

OPHELIA'S
ELECTRIC SOAPBOX

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TAPAS DE GIBRALTAR

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VITAL ROOT

EDIBLE
BEATS

COVID 19

MANIFESTO



INTRODUCTION

Denver and Beyond,

Well... Here we go again. Currently, our dining rooms will be closed to patrons. We are eager to help keep our staff and our community healthy and do our part to get back to the new normal. Rest assured, we aren't going anywhere, and we are looking forward to serving you in different ways. While we will miss you in the four walls of the restaurants, we would be grateful to serve you in a few additional ways:

1. Curbside Pick-UpL This option helps us save 20%+ on delivery fees. Call any of the restaurants to place your order and conveniently pick up outside.
2. Delivery: We offer delivery through UberEats. Download the app to bring our food to your couch.
3. Outdoor Dining (weather permitting): You can text (yes, TEXT!) any of the restaurants for status updates.
4. Holiday Gift Buying: The independent-support-local kind of way. Gift cards and the Edible Beat Cookbook make lovely stocking stuffers.
5. Occasional Playlists and/or Holiday Buying Guides to fill your inbox.

We greatly appreciate your support, and you can not be more thankful to be part of your restaurant clique.

Much love & mad gratitude.

SINCERELY

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

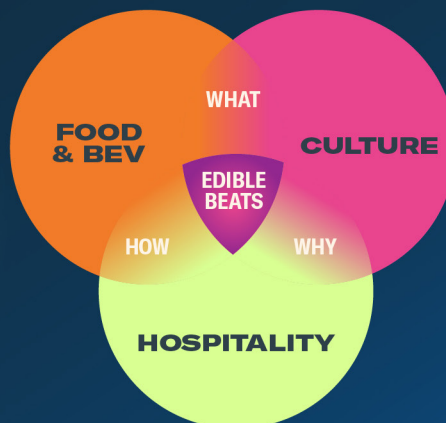
The experience of being connected through empathy, vulnerability & passionate generosity of spirit.

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 & hospitable harmony. We are accountable to the guest & each other.

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

THESE WILL BE IMPLEMENTED IMMEDIATELY

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.

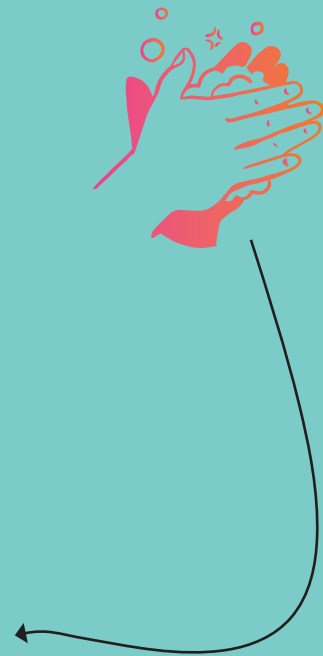
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ALL STAFF MEMBERS ARE REQUIRED TO COMPLETE TWO SERVSAFE COURSES:

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

EFFECTIVE IMMEDIATELY:

- Staff will wash their hands every 30 minutes for a minimum of 20 seconds and as frequently as needed.
- 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 guest picking up food or interacting with our team. *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, elevator buttons, pens, check presenters and many other touch points 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 are 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 DAILY 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:

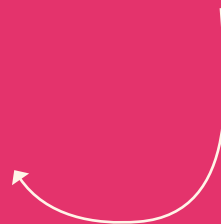
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

It is essential that you keep us updated on happenings in your personal life that might pertain to the spread of the virus; specifically, we need to know if you have come in contact with anyone at any time that has been diagnosed or has exhibited symptoms.

If you plan on air travel, you will be asked to wait 10 days before returning to work.

See our COVID-19 Protocol Guide for more fine print.

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 operating at a 50% capacity, once a table suited for your party is available, we will promptly seat you.
- 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.
- Per city ordinance, all indoor dining is prohibited at this time. You may be seated outside, weather permitting, or experience our food for takeout.

READ THESE



POD SCHEDULING

In order to limit exposure to our entire team, we are implementing “POD” scheduling for both FOH & BOH staff at all restaurants. This will allow us to champion the safety of our team and promote the wellness of our business. If there is a case of COVID-19, this will also allow us to communicate with the POD and hopefully contain the outbreak. In essence, all staff will 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

WE ASK THAT ALL TO GO GUESTS REMAIN OUTSIDE OF THE RESTAURANT. 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 back door

Purchasing Food & Drink

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

- UberEats
- Toast & Tock (offers alcohol for pick-up)
- By Phone
- Placing an order with our staff outside/near the front of the restaurant.

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
- Masks are required to pick up food

PLEASE REVIEW

THE ROAD AHEAD

THE ROAD AHEAD

There has been no greater time to value health and safety of both ourselves and our neighbors. 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.

We're here, we love you, Denver.

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