



DAIRY MARKET COVID-19 PREPAREDNESS OPENING SUMMARY 11/23/20

USING VIRGINIA PHASED APPROACH TO RE-OPENING (Commonwealth of Virginia, 2020)

Retro Hospitality as Dairy Market operator, Thalheimer as property manager, and all merchants will create a cohesive ecosystem. Collectively we will create and deliver cohesive operating standards based on the current health crisis. These standard operating procedures will permit us to adapt to the changing health protocols issued by the Center for Disease Control and the State of Virginia as we address Covid-19.

Phase III – July 1 – TBA. We are following Virginia’s Department of Labor and Industry Workplace Rules: <https://www.virginia.gov/coronavirus/>

- We will operate at 50% occupancy
- Face coverings are required while inside buildings
- Continue heightened cleaning and disinfection
- No bar seating

OPERATIONS - Where guidelines diverge, we default to state guidelines. Retro Hospitality will provide updated USDA, National Restaurant Assn, State of VA, CDC, and other guidelines in wall poster and binder forms.

- 1. CLEANING** - Focus on high-contact areas touched by both employees and guests.
 - a. Retro Hospitality & Thalheimer are responsible for all common front and back-of-house areas and public space restrooms, following government regulations and best practices.
 - b. High contact areas, such as door handles, computer screens, phones, and atm, will be cleaned and disinfected frequently.
 - c. Table, chairs, and trays will be cleaned and sanitized after every use.
 - d. Public restrooms will be deep cleaned at opening and closing. Additionally, they will be cleaned hourly and logged.
 - e. Starr Hill Brewery and Restaurant end cap teams are responsible for their restrooms.
 - f. Individual merchants are responsible for their leased areas.
 - g. Retro Hospitality has engaged Ecolab for sanitary systems and suggests all merchants do so for consistency, quality, signage, and health dept. recognition.
- 2. TECHNOLOGY** - We recommend using contactless payment systems, automated ordering systems, and mobile ordering apps and texts to communicate and conduct business, reducing the need for close contact.
- 3. FOOD OPERATIONS**
 - a. Before the commencement of each work shift, prescreening or surveying is required to verify each covered employee does not have the signs or symptoms of COVID-19.



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- b. Merchants will provide/keep clean appropriate barriers (e.g. Plexiglas) between teams and customers.
 - c. Face coverings & gloves are currently mandated.
 - d. Merchants must provide no-touch menus such as QR codes or chalkboard/other signage or disposable menus, which will be discarded after each customer use.
 - e. Between uses, merchants will clean and sanitize condiments, digital ordering devices, self-service areas, and common touch areas. Consider using rolled or packaged flatware.
 - f. Retro Hospitality will provide printed procedures and posters re: back-of-house cleaning.
 - g. Merchants to provide & maintain touchless standing, countertop, or wall-mounted guest hand sanitizer.
 - h. All vendor deliveries at first-floor loading dock.
4. **MANAGING FOOD PICK-UP AND DELIVERY SYSTEMS**
- a. More Information Coming Soon
5. **GUEST FLOW & SOCIAL DISTANCING**
- a. All guests must enter via the Dairy Market front doors (facing Grady Avenue) marked 'Entrance' and exit via opposite doors, marked 'Exit.'
 - b. Retro Hospitality removed some indoor seating, allowing for greater distance between diners. Retro also provided floor plans for common dining areas with 6 ft separation between tables & limited party sizes.
 - c. Public buffets and common beverage service stations are prohibited due to current regulations.
 - d. Retro Hospitality will provide floor spacing signs between customers while in line.

Please visit <https://www.virginia.gov/agencies/department-of-labor-and-industry/> and [coronavirus.dc.gov](https://www.coronavirus.dc.gov) for additional helpful information.

The CDC has created CDC's guidance for business and employers on planning, preparing, and responding to COVID-19; please share as needed. The CDC also posts updates directly at: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.