



# Coronavirus Safe Handwashing and Operating Procedures

*Updated 9-10-20*

**Day One Pizza requires** the use of our posted 20-second surgical scrub handwashing procedure every time you wash your hands at work. There are no exceptions to this rule and it will be strictly enforced! ALWAYS turn the faucet off with your forearm, elbow, or paper towel when you're done.

**Staff entering the store from outside** will immediately wash their hands using our required 20-second surgical scrub technique. Staff will be greeted by their manager when they first arrive at work and asked a series of safety-related questions to help prevent a possibly contagious person from entering the kitchen. Employees who show signs of illness will be sent home.

**All staff and customers must wear a mask** (appropriate face covering) while in the building (and for drivers, while outside of your delivery vehicle in the parking lot or at the customer's address) until further notice. This is to help reduce community spread of the coronavirus. Masks are to be washed before wearing again at work. It is suitable to wear a different mask instead. We have provided you with at one washable mask. You are encouraged to purchase additional masks that you find comfortable. Your manager will help you determine which styles are acceptable at work.

**All staff will make every reasonable attempt to maintain 6-feet of social distance** from one another while working in the store. Where it is necessary to pass another employee within 6 feet, employees are to turn their heads/bodies away from each other whenever possible.

**Delivery Drivers** returning from a delivery must wash their hands with soap for at least 20 seconds before entering back into kitchen or phone or front counter activities. We recommend that Drivers wash their hands with soap for at least 20 seconds between each run as well.

Drivers will maintain 6-feet of social distancing from all customers at all times. This means that you will set the pizza down at the customer indicated location, knock to notify the customer of your arrival, and then wait at a safe distance to make sure the customer is able to secure their food. No personal contact is made with the customer within 6-feet, under any circumstances. Drivers will remove the food from the hotbag at the car.

Customers are required to indicate a tip amount on the phone in order to allow us to maintain a safe social distancing. Any additional exchange, such as a Gift Certificate, will be done the same way as the food, avoiding any hand-to-hand exchange.

**Inside Staff** will have no personal contact with customers inside of a safe 6-foot social distance. Customers are now required to pre-pay by phone in order to avoid any contact within 6-feet. Orders generated at the front counter must be pre-paid using a phone to avoid personal contact and maintain safe social distancing. Customers who wish to tip at the front counter may provide that information to us on the phone or in person. Staff will write the tip on the slips and offer a receipt if needed.

All food will be placed on the front counter while the customer is asked to maintain a safe social distance by remaining behind the indicated 6-foot mark in the lobby.

**Phone Staff** will be assigned to a dedicated phone station. Phone Staff will help customers understand our safety expectations per the website. Phone stations will be disinfected between users and between shifts.

**All touch point surfaces will be disinfected regularly with 4t bleach/qt water or 70% alcohol.** This includes, but is not limited to, door handles, faucets, toilet levers, keyboards, etc. Phones will be disinfected between users.