



ENHANCED HEALTH AND SAFETY STANDARDS

In an effort to help stop COVID-19 from spreading, franchisees and Avalanche Crew members have an obligation to their community, their families, and their shops by being the most healthy and safe place to eat and to work. Especially at a time when people need comfort and familiarity, our shops will provide the Greatest Sno on Earth® to all our beloved Flavor Fans, in the most healthy and safe way possible by complying with the following.

PROVIDING TOUCHLESS SERVICE AND PAYMENT OPTIONS.

- For the health and safety of the guests and crew members, contact should be minimized.
- The use of forward-facing payment terminals is preferred for all transactions (including drive-thru).
- If contactless payment is not available, contact should be minimized and gloves should be worn by crew members.
- Provide new Punch Cards for each order and allow cards to be combined and redeemed for free products.
- Hand wrapped straws to guests instead of serving straws half-wrapped in our products.
- Seal all to-go products with tamper-evident labels (coming soon).

CREW MEMBERS WEARING GLOVES AND MASKS ARE RECOMMENDED.

- In addition to wearing gloves while making Sno, gloves will be worn by crew members when handing out products, when handling all payments, and when making all other products.
- Gloves should be changed after handling every cash transaction.
- Gloves should be worn when loading spoons into the spoon holder with spoons facing down.
- Gloves should be changed often to prevent the spreading of any germs.
- Cloth or disposable masks are encouraged for crew members that are directly facing our guests, but optional at this time (unless required by the county, city, or state authorities, or by the CDC).

IMPLEMENTING INDUSTRY-LEADING SANITATION STANDARDS.

- All crew members should wear gloves and change them often.
- Scheduling a designated crew member to clean and disinfect the guest dining area on a regular basis.
- Cleaning and disinfecting any regularly touched surfaces, such as doorknobs, tables, and chairs often.
- Placing stickers and signage to help guests maintain at least six feet of social distancing at all times.
- Removing all game centers and games from the dining area for the foreseeable future.
- Regularly and frequently clean restrooms, and document the cleanings.
- Closing all tables that seat over 6 people.
- Using disposable, paper menus for our guests.

DEDICATING A SPECIFIC CREW MEMBER TO MAINTAIN DEEP CLEANING PROCEDURES AND TO CONTROL SHOP ACCESS.

- Having a dedicated crew member that will be responsible for cleaning high traffic touchpoints for guests throughout the Mini-Vacation experience both in the dining area and in the drive-thru.
- Disinfect any items that come into contact with guests after each guest.
- Clean and disinfect the area used for dining after each group of guests depart, including disinfecting indoor and outdoor tables, chairs, barstools, sneeze guard, and countertops.
- Manage and control access to the dining area, and open doors to prevent guests from touching door handles.
- Monitor guest occupancy in the dining room, as well as taking orders outside the front door for curbside or patio service for guests that want to enter the shop but will cause it to exceed the max occupancy.

PROVIDING EXTRA SANITATION OPTIONS FOR GUESTS.

- Hand sanitizing stations available upon entry and at the point of purchase for all guests.

By implementing these enhanced health and safety standards Bahama Buck's will continue to be the most healthy and safe place to work and eat. We encourage crew members to be as healthy, safe, and clean as possible. Bahama Buck's must continue to win the guest's confidence and "business as usual" will mean our amazing Avalanche Crew, our fantastic products, our world-class service, in our vibrant locations will need to be healthier, safer, and cleaner, in every possible way to better Bless Our Guests. Together, let's **be the blessing**, as healthy and safe as allowed!