

NASHVILLE, TN



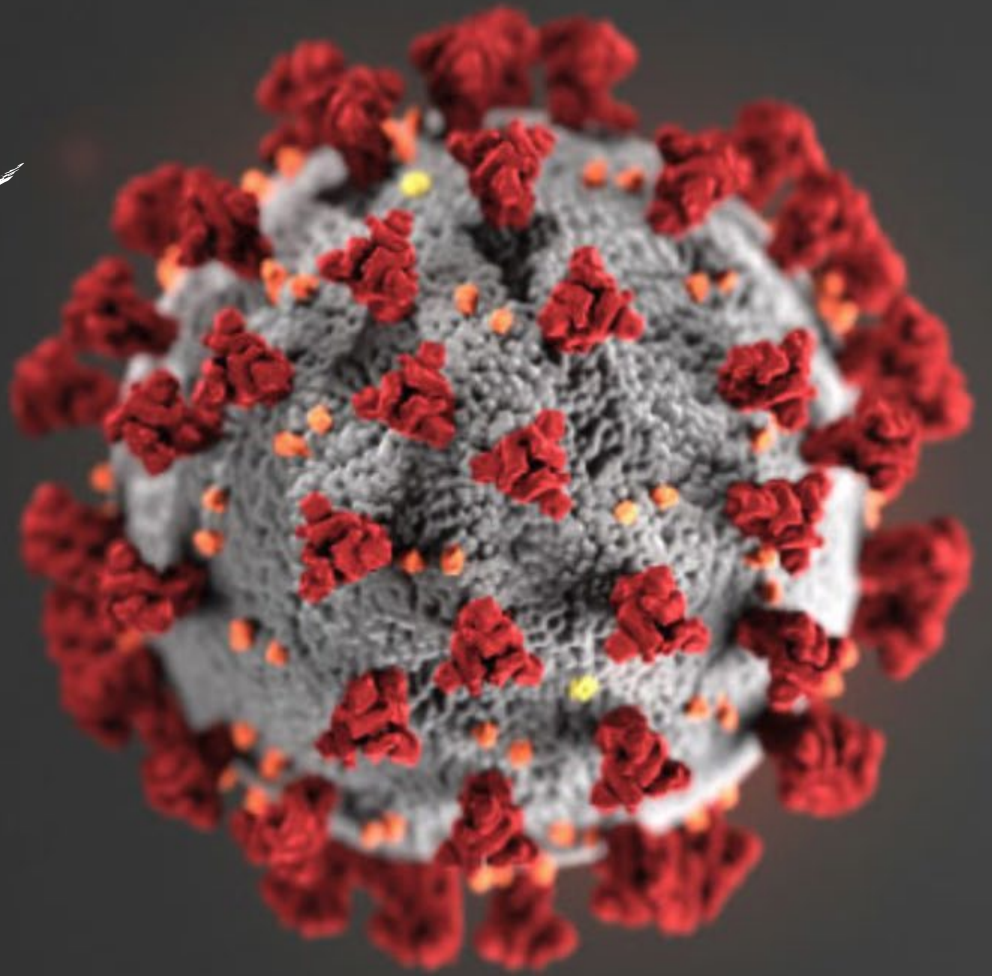
How We're Different



- No Steroids
- No Antibiotics
- No added Hormones
- Grass-fed, Grain-finished
- Room to Roam
- Humanely Raised
- Black Angus Genetics
- 100% Utilization



Questions



Thank You for Doing Your Part!

