



COVID-19 SAFETY PROTOCOL



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OUR RESPONSIBILITY TO PROTECT EACH OTHER

The health and safety of our customers and staff will always be our top priority. Now, more than ever, we recognize the importance of maintaining our high standards and applied safe practices in our daily operations. We have developed these guidelines, outlining our operational procedures and safety protocols that are rooted in safeguarding the health and safety of our staff, customers, guests, and their families. These guidelines support federal, state, and local directives. Due to today's rapidly changing environment, these policies and procedures are subject to change based on new information, updates or orders.

DAILY OPERATIONS

Day-to-day operations have been modified to account for safety guidelines. The following sections describe the procedures for employee arrival screening, daily operations, and cleaning, sanitizing, and disinfecting.

OUR TEAM MEMBERS

SELF-SCREENING

All team members are not to report to work if experiencing any symptoms associated with COVID-19 or have experienced symptoms within 72 hours prior to the start of their shift. Team members are required to report if they have traveled or are planning to travel within 14 days before a scheduled event.

PRE-WORK SCREENING

Upon arriving to work, all employees have their temperature measured with a laser infrared thermometer. All kitchen staff are required to remove any outerwear and place in an area designated for personal effects (or left in their car) before entering the kitchen. Employees are required to wash hands upon arriving to and leaving work. If an employee becomes sick during their work shift, they are sent home immediately. Based on CDC guidelines, all work areas are thoroughly cleaned and disinfected.

SOCIAL DISTANCING

We adhere to all state and local guidelines in place for social distancing, currently maintaining 6 feet of distance between individuals.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

We provide all masks and gloves to all employees. All kitchen staff is required to wear a protective mask, gloves, and hair net (or cap), while working. Event serving staff are required to wear protective masks. Delivery drivers are required to wear protective masks and gloves.

HYGIENE

All team members are expected to maintain proper hygiene and represent Trolley Eats in a professional manner. Employees are required to wash their hands frequently, with soap and water, for at least 20 seconds.



OUR MAIN OFFICES, KITCHEN, AND VEHICLES

Procedures for Maintaining a Safe & Healthy Environment

MAIN OFFICE

All primary touchpoints located inside our main office, kitchen, and warehouse are protected by NanoSeptic Continuously Self-Cleaning Surface wraps.

To learn more about NanoSeptic, visit nanoseptic.com.

AIR FILTERS

Air filters throughout our facility are frequently replaced to maintain the proper circulation of clean air.

KITCHEN

Food prep stations maintain 6 feet of separation. Kitchen staff practices no-contact transfers of food, placing items on the counter for another to pickup. All surfaces and equipment are cleaned and sanitized frequently throughout the workday using food-safe sanitizer.

VEHICLES

Handles and surfaces inside all company vehicles are cleaned and sanitized after each use.

ENHANCED SANITIZING AND DISINFECTING PROCEDURES

Frequently touched surfaces throughout our facility are routinely cleaned and disinfected. These surfaces include keyboards, phones, workstations, offices, restrooms, breakroom counters and tables, light switches, door handles, and reception area. All disinfectants used meet the EPA's criteria for use against COVID-19.

DELIVERY & CURBSIDE PICK UP

This section outlines the necessary operating procedures for takeout and food delivery to ensure that precautions are being taken to eliminate any chance of contamination between vendors, guests, and staff.

The process of picking up orders for takeout or to be delivered are executed with minimal contact and comply with social distancing guidelines. Orders are encouraged to be placed with advance notice and pickup times will be designated to avoid crowding.

When guests or couriers arrive to pick up their order, there is a clearly marked space for guests to wait for their order.



PERSONAL SAFETY EQUIPMENT

Trolley Eats provides all safety equipment for employees to wear during their shifts. External vendors will also be offered safety equipment when entering the restaurant to ensure safe contact with all employees.

The following pieces of safety equipment are provided and available to employees:

- Face Masks or Coverings
- Disposable Gloves
- Hair and Beard Nets

FOOD SAFETY & PREPARATION

PROPER PREPARATION

Cooked foods reach the proper internal temperatures prior to service or cooling. Hot foods are cooled rapidly for later use.

Temperatures of foods being cooled in refrigerators are checked or enhanced by rapid cooling techniques such as ice baths.

HAND WASHING

As a part of general food safety, before handling food, our kitchen staff is required to wash their hands with soap and water for at least 20 seconds.

PROTECTIVE WEAR

Kitchen staff wears protective masks and gloves while working in the kitchen.

WEARING GLOVES

Disposable gloves should be worn while performing various tasks throughout the workday. We ensure that each station is stocked with a variety of glove sizes to minimize sharing and traveling throughout the restaurant to acquire supplies.

WHEN TO WEAR GLOVES

- Working with ready-to-eat (RTE) foods
- Receiving deliveries
- Working with raw animal products
- Handling food contact surfaces, tools, and small wares (utensils, containers, serving ware, glassware, etc.)
- Facilitating guest payment options (cash, credit cards, etc.)

WHEN TO CHANGE GLOVES

- In between kitchen tasks
- After clearing dining tables and touching guest tabletop items
- After handling payment options
- If the integrity of the glove is compromised (torn, punctured, etc.)

HOW TO REMOVE GLOVES

1. Grab the outside lip of the glove near the wrist area.
2. Holding your arms pointed downwards, peel the glove away from the wrist to turn it inside-out.
3. Pull the glove away until it is removed from the hand and hold the inverted glove with your gloved hand.
4. With your ungloved hand, slide your finger(s) under the wrist of the remaining glove and pull the glove down to remove it from your hand. Be careful not to touch the outer surface of the glove.
5. Dispose of the used gloves in a garbage bin and wash your hands.



WHEN TO WASH YOUR HANDS

Employees must wash hands:

- Upon arriving to work
- Before departing from work
- Before putting on or in between changing gloves
- Between each kitchen task or every 30 minutes, whichever is more frequent
- After handling raw animal products
- When moving between food preparation areas
- After all cleaning tasks, such as sweeping, mopping, or disinfecting surfaces
- After handling:
 - Dirty dishes, equipment, or utensils
 - Trash
 - Cash and credit cards
 - Pens, menus, and other contaminated materials
 - Electronics such as cell phones and other personal or shared device
- After using the restroom
- After sneezing, coughing, or using a tissue
- After touching your hair, face, or body, including safety equipment
- After eating, drinking, smoking, or chewing gum
- After interacting with external vendors or guests
- Any time you may have come in to contact with a contaminated object

A NOTE ON HANDSANITIZERS

Hand sanitizers reinforce hand hygiene but should not replace washing your hands. In the event that handwashing sinks with hot water and soap are unavailable (such as while delivering food), use a hand sanitizer with between 60–90% alcohol content and rub your hands together until they are completely dry.

PROPER HANDWASHING TECHNIQUE

Washing your hands is a critical practice to protect yourself and others from COVID-19 and other food borne illnesses. All employees must wash their hands as often as possible using soap and hot water for at least 20 seconds in designated hand washing sinks.

- Use a paper towel to turn on the water faucet to run hot water.
- Wet hands and forearms with clean running water and apply a generous amount of soap.
- Scrub lathered hands, forearms, underneath fingernails, and between fingers for at least 10–15 seconds. Rinse thoroughly under hot running water for 5–10 seconds.
- Dry hands and forearms thoroughly with single-use paper towels.
- Refill the paper towel or soap dispensers if they are empty and wash your hands again.
- Use a paper towel to turn off the water faucet and to open the door when exiting the restroom. Discard the paper towel in the appropriate trash receptacle.



SOCIAL DISTANCING

Employees are expected to maintain a safe social distance of 6 feet from other employees, vendors, and visitors, during their shift or while in the building at any time. Maintaining physical distancing can help prevent spreading of illnesses through respiratory droplets in the air.

BEST PRACTICE

- No physical contact (hugs, high fives, handshakes, etc.) will be permitted.
- Any incident of accidental physical contact must be followed by thorough handwashing of all contacted individuals.
- In limited spaces where social distancing measures cannot be followed, only one employee is permitted into the space at any time.

Examples of these include:

- Dry storage areas
- Walk-in refrigerators and freezers
- Office

ADDITIONAL RESOURCES

Find additional information on CDC recommendations for food and beverage operations at [CDC.gov](https://www.cdc.gov).

