

Date: March 10, 2020

To: Our Loyal Customers and Employees

From: Christian Filipos, Proprietor

Subject COVID-19 (Coronavirus)

We at Youell's Oyster House are working to ensure our customers, consumers, and employees stay safe during this uncertain time regarding COVID-19.

Our employees are already mandated to undergo third party training and receive certification in safe handling and procedures to prevent foodborne illness. Most of these procedures are the same as the preventative measures suggested to prevent the spread of the current COVID-19 outbreak. Therefore, procedures and practices are not unfamiliar to us, and are already in place.

We follow strict guidelines and practice the most stringent measures to ensure food safety at all times. Additionally, we partner with our vendors who employ HACCP food safety experts who monitor processing facilities regularly.

During this period of heightened concern regarding COVID-19, our food safety team is continuing to take precautions to promote food safety, the safety of our employees and customers.

Youell's Oyster House is following the below precautions:

- Employees only report to work if they are free from all symptoms.
- Employees are required to wear HACCP approved sanitary smocks, hairnets, and disposable safety gloves when in the preparation areas.
- All employees are required to wash their hands with soap and water upon entering the preparation areas prior to placing on protective gloves, when changing gloves, and when working with food products.
- All service staff employees are required to wash their hands frequently throughout the day with soap and water.
- Our facility, including equipment, counters, tools, floors, shelves, etc., and the business offices including conference rooms, breakrooms, restrooms, etc. are being cleaned by our maintenance team multiple times a day to ensure a sanitized workplace
- The facility is being monitored to ensure the prevention of cross-contamination.
- Our Food Safety team remains available to answer customer, consumer, and employee questions, which can be directed via email to [info@youelloysterhouse.com](mailto:info@youelloysterhouse.com)

Additionally, we are working in conjunction with our Human Resources Department to ensure clear communication to our employees and to monitor our employees' health.

Signage is posted throughout the facility with the following guidelines:

- Employees are to stay home if they show any signs of illness.
  - If an employee arrives to work and display any signs of illness, they will be sent home immediately
  - Employees are required to wash their hands thoroughly throughout the day with soap and water
  - Employees are encouraged to limit handshaking or other unnecessary touching during this time and should opt for elbow bumps and head nods as a form of greeting others
  - Employees are required to regularly clean all frequently touched surfaces, such as workstations, keyboards, phones, chairs, and desks
  - Employees are encouraged to follow the CDC (Centers for Disease Control) and the WHO (World Health Organization) guidelines regarding COVID-19
- CDC- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- WHO - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Youell's Oyster House employees who have recently traveled to any country with a CDC Alert of Level 2 or higher are required to self-quarantine for a period of 14 days following an employee's return from any of such country – or longer if an employee exhibits any symptoms of COVID-19. During this self-quarantine period, employees must refrain from any personal interactions with other Youell's Oyster House employees, customers, and Youell's Oyster House facilities until the 14 day period expires.

The issues regarding COVID-19 are complex and rapidly changing. While we have not experienced supply issues as of yet, we expect some disruption could occur. We are committed to communicating any updates clearly in a prompt manner as the situation evolves.

Please reach out to our Food Safety Team with any questions.

I want to personally thank you for your loyal support and for understanding these precautions are in place to uphold the standards of Youell's Oyster House and to avoid any threat to business interruption that could occur.

## COVID-19 Guidelines for Employees

- Employees are to stay home if they show any signs of illness.
  - If an employee arrives to work and display any signs of illness, they will be sent home immediately.
  - Employees are required to wash their hands thoroughly when entering facility and throughout the day with soap and water.
  - Employees are encouraged to limit handshaking or other unnecessary touching during this time and should opt for elbow bumps and head nods as a form of greeting others
  - Employees are required to regularly clean all frequently touched surfaces, such as workstations, keyboards, phones, chairs, menus, door handles, POS terminals, chairs and tables with sanitizer solution.
  - Employees are encouraged to follow the CDC (Centers for Disease Control) and the WHO (World Health Organization) guidelines regarding COVID-19
- CDC- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
  - WHO - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>