

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for our staff and customers.

May 8th, 2019

### BUSINESS DETAILS

**Business name:** *Trees Cheesecake + Organic Coffee*  
**Plan completed by:** *Rodrigo de Souza (Marketing & Social Media Coordinator)*  
**Plan approved by:** *Peter Chiung (President & CEO)*

REQUIREMENTS	ACTIONS
<b>Wellbeing of staff and customers</b>	
Exclude staff and customers who are unwell from the premises.	Staff have been advised the following: - Stay home if you are sick and don't expose others. Advise your direct manager immediately. Get tested if you have COVID-19 related symptoms.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Staff have been provided with tailored information regarding COVID-19 including newly implemented practices and procedures, expectations, conditions of workplace and safety measures.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Staff are aware of their leave entitlements whether full time, part time and casual employees. Staff have contact information updated or were advised to update it, should anyone need to contact them.
Display conditions of entry (website, social media, venue entry).	Conditions of entry for guests are available on our website, and have been promoted across our social media channels, as well as at stores.
<b>Physical Distancing</b>	
Seating area must not exceed 50% of the capacity; groups of 4 persons maximum is allowed. Maintenance and line-up distancing management.	Store capacity varies and staff were advised on how to proceed when the maximum capacity was reached. Line-ups that cannot maintain 2 meters apart, customers will be asked to wait outside.
Reduce contact and waiting time between customers.	Staff have been advised: - Be aware of time spent helping a customer, we must minimise interactions to a manageable and safe degree. - Increase distance when helping customers, try not to go to the table.
Move or remove tables and seating to support 1.5 metres of physical distance.	Our entire floor plan has been adjusted to accommodate a physical distance between each table. Moving tables around IS NOT PERMITTED.

REQUIREMENTS	ACTIONS
<b>Physical Distancing</b>	
Where reasonably practical, stagger start times and breaks for staff members.	As a small team will be on shift, staff have been advised that breaks will be taken at places where social distancing can be observed.
Physical barriers such as plexiglass around counters with high volume interactions with customers.	Plexiglass was installed in front of the cashier in each of our stores.
<b>Hygiene and cleaning</b>	
Ensure bathrooms are well stocked with hand soap and paper towels.	Additional orders have been placed and stocks are at a desirable level. The bathroom must be well stocked and clean. PPEs will be provided. Use disinfectant always as possible on the door handles and sink.
Adopt good hand hygiene practices.	Staff have been advised: - Practice good hand hygiene. Wash your hands often with soap and water for at least 20 seconds, especially after handling dishes, cups, cutlery or any other common surface.
Clean cutlery and tableware with a commercial grade dishwasher.	Already implemented and will continue.
Clean frequently used areas with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	Staff and guests have been advised: - Surfaces will be cleaned frequently. Always disinfect the seating area after a customer leaves. Door handles, highly touched areas should be kept disinfected. Debit/Credit machine always after being used.
Maintain disinfectant solutions at an appropriate strength and used in accordance with the manufacturers' instructions.	Already implemented and will continue.
Encourage contactless payment options.	Staff have been advised: - Contactless payment must be encouraged although we are still accepting cash. If you are not comfortable to accept cash, please ask your manager for gloves or for someone to handle the situation for you.
Maintain disinfectant solutions at an appropriate strength and used in accordance with the manufacturers' instructions.	Already implemented and will continue.
<b>Extras</b>	
Make your staff aware of the Canada COVID Alert app and its benefits to support contact tracing if required	Downloading the Canada COVID Alert app has been recommended to staff with a link provided.
Cooperate with BC Health if contacted in relation to a positive case of COVID-19 at your workplace.	Staff and customers have been advised: if a positive case occurs to contact the restaurant directly so that the appropriate measures can be taken.
Staff should be aware that masks are mandatory	Staff and customers have been advised that masks are now mandatory in all Trees premises, including stores, head office and kitchen.

## USEFUL LINKS

About COVID-19 - symptoms, reducing risk of infection, testing, treatment.

<https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19>

FAQ - COVID-19

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/common-questions>

British Columbia's wide restrictions

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/restrictions>

British Columbia's response to COVID-19

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

Travel restrictions

<https://www2.gov.bc.ca/gov/content/transportation/driving-and-cycling/traveller-information/travel-affected-by-covid-19>

COVID-19 Provincial and Federal benefits

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/financial-benefits#individuals>

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Non-Health related phone number

1-888-COVID19  
(daily, 7:30am-8pm)

## STORE-WIDE SIGNAGE, FORMS & PRODUCTS PROVIDED

Provide all stores with signage and forms about in-store restrictions, guidelines and form recording, as well as where to order products such as disinfectants, gloves and masks.

The following sign was displayed in each of the 7 Trees locations.

# WE ARE OPEN

## AND TAKING EXTRA SAFETY MEASURES

While we are monitoring the situation closely, we are currently open for business and wanted to share with you the extra precautions we are taking to help curb the spread of the coronavirus and keep you and our team safe.

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### STAY HOME IF YOU ARE SICK

We would encourage you to stay home and take care of yourself. Call your doctor or local hospital if you have respiratory symptoms: fever/feeling feverish, cough, sore throat, headache, runny nose, loss of taste and/or loss of smell. Find more information at [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus)



### PRACTICE SOCIAL DISTANCING

Avoid large crowds, staying at least 6 feet away from others when in public. Floor guides are provided to help you practice social distancing while visiting our stores.



### FACIAL COVERINGS

All staff members are encouraged to wear a face mask during their shifts. We respectfully encourage you to wear a face mask in our stores and any place you are visiting.



### HANDWASHING & CLEANLINESS

All staff members are required to frequently wash their hands during their shifts and disinfect commonly used surfaces on a regular basis.



### AVOID TOUCHING YOUR FACE & COVER COUGHS/SNEEZES

As much as possible, avoid touching your eyes, mouth and nose with your hands. Use tissue and dispose immediately, or sneeze into your elbow to avoid getting germs on your hands.



### ENHANCED CLEANING MEASURES

Hygiene and cleaning practices are in place across all our stores, meeting or exceeding public health guidelines.

## Trees.

The following form is being used to record temperature readings before any shift starts.

[illegible]

## STORE-WIDE SIGNAGE, FORMS & PRODUCTS PROVIDED

The following disinfectant should be ordered through Sysco (for franchisees) or from head office (corporate stores). If the supplier is out of stock, another disinfectant with the same strength level must be ordered.



Other PPEs should include, but not limited to gloves, masks and plexiglass protection. Each store is responsible to order and replace any of the following, including plexiglass ordering and installation.

