



COVID-19 Business Operation Plan for KI Group International

Purpose and Instructions

In order to support the safety of employees and customers as Guam economy begins to recover from the COVID-19 pandemic, this risk mitigation “Business Operation Plan” (Plan) is established and shall be maintained at the restaurant facility. **The purpose of the Plan is to formally develop and establish the Best Management Practices (BMPs) the company will complete and implement to ensure a safe environment.** This BMPs explains the necessary policies, practices and conditions that will be implemented to meet the Centers for Disease Control and Prevention (CDC), Guam Department of Public Health and Social Services guidelines for COVID-19, and also the federal Occupational Safety and Health Administration (OSHA) standards related to worker exposure to COVID-19.

The following minimum implementation measures are included, must be met, expanded upon, and described:

1. COVID-19 Screening
2. Infection prevention measures
3. Prompt identification and isolation of sick persons;
4. Engineering and administrative controls for social distancing, including reduced occupancy requirements;
5. Sanitation policies and procedures, including cleaning, disinfecting and decontamination;
6. Communications and training for managers and staff necessary to implement the plan; and
7. Procedures to ensure effective ongoing implementation of the plan.

KI Group International recognizes that in operating Max’s Restaurant, there are risks of exposure to COVID-19 for employees and customers, as it is highly contagious and has a mortality rate greater than the flue. In addition:

- COVID-19 can spread easily
- Person of all ages are at risk for catching COVID-19, individuals with compromised immune systems and the elderly may be at particular risk.

Enforcement of this plan is at the discretion of the Management of KI Group International dba: Max’s Restaurant Guam. **As such, it is the sole responsibility of the business establishment to implement this plan for the health and safety of their employees, patrons, and the common good.**

All employees, including managers and staff, are responsible for implementing and complying with all aspects of this Plan to mitigate the potential for transmission of COVID-19 in the workplace and requires



full cooperation among staff and management. Only through this cooperative effort can the safety and health of all staff and persons in our workplace be maintained and established.

KI Group International's Management Team and all Staff have the full support in enforcing the provisions of this policy.

Date of Implementation: February 17, 2021

Authorized by: Eleanor B. Alinas

Title: President /CEO



Covid-19 Screening

1.) All employees, customers, and vendors are required to sign-in a visitor/body temperature log sheet prior to entry in the restaurant. Employees, customers and vendors are required to provide the following information in the log sheet:

- Date and time of the visit
- Name of individual
- Body Temperature
- Phone number and/or email address
- Assigned server and table, if applicable

2.) Log sheet will be retained for a period of 30 days from the date of service.

3.) All customers and vendors are required to wear face mask at all times upon entering and while inside the premises at all times.

4.) All customers and vendors are required thermal scanning to check body temperature and use hand sanitizer upon entering the restaurant.

Infection Prevention Measures

1.) Protective Supplies:

- Masks
 - o Required to be worn at all times by employees, customers, and other visitors entering the restaurant.
 - o Guest masks may be removed while seated.
- Disinfectant and sanitation materials provided to employees, customers, and other visitors
 - o Sanitizing Spray located at the dining station.
 - o Alcohol-based (60%+) hand sanitizers located in the entrance, "To-Go" station, rest room

2.) Sanitation and Respiratory etiquette:

- Sanitize each table seating area surface from the chair seat up between parties.
- Sanitize high touch surfaces hourly and host stand every 15-20 minutes.
- Sanitize each re-usable guest contact item between each use (menus, check presenter, pen for credit cards, change tray, credit card machine).
- Proper handwashing procedures are instructed to all employees, customers and other visitors. Signages are posted in highly visible locations such as the Bar Station, Kitchen Area, and Restroom.
- Instructions are provided to all employees, customers and other visitors regarding wearing of face masks at all times. Signages are posted in highly visible locations such as the main entrance and "To-Go" stations.



- Instructions are provided to employees, customers and others visitors to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands.

Prompt Identification and Isolation

Screening Process:

- Staff have been informed of, and encouraged to, self-monitor for signs and symptoms of COVID-19
- Thermal scan to detect fever for employees, customers, and visitors entering workplace
- Screening and evaluating staff who exhibit signs of illness

Employee Sick Leave Policy:

- Policy has been implemented to protect the privacy of staff' health status and health information

Employee Quarantine Process:

- Those that report mild symptoms to remain at home until symptoms subside for at least 3 days (72 hours)
- Those with symptoms to remain home for 14 days
- Those with symptoms to seek testing to confirm COVID-19 diagnosis and follow orders from Guam Public Health

Protocols for Social Distancing

Employees:

- Maintain six feet of distance between employees
 - Provide instruction and post signages to highly visible locations such as the main entrance.

Customers:

- Reduced restaurant (indoor) occupancy by 50 % Original = 100% / New = 50%
- Maintain six feet of distance between customers or each party
 - Provide instructions and post signages in the main entrance of the restaurant.
 - Floorplan/layout of seating arrangement to limit customer gathering to 50 %
- Seating arrangement and capacity to limit 8 persons per table per party
- Reservations for private functions (i.e., anniversaries, birthdays, weddings, company events) limited to 50 guests or less.



Sanitation Policies and Procedures

Employee Hygiene:

- Handwashing guidance and instruction
- Handwashing requirement before and after handling any elements
- Requirement to use hand sanitizer after handwashing

Facility Housekeeping:

- General Workplace Environment cleaned every hour.
- Bathrooms thoroughly cleaned every 30 minutes.
- Frequent cleaning and disinfecting will be conducted in high-touch areas, such as tables, stations, counters, door handles, etc. cleaned every day.
- Frequent cleaning and disinfecting will be conducted in the following industry specific elements including the following:
 - Card Holders
 - Credit Card Machines
- Materials used to clean includes sanitizing solution.

Communications and Training

Plan Development:

- Plan was developed with input from the following:
 - CDC Guidelines
 - Guam Department of Public Health and Social Service Guidelines
 - OSHA Guidelines

Initial Business Operation Plan Implementation:

- This Business Operation Plan was communicated to all staff during the General Meeting conducted on February 17, 2021 prior to Restaurant Opening.
- Additional communication and training will be ongoing and provided to all staff who did not receive the initial training in the following way.

Ongoing Implementation

Plan Effectiveness:

- Managers and supervisors are to monitor how effective the Plan has been implemented:
- Management and staff are to work through this COVID-19 Mitigation Program together and update the training as necessary. Trainings include any plan revisions deemed necessary.



Revised: 04/10/2021

Appendix A – Guidance on COVID-19 Best Management Practices

www.cdc.gov/coronavirus/2019-nCoV

www.osha.gov

Handwashing

www.cdc.gov/handwashing/when-how-handwashing.html

www.cdc.gov/handwashing

<https://youtu.be/d914EnpU4Fo>

Respiratory etiquette: Cover your cough or sneeze

www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

Social distancing

www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

Housekeeping

www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html

www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Employees exhibiting signs and symptoms of COVID-19

www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

Training

www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html

www.osha.gov/Publications/OSHA3990.pdf

<https://dphss.guam.gov/wp-content/uploads/2021/04/DPHSS-GUIDANCE-MEMO-2021-10-AUTH-BUSINESS-AND-SVCS-DURING-PCOR-3-RELATIVE-TO-E.O.-2021-07-03-31-21.pdf>