

OPHELIA'S
ELECTRIC SOAPBOX

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TAPAS DE GIBRALTAR

root
down

VITAL ROOT

EDIBLE BEATS

COVID 19
MANIFESTO



DEAR GUESTS,

We missed you. Seriously, we did. We are thrilled to have the opportunity to nurture our guests with love and devotion. Like, no joke. Our passion is Harmonious Hospitality, Culinary Music, and most of all, YOU!

We are so grateful to have the opportunity to re-open our restaurants, while we navigate what will no doubt be a new beginning of sorts for the hospitality community, and Edible Beats. We are thankful for and looking forward to continuing to support all of our local vendors, farmers, artisans and partners.

We have set our sights on the safety of our guests, our teams, and the community. As a local, independent restaurant group, we WILL do our part, and more. We are not rushing into this. We are going into everything we do with patience and the utmost integrity, and we are playing our hand for the long game.

The gratitude and support we have received from you, our partners and our staff is both humbling and inspiring. Let's do this Denver!

SINCERELY

A stylized, handwritten signature in white ink, consisting of a large 'L' and a 'C'.

ROOT VALUES

These values are more than just what we strive for. On our best day we walk the walk with a bit of swagger, and on those other days? We may stumble, get tripped up, and scrape our collective knee, as we relearn just what these values teach us.

AUTHENTICITY

At our core, we are guided by honesty, accountability, transparency & openness above all things in our service to others. We are uncorrupted by keeping it real.

HOSPITALITY

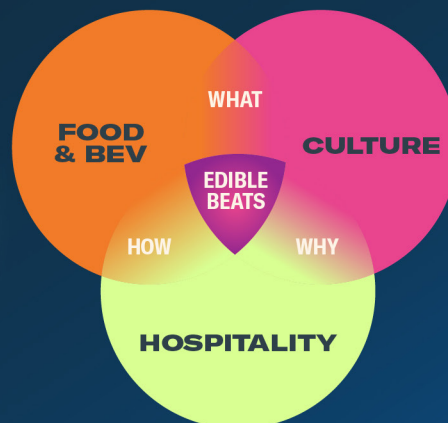
The experience of being connected through empathy, vulnerability & passionate generosity of spirit.

GRATITUDE

Our thankful appreciation & its inherent goodness, outside of ourselves strengthens our bond & supports everything we do.

EVOLUTION & INNOVATION

We are relentless seekers of inspiration, that adapt through strategy, risk, and a philosophy of constant improvement



LEADERSHIP

We work together in concert to create culinary music & hospitipal harmony. We are accountable to the guest & eachother.

COMMUNICATION

We want open & fearless communication that shares feedback and challenges ideas to grow towards our common goals.

COLLABORATION

We're a passionate orchestra of creativity and open-mindedness. Our best self is reflected in fruits of our labor.

DIVERSITY

Celebrating/empowering the vast prism of uniqueness in humans, ideas, cultures & cuisines.

CLEANLINESS

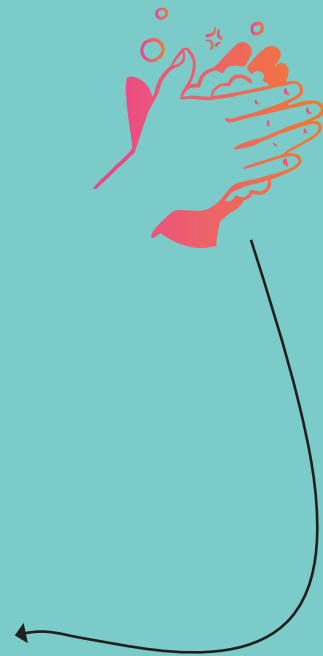
We have installed iWave Ionizers at all restaurant locations. This is an efficient & effective technology to mitigate pathogens throughout our space via our HVAC system.

ALL STAFF MEMBERS ARE REQUIRED TO COMPLETE TWO SERVSAFE COURSES:

1. Reopening Guidance: COVID-19 Precautions
2. Takeout: COVID-19 Precautions

EFFECTIVE IMMEDIATELY:

- Staff will wash hands every 30 minutes for a minimum of 20 seconds.
- Hand sanitizer is available everywhere. Each staff member will receive their own personal sanitizer bottle to keep. We will refill them as needed.
- Masks are required and mandatory for all staff, vendors and guests when picking up food or interacting with our team. Guests must wear their mask unless they are eating and/or drinking. *Staff are required to come to work with a clean mask and uniform.
- Scheduled sanitization of all shared surfaces every 30 minutes. Credit card readers will be sanitized after every use.
- Increased professional cleaning using Peroxide MSD, a hospital-grade disinfectant.
- NO physical contact (no hugs, handshakes, high fives, fist bumps etc.)



HEALTH & WELLNESS POLICY

If you are sick or think you may be sick, do not come in to work. Stay home and notify your manager as soon as possible. Before each shift, staff will be required to have their temperature taken. Anyone with a temperature read of 100 degrees or higher will be sent home.

Fearless communication is crucial at this time. There is NO stigma around having this virus. We are in this together.

STAFF WILL SIGN A DAILEY DOCUMENT CONFIRMING THEY ARE NOT EXHIBITING ANY OF THE FOLLOWING SYMPTOMS:

- Fever of 100°F or higher
- Cough (new or changed)
- Shortness of Breath

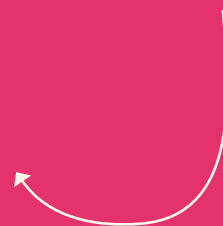
OR TWO OR MORE OF THE FOLLOWING SYMPTOMS:

- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

It is essential that you keep us updated around anything to do with the virus that is happening in your personal life, specifically if someone that you have come in contact with at any time is exhibiting symptoms.

If you plan on air travel or find yourself in other high risk environments , you will be asked to wait 10 days before returning to work.

DON'T FORGET



RULES OF ENGAGEMENT

MOVING FORWARD:

- Masks are required for entry and must be worn at all times when not at your table.
- While in the space, please remember to distance yourself from other guests whenever possible.
- Your table is at least 6' away from other guests. Empty space is intentional - Please refrain from moving tables or chairs.
- We are happy to serve you in our restaurant, please consider that we are operating at a 50% capacity and not everyone may be allowed in the restaurant at once.
- We are operating at a 50% capacity, once a table suited for your party is available, we will promptly seat you.
- At this time, we are not accepting cash. To leave a tip, please consider doing so on your credit card.
- Hand sanitizer is available to you throughout the restaurant, please consider using it before and after you dine with us.
- All takeout orders will be fulfilled outside.
- We will be offering a Voluntary Text Sign-Up for guests that wish to be notified of potential exposure.

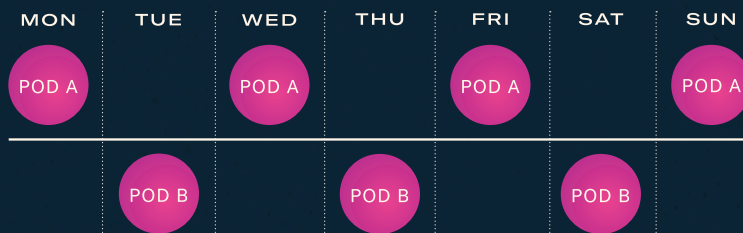
READ THESE



POD SCHEDULING

In order to limit exposure to our entire team, if there is a case of COVID-19, we are implementing "POD" scheduling for both BOH & FOH at all restaurants for the safety of our staff and for the wellness of the business. In essence, staff will all be assigned to a pod, and will work with that pod consistently and regularly with as very little crossover as possible.

***One Team, One Dream:**
During these unique times, in the spirit of creating a balanced and unified team, we are implementing a tip pool amongst our service team members so you can spread the L\$VE to our staff.*



IT WORKS LIKE THIS:

- Operations and managers are separated so we are all not working together at one time
- Hourly Staff assignments are random
- Scheduling considerations are challenging at the moment, we would ask for patience and empathy as we figure it out. For the time being, we need flexibility and don't have much room for personal schedule management
- DO NOT switch shifts without speaking to us. It is likely we will need to have you change pods if there is legitimate scheduling concerns.
- Schedules are set up so that when one group is in the building, the other one isn't- this is inclusive of both the back and the front of the house.
- Staggered in times for more space upon entering
- Each restaurant's pod formula will differ based on hours of operation and scheduling needs.
- EXAMPLE: POD A works one day, POD B works another and so on and so fourth.

TAKE OUT & DELIVERY

We have had to make some changes to the guest (and delivery) experience and it is absolutely VITAL that they are understood, implemented, and consistent.



The Space

TO-GO GUESTS AND DELIVERY DRIVERS ARE NOT ALLOWED TO ENTER THE SPACE, ALL TO-GO ORDERS ARE TO BE PICKED UP OUTSIDE.

- No exceptions!
- Guests/drivers may be surprised, disappointed, or angry in response
- Remain calm & offer an apology. Do not shame!!!
- Reinforce the importance of everyone's safety
- Get a manager if faced with a challenging situation
- Deliveries are to be dropped at the backdoor

Purchasing Food & Drink

GUESTS CAN PLACE ORDERS IN A VARIETY OF WAYS, DEPENDING ON THE LOCATION:

- UberEats - DoorDash - GrubHub
- Toast & Tock (offers alcohol for pick-up, in-house delivery coming soon)
- By Phone
- Placing an order at the outside host stand or garage door with a staff member

Picking Up Food

GUESTS MUST WAIT OUT FRONT ON THE SIDE WALK WHILE WAITING FOR FOOD.

- We will be placing social distancing markings for our guests to use

PLEASE REVIEW