

Safe Business Reopening Plan - Baxter Winery.

1) Signage:

- Large A-frame on sidewalk stating 'Tastings by Appointment' with phone number noted.
- Public entrance posting 5 signs: 3 are official Mendocino County Public Health signs: [Do not enter if you feel sick; must wear a face covering to enter; must practice 6ft social distancing]; #4 is information on a list of symptoms and protocols; #5 is a sign stating 'By Appointment Only and how to make an appointment'.
- Safe Business Operations Protocol posted at public entrance.
- Sign at tasting areas requesting customers adhere to the 6ft floor markings/ social distancing.

2) Personal Protective Equipment provided to employees and guests:

- Disposable face masks; hand sanitizer; soap and water; altering tasting logistics & equipment to severely minimize or eliminate times host approaches guests (such as pre-pouring individual samples into several clean glasses or into a set of sample carafs for each individual so that no bottle-to-glass contact is made).

3) Training of employees on use of PPE; disinfection; sanitation and other cleaning techniques:

- Training document used with staff to explain difference between sanitizing and disinfecting based on the 'CDC Reopening Guidance for Cleaning and Disinfecting' including times products need to be left on surfaces to properly disinfect; different methods of cleaning effective in removing viruses and bacteria and importance of taking time between appointments to be thorough in cleaning. On importance of hand washing and methodical and non-rushed movements / systematic cleaning to keep work / customer environment clean.
- Purchase of specific disinfecting and PPE products and training on them for staff.

4) Plans for protecting your employees health:

- Communicating a company culture of encouraging staff to stay home / isolate if sick and altering sick leave policy to accommodate that.
- Requiring symptom checks before staff enter workplace.
- Disposable gloves and face masks being provided for staff; requiring face masks to be worn.
- Instructing staff to not handle reusable bags if customers bring them in.

5) Plans for protecting health of guests:

- Moving to an 'By Appointment' format to allow strict social distancing to be properly managed by limiting the numbers of guests. Re-formatting the logistics and equipment of the tastings to promote strict social distancing.
- Tasting room being arranged into marked, distanced 'tasting stations'. Time between appointments and/or rotating tasting 'stations' to allow time for proper and

systematic disinfecting of stations, equipment and high touch point areas in between guests.

- Wearing of masks required for guests.
- Hand sanitizer at multiple stations throughout building as well as soap and water in bathroom.
- Wearing of gloves during packing up of product.
- Continually analyzing our practices and logistics and implementing improvements as needed.

6) How we plan to prevent crowds gathering at our facility:

- 'By Appointment' system being put in place
- Limit on the number of guests we'll be hosting at one time. We're looking at hosting a maximum of up to three small groups (2-4 people) at a time initially. We don't plan on allowing any more than 12 people at a time maximum (that'd be three small, carefully-spaced groups) for the foreseeable future. We will be making use of the garden to extend the space available and carefully distancing guests at specific stations throughout the interior / exterior space.
- Consciously routing customers through different entrances and exits so as to keep groups distanced at all times.

7) How we will enforce physical distancing at our facility:

- With staff: training and company culture, leading by example.
- With guests: Signage, communicating our strict policy via email during the appointment process, training staff / role play on what language to use to politely remind guests of our policy during the tasting.
- Helpful signage at door and markings on floor and at tasting stations to reinforce our policy and help people visualize what the footage looks like.

8) Describe payment methods you'll use:

- We will request card payments (rather than cash).
- We will have customer come to the POS area and put their card down on the counter, move away; then host will come forward and gather the card with freshly gloved or sanitized hands, swipe it and place it back down for customer to collect. We will have hand sanitizer available at the POS station for guest (and staff use). We will give the customer the option to have host sign for them (or not sign at all) so that customer doesn't need to touch the POS system at any point. If a stylus is needed, this will be swapped out from a stock of well disinfected styluses.

9) Hours of operation:

- Currently we are switching to limited days / hours until we continually assess the situation: 11am - 5pm Friday, Saturday, Sunday, but will be 'By Appointment' during those hours.

10) System for tasking reservations / appointments:

- We signed up with an online reservations system, which will help us limit numbers and communicate our policies clearly.

11) Plans for utilizing outdoor areas to promote social distancing:

- We'll be using the outdoor garden area to extend our space. We'll separate groups between designated tasting 'stations' throughout our indoor and outdoor garden area.

12) System for providing menus to clients:

- Menus will be individual printed paper menus, disposed of after each customer use.

13) How will you train employees from using equipment such as "drop stops", or allowing bottle necks to make contact with patron's used cups, glasses etc?

- We are setting out pours in multiple wine glasses per person so that the wine samples can be poured only into clean glassware and this will be done in advance of customer arriving. We're also considering trialing that method verses providing mini individual carafs set out in advance of each appointment. Either way there will be no bottle contact to 'in-use' glasses.

14) Alternative for communal dump buckets / spit buckets:

- We are providing an individual disposable coffee cup for each customer instead.