

# OTAKU RAMEN

**DELIVERING HAPPINESS  
ONE BOWL AT A TIME  
TO YOUR FAMILY**

**COVID-19 HEALTH AND  
SAFETY GUIDELINES**  
*Updated April 22, 2020*

*In order to protect our employees and our community during this outbreak of COVID-19, The Otaku Group is implementing the following safety procedures and policies to reinforce the already strict standards to which we hold ourselves to every day. Adhering to suggestions from both local and international health professionals, our plan focuses on three things:*

- *Social Distancing*
- *Personal Hygiene*
- *Workspace Cleanliness and Sanitation*

*The policies in this document are non-negotiable and exist to help us protect our greatest company asset - our people.*

*This packet covers enhanced safety and sanitation information regarding:*

- *Workplace Organization and Sanitation*
- *Staffing and FOH Steps of Service*
- *Opening and Closing Duties*
- *Personal Sanitation Expectations*
- *Best Practices for*
  - *Handwashing*
  - *Personal Protective Equipment (PPE)*
  - *Workspace Cleaning and Sanitation*
- *HR Policies in case of Symptoms or Exposure*

## **WORKPLACE ORGANIZATION AND SANITATION**

To reinforce social distancing, we sectioned our workspaces into stations. Each station is designed for you to be able to complete your tasks while maintaining the recommended 6 ft. of social distancing. In cases where we cannot guarantee a full 6 ft., we've implemented the use of PPE and enhanced personal hygiene standards.

Clean and secure your station during your shift. Unless absolutely necessary, do not enter another person's station. Keeping your station clean and sanitized is not only essential for your safety, but it is critical for maintaining the safety of your teammates.

### **Station Expectations**

- Your station is your responsibility. Thoroughly clean and sanitize it at the beginning and end of each shift.
- Respect social distance.
- Plan to stay in your station for the duration of your shift. If you need to leave, for example, to use the restroom, properly wash your hands and thoroughly re-sanitize your station upon your return.
- Maintain sanitation of your station throughout your shift. Keep things clean and organized. Sanitize high touch items like pens and the POS every 30 minutes.
- Change your sanitizer at a minimum of every 2 hours and a maximum of every 3 hours.
- Do not share tools between stations. All tools (phones, POS-related equipment, pens, etc must be labeled and stay at their designated station.

- If passing items from one person to another practice no-contact transfers. One person will set the item down on a designated sanitized table and step away. The other person will pick up the item and then re-sanitize the table.

## **STAFF PROCEDURES**

Teamwork has always been an integral part of how we operate at Otaku; it's a hallmark of our brand. While this might seem counter-intuitive, public safety dictates that we need to maintain social distancing as much as possible, so it's critical that employees stay in their specific stations and work on their specific tasks to limit exposure to other teammates.

Staffing at the restaurants will be kept to a minimum. Our goal is to ensure our ability to practice social distancing while at work without sacrificing our ability to fill orders that live up to Otaku's standards.

Employees who arrive early are not permitted to enter without first alerting their manager and receiving permission.

### **Sample Schedule**

Back of House:

- Three cooks
  - App station
  - Bowls station
  - Noodle/expo station
- Dishwasher

Front of House:

- Expo/Manager
  - Responsible for checking each order
  - Responsible for putting lids on each item and labeling
  - Responsible for communication with the kitchen about order issues
- Packer #1
  - Responsible for packing up each order and sealing it with the health sticker. Also responsible for checking ID's through the glass for orders involving alcohol sales.
- Packer #2 (dinner only)
  - Responsible for packing up each order and sealing it with the health sticker.

### **Steps of Service**

- Guests place pickup or togo orders either through our website, DoorDash or Postmates. We do not accept on site orders.
- Expo approves each order as it arrives.
- The orders print to the kitchen printer and are assembled by the kitchen. The yellow copy of the order is given to Expo to help track orders.
- The order is passed to Expo to double check, place lids and label
- Expo then places the order in one of the packing areas and announces "ready for packing"
- The packer takes the order and packs it in a paper bag making sure to include all needed utensils and sauces. Packer then seals the bag with the sealed sticker, signing the sticker with their name.

Packer then staples the COVID card and the white ticket to the sealed bag and places the paper bag in the Otaku branded plastic bag.

- The packer then places the order on the pick up table/shelves. If there are multiple bags to an order, place them in a line, one behind the other - not beside.
- The guest or delivery driver picks up the order after the packer has placed the order on the pick up table/shelves and moved back into the restaurant or 6 feet away.
- If the order contains alcohol, the person picking up the order must hold their ID up to the designated space on the window for verification. Then the packer will move the order to the pickup table/shelves.
- Pickup table/shelves are regularly sanitized

### **Precautionary Opening Duties**

Our goal is to maintain a secure workplace where team members can feel confident about their safety during their shift. In order to do this successfully, we need to control what comes into the building. All employees will adhere to the following:

- Arrive at your scheduled time, wearing a mask. Employees who arrive early are not permitted to enter without prior permission.
- Leave belonging in your car. If you don't NEED it, do not bring it in. Belongings can all be vehicles for transmission. Do not contaminate the restaurant.
- Enter through the front door of the restaurant. Upon arrival the manager will take your temperature and ask you to verbally confirm that:
  - You have been free of COVID-19 symptoms for the last 24 hours. Symptoms include:
    - Fever of 100.4 or above
    - Dry cough
    - Difficulty breathing or shortness of breath
    - Flu-like symptoms (headaches, body aches, chills)
    - New loss of taste/smell
  - You have not been exposed to someone with a confirmed case of COVID-19 within the last 24 hours
  - No members of your household have tested positive for COVID-19 or have experienced COVID-19 symptoms within the last 24 hours
  - No members of your household have been directly exposed to someone with a confirmed case of COVID-19 within the last 24 hours.
- Immediately remove any outerwear. Place it, and any other belongings into your designated storage crate.
- Wash your hands thoroughly with soap and water, THEN clock in.
- Before proceeding to your station, make sure to stock it with sanitizer and any necessary products, tools you'll need during your shift.
- Secure your station. Thoroughly wash your hands, clean and sanitize your work station. This is the last step you should take before considering your space secure. Stagger handwashing to maintain 6 ft. of distance between you and your co-workers.
- Put on your Personal Protective gear (gloves and mask if not on)
- Remember if you leave your station you need to re-secure your area.

### **Precautionary Closing Duties**

Complete these additional steps after your standard closing duties (station restock, checkout)

- Thoroughly clean and sanitize your station
- Empty sanitizer buckets and dispose of used towels
- Tell your manager you are ready to leave. Departures must be staggered to maintain social distancing. Managers will give you an all clear when it's safe to leave.
- Remove PPE and dispose of it in the designated trash receptacle. Cloth masks should be taken home and cleaned or steamed with a steam iron.
- Clock out and gather your belongings.
- Immediately leave the restaurant. Employees are not permitted to socialize on company property after hours.

### **PERSONAL SANITATION EXPECTATIONS**

The Otaku Group has always held its employees to strict hygiene standards. These additional measures build on our existing standards to reinforce both your safety and customer trust. All Otaku employees are still held to the existing Dress Code Standards and to uphold ServSafe standards required by the TN Department of Health.

#### **Additional precautions include:**

- Wear your Personal Protective Equipment (PPE) and do it properly. The Otaku Group will provide gloves and a mask to each employee.
- Clothing MUST be clean.
- Be vigilant about symptoms. If you or someone in your household is sick do not come to work. Call your manager immediately so we can take precautions at work.
- Do not share tools. To the best of your ability do not share knives, kitchen tools, writing utensils, phones, etc. If you need to share an item, practice no-contact transferring and wash your hands.
- Practice respiratory etiquette
  - Cover your mouth and nose with a tissue when you cough or sneeze
  - Put your used tissue in a wastebasket
  - If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands
  - Immediately wash your hands after you cough or sneeze
- Adhere to all handwashing, PPE and cleaning/sanitation guidelines outlined in this document

### **HAND HYGIENE**

Germ spread is increased when you touch your eyes, nose, mouth, contaminated surfaces and when you and those around you cough or sneeze creating respiratory droplets. To reduce the spread of germs, including viruses like COVID-19, focus on proper handwashing practices, avoid unnecessary touching of surfaces, and do not touch your face!

#### **Key Times to Wash**

- Anytime you leave your station you must wash your hands to re-secure the area
- During food preparation
- At least once every hour while performing a continuous task
- When changing tasks
- When changing gloves

- After using the restroom, blowing your nose, coughing or sneezing
- After touching a potentially contaminated surface or shared tool
- After handling garbage, compost or recycling
- After touching your hair or face
- Before/after treating a wound

### **Hand Washing Steps**

- Wet hands with hot water
- Apply a generous amount of soap
- Rub hands together including the backs, in between fingers, the length of all digits, around the nails and include the wrists for at least 20 seconds
- Rinse hands thoroughly with hot water
- Dry hands with a disposable towel
- Use a disposable towel to turn off water and open door

## **PERSONAL PROTECTIVE EQUIPMENT**

### **Glove Use**

Change your gloves:

- If they become damaged or torn
- At least every hour
- If they become contaminated (ex. Picking up the phone, trash, touching face or hair)
- When switching tasks (ex. Switching from prepping raw meat to cutting scallions)
- Wash hands in between changes. Always wash hands before putting on a new pair of gloves.
- If an employee touches any personal items - it must be with their bare hands (including their phone). After touching these items you must wash your hands and then put on gloves before touching, prepping, or packing any food. If you touch your phone or other personal items with your gloved hands you must remove your gloves, rewash your hands and then put on fresh gloves before touching, prepping or packing any food

### **Mask Procedures**

You must wear your face mask your entire shift. Take it off only when using the restroom or hydrating. Not only does a mask help prevent you from touching your face, it also helps to prevent the spread of respiratory droplets when you breathe, talk, cough or sneeze. This helps reduce the spread of germs if you are potentially sick.

### **Best Practices for Masks**

- Don your face mask by putting the mask over mouth/nose first and then putting elastics over the ears. Handle the masks by the elastics and avoid touching the fabric of the mask while putting it on.
- Do not fiddle with the mask. Everytime you touch the mask, you have touched a potentially contaminated surface and will need to remove your gloves, wash hands, and put on new gloves. Every time you touch the mask, there is potential that you have moved COVID-19 or other germs closer to your face.
- Take off the mask by removing the ear elastics by pulling straight down to remove the mask from your face without touching the fabric of the mask.

- When using a cloth mask opposed to a disposable mask, you need to clean the mask daily, and sanitize it using a steam iron set on high with steam.

## **CLEANING AND DISINFECTING**

It's important to know that cleaning and disinfecting are two very different verbs. Cleaning refers to the removal of germs, dirt and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Disinfecting refers to using chemicals for example, EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. Still, by killing germs on a surface after cleaning, it can further lower the risk of spreading infection. Clean and disinfect high-touch surfaces daily in common areas (e.g. tables, hard-backed chairs, doorknobs, light switches, phones, tablets, touch screens, remote controls, keyboards, handles, desks, toilets, sinks.)

### **To properly clean and disinfect hard, non-porous surfaces with DC-33**

- Put on disposable gloves. Gloves should be discarded after each cleaning
- Spray surface with DC-33 cleaner. Do not spray rag and then use.
- Thoroughly wipe down surfaces, saturating the surfaces as you clean, to ensure that cleaner has touched all surfaces.
- Allow the surface to air dry. Cleaners need this time to thoroughly disinfect and kill human coronavirus.
- Reclean surface after contamination, or every hour.

### **To properly clean and disinfect hard, non-porous surfaces with Sanitizer**

- Put on disposable gloves. Gloves should be discarded after each cleaning
- Fill the sanitizer bucket and test for proper concentration. Make sure the water temperature is cold or room temperature, not hot.
- Thoroughly wipe down surfaces, saturating the surfaces as you clean, to ensure that sanitizer has touched all surfaces.
- Allow the surface to air dry. The sanitizer needs this time to thoroughly disinfect and kill human coronavirus.
- Change the sanitizer and follow retesting steps at a minimum of every 2 hours and a maximum of every 3 hours.

## HR POLICIES IN CASE OF SYMPTOMS OR EXPOSURE

In the following instances, employees are required to report their health circumstances to their manager before being allowed to work. Based on individual circumstances, the employee will be required to adhere to the responses listed below. Additionally, all employees are required to have their temperature taken and recorded by a team leader prior to the clocking in or otherwise starting work. There are no exceptions to these standards, as keeping our staff and our community healthy is our social responsibility. If there are questions on the information provided below, please speak with a member of the leadership team.

Circumstances	Who	Recommendation
Diagnosis of COVID-19	Employees who have been diagnosed with COVID-19 by a healthcare professional or laboratory test	Employees must be: 1) fever-free AND have had other symptoms improve for at least 72 hours AND 2) at least 7-days must have passed since symptoms began before working at any Otaku location.  If employee has no symptoms, they must stay home for a minimum of 7-days post diagnosis  Employees are required to report to HR if they are diagnosed with COVID-19.
Feeling ill with cold/flu symptoms but not diagnosed with COVID-19	Employees experiencing cold/flu symptoms, but employee has not been tested or been seen a healthcare provider	Employees must stay home for a minimum of 3 days, or 24 hours after all symptoms have subsided, whichever is longer.
Exposed to someone with COVID-19, but has no symptoms	Employees who have been or are suspected to have been exposed to COVID-19 as defined by CDC, but who are not experiencing symptoms of illness	Conduct risk assessment and implement recommendations accordingly: <ul style="list-style-type: none"><li>Exposed - self quarantine for 14 days after last exposure</li><li>No known exposure risk: Go to work</li></ul>
Recent domestic or international travel involving plane, bus, cruise ship/boat, or trains or extended car travel with people not in household	Employees who have traveled recently but are not experiencing any symptoms	Employees must stay home for a mandatory 14 days after they return home.  Employees are required to report if any symptoms develop or if they are diagnosed with COVID-19.



Circumstances	Who	Recommendation
Exposed recently to someone who has traveled (domestically or internationally) to a location with sustained community transmission	Employees who have been or are suspected to have been exposed to COVID-19 as defined by CDC, but are not experiencing symptoms of illness.	Employees are required to report if any symptoms develop or if they or the contact to whom they were exposed is diagnosed with COVID-19.

## OPT OUT SITUATIONS

Circumstances	Who	Documentation	Recommendation
Uncomfortable going to work	Anyone uncomfortable working at any Otaku Group location due to the COVID-19 outbreak	None Required	Speak to HR
Those identified by the CDC as “Higher Risk”	<ul style="list-style-type: none"> <li>Employees who live with someone who is considered higher risk by the CDC</li> <li>65 years of age or older</li> <li>Serious chronic medical condition, pregnant or considered higher risk by the CDC</li> </ul>	<ul style="list-style-type: none"> <li>None required</li> <li>None required</li> <li>Provide evidence of condition (healthcare note, proof of diagnosis, prescriptions, etc.) within the first 7 days of time off</li> </ul>	Speak to HR

### List of higher-risk conditions from CDC

- People with chronic lung disease or moderate to severe asthma
- People who have serious heart conditions
- People who are immunocompromised. *Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS and prolonged use of corticosteroids and other immune weakening medications*
- People with severe obesity (body mass index [BMI] of 40 or higher)
- People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease

### Close contact is defined by the CDC as:

- Being within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time; close contact can occur while caring for, living with, visiting or sharing a health care waiting area or room with a COVID-19 case
- Having direct contact with infectious secretions of a COVID-19 case (e.g. being coughed on)

As an Otaku Group employee, I have read and fully understand the policies, standards and procedures outlined in The Otaku Group Covid-19 Health and Safety standards document. I understand and agree that I must adhere to these policies, standards and procedures and failure to do so may result in my immediate termination.

Name: \_\_\_\_\_

Date: \_\_\_\_\_