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General Repopulation Guidelines

The following are the general guidelines Silver Oak, Twomey, Rawah and The Oak Cooperage are adopting in response to the continued threat from the Coronavirus (Covid-19). This policy is intended to organize our company's response to local and State government relaxation of the shelter in place orders as they become official and allow for increased business operations to reopen. The health of all our employees is our primary priority, and these guidelines are intended for your personal and our community safety.

General Considerations

The CDC advises that individuals with specific underlying health risks, including people over the age of 65, are more at risk to the Coronavirus. Any employee that is either unable or unwilling to return to work whether it is because of fear, health concerns, family obligations, or remain quarantined due to Covid-19 exposure should directly contact Veronica Jauregui, VP of Human Resources, by phone at (707)295-8239 or veronica@silveroak.com. HR along with Management will work diligently to find stay-at-home solutions for any vulnerable employees.

If you have discovered that you are working effectively and efficiently from home, you will be **required** to continue doing so. Decreasing the number of employees at each facility will help us better accommodate and safely conduct the essential roles that are not able to work from home. For departments that are able to perform a majority of functions from home but require some in-office time, accommodations may be made to allow for completion of essential tasks. Assigning specific office days for some employees or splitting days of the week with rotating schedules, allowing some employees to work Monday, Wednesday and Friday, and others Tuesday and Thursday will be strongly encouraged.

As the government indicates that certain functions of our business can resume, we will establish training and resources to individual employees and develop a phased approach for repopulating. Proper cleaning techniques and the location and inventory of personal protective equipment will be supervised and modified as the workforce increases. Employees should wait for their manager to schedule their specific return to onsite work.

Childcare Concerns

Contact your manager or the HR department to discuss your work options while addressing childcare challenges.

Employee Health and Personal Hygiene

Employees are required to follow the minimum CDC recommended hygiene standards. Washing hands as they arrive to the facility, and frequently throughout the day, cleaning any shared space (restrooms, break areas, copy rooms or conference rooms) with soap and water or disinfectant before and after use.

Employees should frequently self-monitor for symptoms and take their temperature daily before arriving to the facilities. Employees should not come to work if experiencing any of the following symptoms - sore throat, fever, cough, shortness of breath or difficulty breathing, chills, muscle pain, vomiting, nausea, or diarrhea. Employees should not return to work until **after they are symptom free for 24 hours, without requiring medication.**

Employees are required to notify HR if they are contacted by any individual or official indicating they may have been exposed to the Coronavirus. Employees will be required to remain at home until they are tested and results have been delivered. Employees that are tested must inform the HR department of their results. Employees should assume they are “infected until proven otherwise.”

Employees Working on Site

Employees working on site are required to stay in their designated spaces and avoid entering into other work areas that are unnecessary for the performance of their work. Employees should establish a routine that does not require them to visit other buildings, or departments, or other facilities unless their job specifically requires them to visit multiple locations. Manager approval and supervision of mitigation protocols will be required for any employees moving between offices, departments, or facilities. **Tasting room and Events staff should follow their specific locations repopulation protocol.** Company gym equipment and facilities, including showers, will remain closed until community gyms are allowed to operate by the state or local government.

Designated individuals will have the responsibility to monitor physical distancing and employee protocols each day, and for specific operations. Violation of any protocols will be immediately addressed and appropriately disciplined. Please remain mindful of physical distancing, and cleanliness practices at all times.

Employees that become ill while they are at work must immediately notify their manager from a safe distance and leave the facility. Managers will also immediately notify HR, and HR will follow up as soon as practical with the ill employee to evaluate their situation and advise them of the requirements before they will be allowed to return to work.

Employees must maintain 6-feet of physical distancing from all others, at all times (unless assigned appropriate PPE) while onsite at a company facility. Face covers are required for every employee in all buildings. Employees are required to use their personal face covers as they would in other spaces outside their home.

No gatherings of employees will be allowed where physical distancing protocols cannot be maintained. Employees should avoid the use of conference rooms for meetings and other shared spaces. Employees should continue to use video conferencing tools to avoid unnecessary gatherings or travel. All employees with private offices should keep their doors closed while working and avoid having employees in their office.

As we begin the repopulation process, we will temporarily eliminate shared food on site, and will avoid community coffee. Employees will be expected to bring their personal food, coffee and beverages to work, and avoid traveling to community spaces or services except on the trip in or on your way home.

Vendors/Visitors

Vendors and other visitors may not enter any property without an appointment. Employees should reach out to their vendors to communicate this new policy. This will help reduce “surprise” visits and minimize the number of people on-site. All vendors/visitors with an appointment must follow the protocol laid out in this document, which should be shared with them prior to their visit. This includes wearing a face covering, practicing physical distancing and using approved entrances/exits. To the greatest extent possible, the employee responsible for that vendor/visitor should confirm they are feeling well before spending time on any property.

Company Vehicles

The use of pooled company vehicles is currently suspended. This includes all Dodge vehicles and the Jeep. Production, warehouse and facilities vehicles may only be used if the task is unavoidable and requires the use of a specific company vehicle. Employees that are unsure if they should use a company vehicle should ask their manager.

Company & Personal Travel

All company travel is currently suspended. Employees are advised to avoid non-essential personal travel. If you choose to travel, whether domestic or international, you are required to contact HR prior to departure. Upon return, you will be subject to a 14-day quarantine or a negative test result before returning to company facilities. Failure to notify HR is a violation of this protocol.

Disciplinary Action

It is the company’s responsibility to provide a safe work environment for all employees. The protocols laid out in this document are designed to protect you and those around you and must be followed at all times. If an employee is found to have broken protocol the employee will be subject to disciplinary action up to and including termination.

Facility Best Practices & Physical Distancing Protocols during COVID-19

You may contact the following person with any questions or comments about this protocol:
Tony LeBlanc, President: 707-953-0917

1). Do **NOT** report to any company property if you, or anyone you are in close contact with, are feeling ill, have a cough, fever or any other symptoms associated with COVID-19. Stay home and inform your manager or HR immediately.

- If you are going to the winery for authorized work, you **MUST** email or text your manager before each scheduled shift and let them know you are symptom free. Your Manager will forward you the most recent Best Practices Protocols. Use only the approved entrances to any of our facilities.
- All employees are required to wear a face cover before entering any facility other than their residence, any enclosed open space, or while outdoors when the person is unable to maintain a 6-foot distance from another person at any time.
- Employees able to maintain physical distancing within the facility they work must provide their own face cover. If you don't have a face cover, or cannot provide one, contact your manager to discuss options.
- Maintaining physical distancing protocols are mandatory unless a specific task has been evaluated, mitigated and documented approval is provided by a manager. A violation of this policy will result in immediate suspension without pay, and disciplinary action up to and including termination.
- If your job prevents you from maintaining the minimum 6-foot distancing, the company will provide additional PPE for your use evaluated by managers on a case by case basis.
- Further guidance on face coverings can be found by following these links.
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html> <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Face-Coverings-Guidance.aspx>

2). Wash your hands with soap and water frequently. Only use hand sanitizer when there is no soap and water available. Disinfect your phones, desks, keyboards etc. frequently during your workday. When using common spaces, disinfect items that you touched before and after use.

3). Follow physical distancing guidelines when you encounter coworkers, managers, or managers.

- Stay at least 6' apart at all times.
- Do **NOT** shake hands, hug or have any unnecessary physical contact.
- Avoid touching common area items like tables, tools, restrooms, etc. If you must touch them, use sanitary procedures before and after. All on site gym facilities are closed indefinitely.

4). Bring your lunch and avoid stopping at delis, grocery stores, etc. When eating in a shared space, wipe down and disinfect the tables and chairs before and after eating and maintain your 6' spacing at all times. Only 2 people may sit at each table to maintain physical distancing.

5). If you need to sneeze or cough, use a disposable tissue and throw it away immediately after use. If tissues are not available, sneeze or cough into the inside of your elbow.

6). Your greatest risk of infection is in a public space. Employ careful protocols, including face covers, hand washing and physical distancing in all public spaces. Encourage air flow by opening windows and doors when possible.

7). How to Properly Wear a Face Mask:

How to properly wear a face mask

- 1** ENSURE THE PROPER SIDE OF THE MASK FACES OUTWARDS
- 2** SECURE THE STRINGS BEHIND YOUR HEAD OR OVER YOUR EARS
- 3** PRESS THE METALLIC STRIP TO FIT THE SHAPE OF THE NOSE
- 4** COVER MOUTH AND NOSE FULLY MAKING SURE THERE ARE NO GAPS
- 5** WEAR MASK
- 6** DO NOT TOUCH THE MASK WHILE USING IT, IF YOU DO WASH YOUR HANDS
- 7** REMOVE THE MASK FROM BEHIND BY HOLDING THE STRINGS WITH CLEAN HANDS

FACTS.
OVER FEAR
COVID-19

Office and Common Area Repopulation Protocol

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Section 1: Employee Protocol

- All employees must declare they are healthy and able to work before each scheduled shift.
- Employees will record their temperatures via touchless thermometer testing and answer Covid-19 related questions upon arrival each day.
- All employees must always wear appropriate face coverings.
- A DAILY download meeting will be held at the beginning of each day going over best practices and lessons learned from the previous day/days.
- Facility best practices and protocols will be posted in employee offices and breakrooms.
- Employees must wash their hands frequently and will be provided with multiple sanitizer stations.
- Employees must always maintain a minimum of 6ft distance from each other and from guests.

Section 2: Cleaning and Sanitization

All facilities will be professionally cleaned on a regular basis. During business hours, employees will be designated to specific cleaning and sanitization duties. Copy rooms, elevators and other commonly used spaces will be sanitized in their entirety every two hours. This will include:

- Wiping down tables, chairs and surfaces.
- Spraying soft surfaces (lounge cushions) with Lysol sanitizers.

Bathrooms will be cleaned and sanitized every two hours (surfaces, toilets, fixtures, door handles, floors, etc.), rotated with cleaning all high-touch building features every two hours as well (handles, bars, rails, door frames, etc.). We encourage all employees to regularly sanitize their personal workstations, computer keyboards and desks throughout and at the end of the day.

Section 3: Office Workspaces

All employees are encouraged to stay within their own personal office workspaces and avoid entering into or touching other employee's workspace. Employees are required to wear proper face coverings while at their workspace, unless:

- Their office has a door that can fully close.

If employees work in a shared workspace area, all employees must wear the proper face coverings, or are encouraged to adopt a staggered work schedule so only one employee occupies the workspace.

Employees are encouraged to regularly sanitize their personal workstations, computer keyboards, cell phones, desk phones, and desks throughout and at the end of the day.

Section 4: Copy Rooms

- Employees may not gather in copy rooms. It is recommended that no more than one person is in the copy room at a time. Employees may wait outside the copy room before entering.
- Any employee using the copy machine, laminating machines, postage meters, stapler, or any other commonly used item must sanitize it once they are finished.
- Copy rooms will be sanitized in their entirety every two hours.

Section 5: Breakrooms and Kitchenettes

Section 5.1 Breakrooms

- Breakrooms are only open and available during scheduled break and lunch time hours.
- Only two employees are allowed to sit at a table at any given time. Employees at the same table must sit across from each other to maintain proper social distancing.
- Employees with dedicated workspaces are encouraged to take their lunch break in place to leave the lunchroom for employees who do not have their own workspace.
- Any employee who uses the breakroom for lunch will need to sanitize where they sat at the end of their lunch shift.
- Commonly used items such as utensils, dishware, and cups are not available for use. Employees must bring their own utensils, dishware, and cups during their schedule shifts.

- Refrigerators are available to store employee lunch items. We encourage all employees to have their lunches stored in a small lunch bag.
- Microwaves are available for use and must be properly sanitized after each use.

Breakrooms will be sanitized prior to beginning of lunch shifts and sanitized at the end of the day.

Section 5.2 Kitchenettes

- Employees may not gather in the kitchenettes. It is recommended that no more than one person is in the kitchenette at a time. Employees may wait outside the kitchenette before entering.
- Refrigerators are available to store employee lunch items. We encourage all employees to have their lunches stored in a small lunch bag.
- Communal coffee dispensers are not available for use, this includes any individual coffee maker (i.e. Nespresso makers).

Kitchenettes will be sanitized in their entirety every two hours.

Section 6: Meetings

Employees should continue to use video conferencing tools to avoid unnecessary gatherings or travel. If any meetings are required to be in-person, meetings can take place outside where participants can exercise proper physical distancing.

Section 6.1 Conference Rooms

At this time the use of conference rooms is not encouraged. If an employee needs to use a conference room, you may use as long as proper physical distancing is practiced. Any use of the conference rooms requires proper sanitization prior to leaving the room.

Conference rooms will be properly sanitized at the end of each day.

TWOMEY

Twomey Philo
Tasting Room Repopulation
Protocol

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Section 1: About COVID-19

Symptoms of COVID-19

Infection with SARS-CoV-2, the virus that causes COVID-19, can cause illness ranging from mild to severe and, in some cases, can be fatal. Symptoms typically include fever, cough, and shortness of breath. Some people infected with the virus have reported experiencing other non-respiratory symptoms. Other people, referred to as asymptomatic cases, have experienced no symptoms at all. According to the CDC, symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure.

How COVID-19 Spreads

Although the first human cases of COVID-19 likely resulted from exposure to infected animals, infected people can spread SARS-CoV-2 to other people. The virus is thought to spread mainly from person-to-person, who are in close contact with one another (within 6 feet). Through respiratory droplets produced when an infected person coughs or sneezes. Some of these droplets can remain airborne and can be drawn into the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has SARS-CoV-2 on it and then touching their own mouth, nose, or possibly their eyes, however this is not thought to be the primary pathway for the spread of the virus. People are thought to be most contagious when they are most symptomatic (i.e., experiencing fever, cough, and/or shortness of breath). Some spread might be possible before people show symptoms; there have been reports of this type of asymptomatic transmission with this new coronavirus, but this is also not thought to be the main way the virus spreads. Although the United States has implemented public health measures to limit the spread of the virus, it is likely that some person-to-person transmission will continue to occur.

Section 2: Employee Protocol

- All employees must declare they are healthy and able to work before each scheduled shift.
- Employees will record their temperatures via touchless thermometer testing upon arrival each day.
- All employees must always wear appropriate face coverings.
- A DAILY download meeting will be held at the beginning of each day going over best practices and lessons learned from the previous day/days.
- Facility best practices and protocols will be posted in employee offices and breakrooms.
- Employees must wash hands between every tasting appointment and will be provided with multiple sanitizer stations.
- Employees must always maintain a minimum of 6ft distance from each other and from guests.

Section 3: Visitation Protocol

All Silver Oak / Twomey tasting rooms will operate on a by-reservation-only model, no walk-in visitors will be permitted. Appointments can be booked via Tock, phone, and email. Groups will be limited to a maximum of 6 people. Wording to this effect will be included on all websites and reservation confirmations, as well as signage strategically placed at property and building entrances. Any customer showing signs of being sick or has a temperature over 100.4 degrees will be refused service.

Traffic flow will always be controlled with the following measures:

- 1 employee each day will be assigned the task of protocol supervisor and will be responsible for distributing appropriate PPE, maintaining 6ft minimum physical distancing and compliance with face cover requirements.
- Concierge greeting all guests at designated safe building entrances
- Customers will be asked to wear face coverings until seated
- No loitering or wandering the properties permitted
- Spacing markers (6 ft minimum) for guests entering building
- Signage at road entrance alerting people that we are open by appointment only

- Scheduling tasting appointments to stagger arrivals
- Tasting room associates will complete experiences with guests from start to finish

No guests under 21 years of age allowed on property

Concierge / Greeter podium will include:

- Touchless thermometer
- Sanitizer station
- Tasteful signage describing our efforts at maintaining safety, as well as expectations from guests
- After check-in, guests will be guided to their reserved table.
- At conclusion of tasting, guests will be guided out of the facility to avoid wandering.

Section 4: Tasting Logistics

- All tastings will be at designated specific location (seated). A 6 ft minimum will always be maintained between tasting parties and their designated locations, while staggered seating schedules will utilize furthest-apart locations first.
- All tastings reservations will be scheduled in intervals to facilitate sanitizing between tastings.
- All doors that can be open throughout the day will remain open (weather permitting).
Outdoor spaces will be utilized first.
- All tasting wines and water will be pre-poured, avoiding the need for proximity between servers and guests. All glassware will be covered with watch glasses.
- Disposable solo-cups can be offered instead of dump-buckets, or dump buckets can be sanitized in glass washer after every use.
- Guests will keep one of the glasses they tasted from as their complimentary souvenir, reducing employee contact with dirty glassware.
- Glassware will not be cleared in racks, rather in bus-tubs that can be sanitized.
- No communal breadsticks or food of any kind will be offered at this time
- Tasting menus will be printed on disposable (but visually tasteful) paper and will be single use.
- Tours will not be offered at this time.

- Checkout payments will be made using the iPad designated to each tasting room host and sanitized between each transaction.

Section 4.1: Twomey Philo Tasting Locations

The following will be utilized depending on staffing levels:

- One picnic table on southeast patio
- Two picnic tables set on northwest patio

Section 5: Cleaning and Sanitization

During business hours, employees will be designated to specific cleaning and sanitization duties.

Tables and other designated tasting spaces will be sanitized in their entirety between each tasting.

This will include:

- Wiping down tables, chairs and surfaces.
- Spraying soft surfaces (lounge cushions) with Lysol sanitizers
- Disposing of menus and water
- Sanitizing all glassware and watch-glasses in glasswasher
- Re-setting for next reservation with all new and sanitary materials

Bathrooms will be cleaned and sanitized every two hours (surfaces, toilets, fixtures, door handles, floors, etc.), rotated with cleaning all high-touch building features every two hours as well (handles, bars, rails, door frames, etc.). Although we will not be requiring signatures from guests in iPad transactions, devices will be cleaned regularly for employee safety. Personal workstations, computer keyboards and desks will be regularly sanitized throughout the day

Section 6: Bathroom Usage

- At Twomey North, two restrooms will be available to use. Spacing markers will still be placed on the floors to maintain distancing in case of lines.
- One freestanding sanitizer station will be placed outside of restrooms to ensure guests sanitize their hands before touching door handles.
- Extra soap and sanitizer dispensers will be placed in each restroom.

- Bathrooms will be sanitized entirely every two hours.

Section 7: Merchandise Sales

A limited amount of merchandise will be available for purchase but will be monitored by staff and be presented in a format that will not include direct contact with the customer. This format will include:

- No touching of any items by customers. Only staff may pick-up, ring-up and package items
- No trying-on of apparel sizes
- Displays minimized to show only samples, not the full selection of inventory.

Appendix 1: Schedule

The Management team will determine when a facility can move towards the next phase based on regulation updates.

Phase 1:

- Maintain 4 days a week, 10am to 5pm schedule.
- Private seated experiences only. Pre-screen 4 wines to decrease the less than six feet interaction with customers.
- No tours, no combining groups.
- Maximum size of group is 6 people.
- 1.5-hour time slots for tasting includes check in, private experience, purchasing, clean up, and set up for next reservation.

Appendix 2: Additional Staff Training

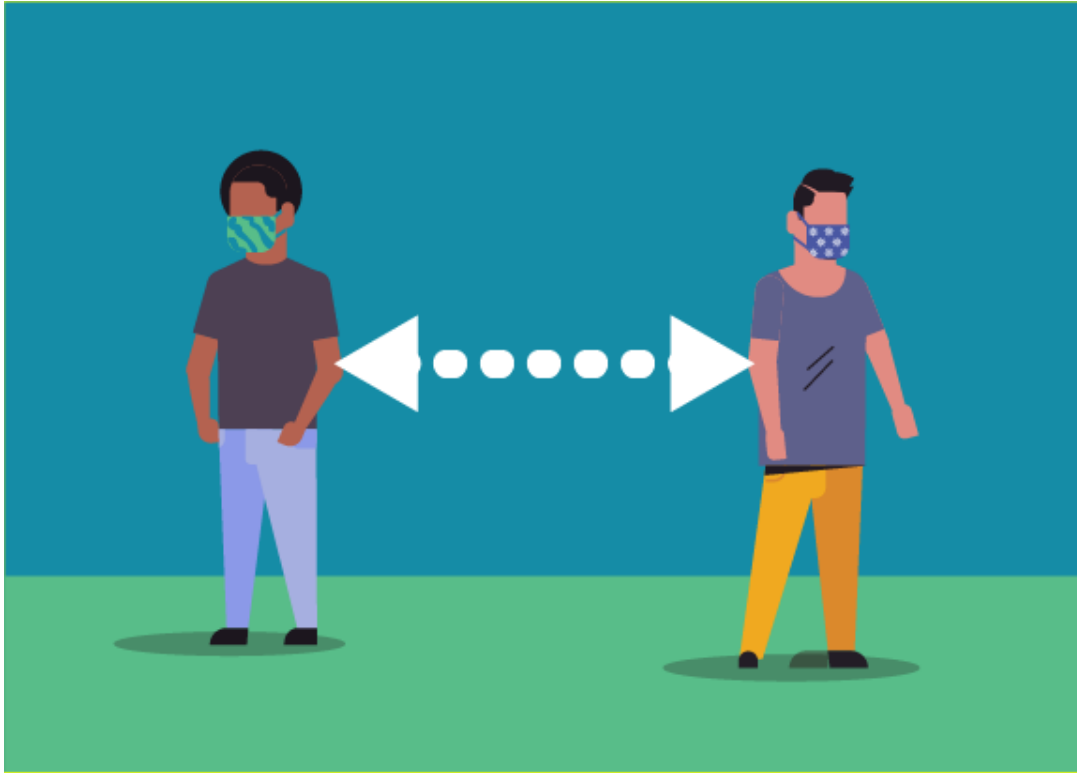
Repopulation Employee Training

Every staff member, upon the reopening of the tasting rooms, is required to go over the following training prior to starting work.

Our staff AND our customers safety is of the upmost importance. Please understand that it is up to all of us to respect the company guidelines contained in this document.

- No one who is sick or showing any symptoms of sickness will report to work.
 - All staff will wash hands when they arrive for their shift and are encouraged to sanitize their hands regularly throughout their shift.
 - Temperatures will be taken and logged.
 - A face covering (cloth or surgical mask) will be worn throughout the workday.
 - Physical distancing will be respected with customers and fellow staff.
 - If any staff member uses a workstation or phone, they will disinfect all equipment/furniture they came in contact with.
 - iPads and pens will be wiped down in between every use.
-
- Review Individual Tasting Room Protocol Document
 - Review Facility Best Practice Document

What is social distancing?



Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing:

- Stay at least 6 feet (about 2 arms’ length) from other people
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings

In addition to [everyday steps to prevent COVID-19](#), keeping space between you and others is one of the best tools we have to avoid being exposed to this virus and slowing its spread locally and across the country and world.

When COVID-19 is spreading in your area, everyone should limit close contact with individuals outside your household in indoor and outdoor spaces. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you have no symptoms. Social distancing is especially important for [people who are at higher risk of getting very sick](#).

Why practice social distancing?

COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs. Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes. However, this is not thought to be the main way the virus spreads. COVID-19 can live for hours or days on a surface, depending on factors such as sun light and humidity. Social distancing helps limit contact with infected people and contaminated surfaces.

Although the risk of severe illness may be different for everyone, anyone can get and spread COVID-19. Everyone has a role to play in slowing the spread and protecting themselves, their family, and their community.

Wine Quality Control Protocol

- Face coverings will be worn at all times. This is mandatory when handling/opening product.
- Thoroughly wash hands prior to handling any bottles to be opened.
- Open all bottles to be QC'd.
- If you touch your face, you must wash your hands immediately before picking up another bottle to QC.
- If you cough or sneeze please do so into a disposable tissue and immediately place it in the trash and wash your hands.
- If you do not have a disposable tissue, sneeze or cough into the inside of your elbow and wash your hands if they come in contact with your face while sneezing or coughing.
- Once all bottles have been opened to QC you may now remove your face covering to sample the wines to be QC'd.
- Please do not talk while QC'ing wines.

There are two options for tasting the wines to be QC'd:

- Use a fresh wine glass for each wine being taste tested.
- If using the same wine glass, DO NOT let the bottle touch the used wine glass!

Will Call & Curbside Pickup Protocol

Will Call

Club members and guests who have pre-purchased wine to pickup:

- Guest must make an appointment for a set time through Concierge.

- When they arrive at the designated winery, they check in with road attendant and if no attendant at winery they will call (site specific number) to let us know they have arrived.
- Guest pulls up to designated pick up spot (winery specific).
- All guests in vehicle must wear their facial covering during pick-up.
- Guests may not exit vehicle, except for opening the trunk or rear door of their vehicle.
- Winery employee will have face covering on.
- Winery Employee will place will call order in guest's vehicle.

Curbside

For guests who arrive at our winery locations without an appointment and we are not able to host them for a tasting, they may purchase wine for curbside pickup.

- Guests need to remain in their vehicle.
- We will hand guests our current single use menu of wines available.
- Guest will call their order in and give us their credit card information.
- Guest pulls up to designated pick up spot (winery specific).
- All guests in vehicle must wear their facial covering during pick-up.
- Guests may not exit vehicle, except for opening the trunk or rear door of their vehicle.
- Winery employee will have face covering on.
- Winery Employee will place will call order in guest's vehicle.