



DAIRY MARKET COVID-19 PREPAREDNESS OPENING SUMMARY 11/16/20

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 deal with Covid-19

Phase III – July 1 – TBA. We will be 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, 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 which will follow government regulations and best practices.
 - b. High contact areas, such as door handles, computer screens, phones, 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. Additional 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 suggest contactless payment systems, automated ordering systems, mobile ordering apps, texts to communicate and conduct business with reduced need for close contact.
- 3. FOOD OPERATIONS**
 - a. Prior to the commencement of each work shift, prescreening or surveying shall be required to verify each covered employee does not have the signs or symptoms of COVID-19



DAIRY MARKET COVID-19 PREPAREDNESS MARKETING & OPENING TACTICS

- b. Merchant 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 discarded after each customer use.
 - e. Between uses clean and sanitize condiments, digital ordering devices, self-service areas and common touch areas. Consider using rolled or pkgd 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 1st fl loading dock.
4. **MANAGING FOOD PICK-UP AND DELIVERY “DAIRY MARKET TO-GO”**
- a. MORE INFO COMING SOON
5. **GUEST FLOW & SOCIAL DISTANCING**
- a. All guests must enter via Dairy Market front doors on side marked entrance and exit opposite side marked exit. Front doors will be manned by Retro Dairy Market employees to control occupancy levels.
 - b. Retro Hospitality will provide 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 to provide floor spacing signs between customers while in line.
 - e. Guests with pets will be directed to pet patio area.

Please go to <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>