

COVID-SAFE FOOD TRUCK HEALTH & SAFETY PROCEDURES

INTENT:

To provide standardized and audited protocol to all food truck establishments providing services to your community protecting customers and workers from exposure to, and infection with, the Novel Coronavirus, including potential for interaction with infectious people and contamination of the work environment using appropriate combinations of engineering and administrative controls, safe work practices, and personal protective equipment (PPE) to prevent worker exposures.

AGREEMENT:

All food trucks under HelloNabr management entering communities are required to sign and adhere to these ordering and serving procedures that follow strict health and safety policies as set out by OSHA, WHO, and National Restaurant Association. A neutral third party will provide auditing during serving hours to ensure the strict adherence of such safety measures. Each food truck will receive equal amount of time of observance from the neutral third party with or without the knowledge of food truck employees. Third party will be required to notate all observances positive and negative. Any departure from protocol by a food truck will require immediate resolution. A second offense by same food truck will result in the termination of service provided by the food truck effective immediately.

ORDERING AND SERVING PROCEDURES AT YOUR COMMUNITY:

- To maintain the safest distance from the public, food trucks will operate a drive-thru format
- Customers will be asked to pre-order food from the food truck's online store ensuring all transactions are completed beforehand to eliminate any person-to-person contact
- To avoid wait time and long car lines, customer will choose their pick up time slot from the same online link they used to order food. Each customer will have a designated pick up time ensuring a smooth and quick service drive-thru experience
- Prior to service, the neutral third party will require all food truck employees to participate in a 10 minute training of procedures even if the food truck employees have already been made aware before
- Upon customer's arrival, they will be directed to stay in their vehicle and pull right up to the serving tables.
- These serving tables will be set up in front of the food truck and serve two purposes: a clear and wide degree of separation between the food truck and the customer/customer's vehicles
- A food truck employee will be stationed behind this table whose sole purpose is to relay the name on the order to the employees inside the food truck and to place the order onto the table
- One order is allowed to be placed on this table to prevent customers from touching other people's orders.
- The customer will grab their food from the table. This table will be sanitized every 30 minutes and employee will change his/her gloves every 30 minutes
- Walk-up ordering will not be available
- Orders will be cut off 24 hours prior to start of service date and time
- Cash will not be accepted to eliminate possibility of contamination

SURFACE OR OBJECTS DECONTAMINATION:

- Frequent washing of hands with soap and water for at least 20 seconds.
- Absolutely no touching of eyes, nose, or mouth with unwashed hands.
- Avoid contact with anyone who is sick
- Maintaining a minimum of 6 foot space from customers
- Keeping all equipment away from customers reach by having worker complete the transaction on behalf of the customer
- Sanitize all door handles interior and exterior every hour
- Sanitize all customer facing surfaces every 30 minutes
- Employees with any symptoms such as but not limited to fever, aches, cough, sore throat will not be allowed to begin a work shift and will be sent home immediately
- All beverages must be filled by employees.

- No self-service beverages or customer refills.
- All single-use items like napkins and condiments will be bagged up by with gloved hands
- There will be no items directly handed to the customer. All items will be placed on the table for the customer to receive

MANDATORY WORKER TRAINING:

All employees will be required to understand and sign acknowledgment of such standards. Managers will be required to train all workers with reasonably anticipated occupational exposure to COVID-19 (as described in this document) about the sources of exposure to the virus, the hazards associated with that exposure, and appropriate workplace protocols in place to prevent or reduce the likelihood of exposure. Training should include information about how to isolate individuals with suspected or confirmed COVID-19 or other infectious diseases, and how to report possible cases. Training must be offered during scheduled work times and at no cost to the employee.

As mentioned in the procedures, prior to service, the neutral third party will require all food truck employees to participate in a 10 minute training of procedures even if the food truck employees have already been made aware before