



Emergency Plan Guide

Revised April 2025



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Introduction

Severe Weather Conditions

In virtually any location in the country there is a variety of severe weather conditions that may arise, requiring a decision to be made on continuing operations. Some examples include floods, hurricanes, hard freezes and severe snowstorms. Taste Buds policies regarding severe weather are twofold. First, we have an obligation to the business to remain in operation as long as it remains practical and as long as no one is placed in imminent danger. "Imminent" means that either lives or personal property is under immediate threat. Secondly, we have an obligation to ensure the safety of both our guests and employees. It is important that as managers we balance the decision-making process when dealing with such conditions. Also, the temptation to panic and close hastily should be avoided. Employees will generally start to panic and pressure management for a decision before it is time to make one. In addition, if allowed they will try to avoid reporting to work. The correct approach is "business as usual" until leadership renders a decision.

In planning, the following factors will be considered:

- What do the news services currently report about the situation?
- What do the state and city officials recommend handling the situation?
- What is the plan for re-opening and how will it be communicated to the staff?

Decision Making Protocol

Hurricane Event decision making protocol:

Stores are to remain open business as usual until notified by Home Office.

C.E.O. and Taste Buds, in consultation with the respective concept directors will make the decision about when and what stores will close. It is conceivable that in some situations all stores will not be directed to close, only specific ones in specifically threatened areas.

The General Manager of each property is responsible for that property and is the last off premise at closing and the first to return to supervise reopening. **Whatever personal preparations are required by the G.M. and management team should be completed at the first announcement by local, regional or national weather services of a potential storm in the Gulf of Mexico. (Yellow Alert Status).** The General Manager's duty is to ensure that calm is maintained.

Dept Heads and Assistant Managers must remain calm as well. It is a dereliction of duty and unprofessional for a member of management to contribute to a panicky situation. The staff will be in enough turmoil. The management team's responsibility is to reassure the staff Taste Buds has a specific decision-making protocol to follow and will not place employees in jeopardy. **The management teams must be diligent in communicating to the staff at the earliest possible moment via pre-shift meetings, postings, and messaging of the urgency to take care of their personal preparations when a storm threatens the Gulf.** Personal preparations need to be accomplished around manager and employee schedules, not in place of. **(Yellow Alert Status)**

Taste Buds operations do not intend to close for a tropical storm or predicted tropical storm conditions associated with a hurricane; however, we will comply with instructions given by local Civil Authorities.

Preparation

For our brands to successfully execute our emergency plan, we must prepare with a list of supplies before a potential emergency approaches. Below is a list of items that you should obtain and check by June 1st of every year. These need to be placed in a labeled container.

Pre Hurricane Supply List

- Batteries
- Flashlights
- Duct tape
- Rope
- Box Cutters
- Sandbags
- Zip Ties
- Work Gloves
- Calculators (Should be battery operated)
- Food Bags (ordered through Sysco)
- Contact List Personnel, Vendor, Utility Companies (Electrical, Gas & Water) & Board of Health
- **"Crash Kits"** up to par containing calculators, flashlights, manual credit card terminals, manual credit card slips, most updated menu with taxes
- Ensure your emergency durable container is up to date
- Ensure emergency lighting is in working condition
- Open Banner
- Hiring Banner
- Menu Templates (<P:\Operations\Emergency Management>)
- 1 Week worth Prep Sheets
- 2 Copies of Blank Inventory Sheets
- Locate the bags of ratchet straps for rooftop equipment

Post Hurricane Clean Up Kit

- Adequate supply of QA Solution
- Adequate supply of Pot & Pan Solution
- Adequate supply for Degreaser
- Adequate supply of Floor Cleaner
- Mops
- Brooms
- Deck Brushes
- Floor Squeegees
- Trash bags
- Bar towels
- Scrub pads

Timeline

It is important to understand the factors the home office takes into consideration while planning during any crisis. Below specifically illustrates the guidelines we will follow during a Hurricane crisis.

The suggested timeline to follow is listed below; however, we will comply with instructions given by local Civil Authorities:

	Cat 1	Cat 2	Cat 3	Cat 4	Cat 5
Decision to Close	24 Hrs	30 Hrs	36 Hrs	42 Hrs	48 Hrs
Close before Landfall	6 Hrs	12 Hrs	18 Hrs	24 Hrs	30 Hrs

A Category one storm projected to directly hit a specific market Taste Buds operates in will generate a decision of if, and/or when to close no later than 24 hours ahead of the projected hurricane impact.

- The time of closing may be at a specified hour after the decision is rendered. The specific time of closing will be a minimum of 6 hours prior to impact.
- Depending on the projected wind speed, rainfall estimates, time of impact, the decision may be to remain open.
- If at any time, the storm changes path and the threat of danger is reduced or eliminated, the decision to close may be overturned.
- Management teams are required to contact sufficient staff to maintain business operations in such cases.

A Category two storm projected to directly hit a specific market Taste Buds operate in will generate a call to close at 30 hours ahead of the projected impact. All the other criteria are as outlined above; the specific time of closing will be a minimum of 12 hours prior to impact. Category two conditions in a Market Taste Buds operate in associated with a higher classification storm will be subject to this timeline.

A category three storm projected to directly hit a specific market Taste Buds operate in will require a call to close 36 hours ahead of the projected impact. All the other criteria are as outlined above; the specific time of closing will be a minimum of 18 hours prior to impact. Category three conditions in a Market Taste Buds operate in associated with a higher classification storm will be subject to this timeline.

A category four storm projected to directly hit a specific market Taste Buds operate in will require a call to close at 42 hours ahead of the projected impact. All the other criteria are as outlined above; the specific time of closing will be a minimum of 24 hours prior to impact. Category four conditions in a Market Taste Buds operate in associated with a higher classification storm will be subject to this timeline

A category five storm projected to directly hit a specific market Taste Buds operate in will require a call to close 48 hours ahead of the projected impact. All the other criteria are as outlined above; the specific time of closing will be a minimum of 30 hours prior to impact. Category five conditions in a Market Taste Buds operate in associated with a higher classification storm will be subject to this timeline.

The appointed "Storm Watcher" will use several websites for tracking purposes to include:

<http://www.wunderground.com/tropical/>
<http://tropics.hamweather.com/index.html>

In addition, local TV and radio station reporting, as well as the Weather Channel will be monitored, to ensure the best possible, up to the minute information is available for decision making.

In all cases, Taste Buds will defer to government decision making if there is a discrepancy between internal protocol and government timelines.

Miscellaneous Information

Tropical Storm Watch:

Tropical storm conditions (39 – 73 mph sustained winds) are possible with 48 hours.

Tropical Storm Warning:

Tropical storm conditions (39 – 73 mph sustained winds) are possible with 36 hours.

Hurricane Watch:

Hurricane conditions (74 mph or higher sustained winds) are possible. Because hurricane preparedness activities become difficult once winds reach tropical storm force, hurricane watches are issued 48 hours in advance of anticipated onset of tropical storm winds.

Tropical Storm Warning:

Hurricane conditions (74 mph or higher sustained winds) are possible. Because hurricane preparedness activities become difficult once winds reach tropical storm force, hurricane watches are issued 36 hours in advance of anticipated onset of tropical storm winds.

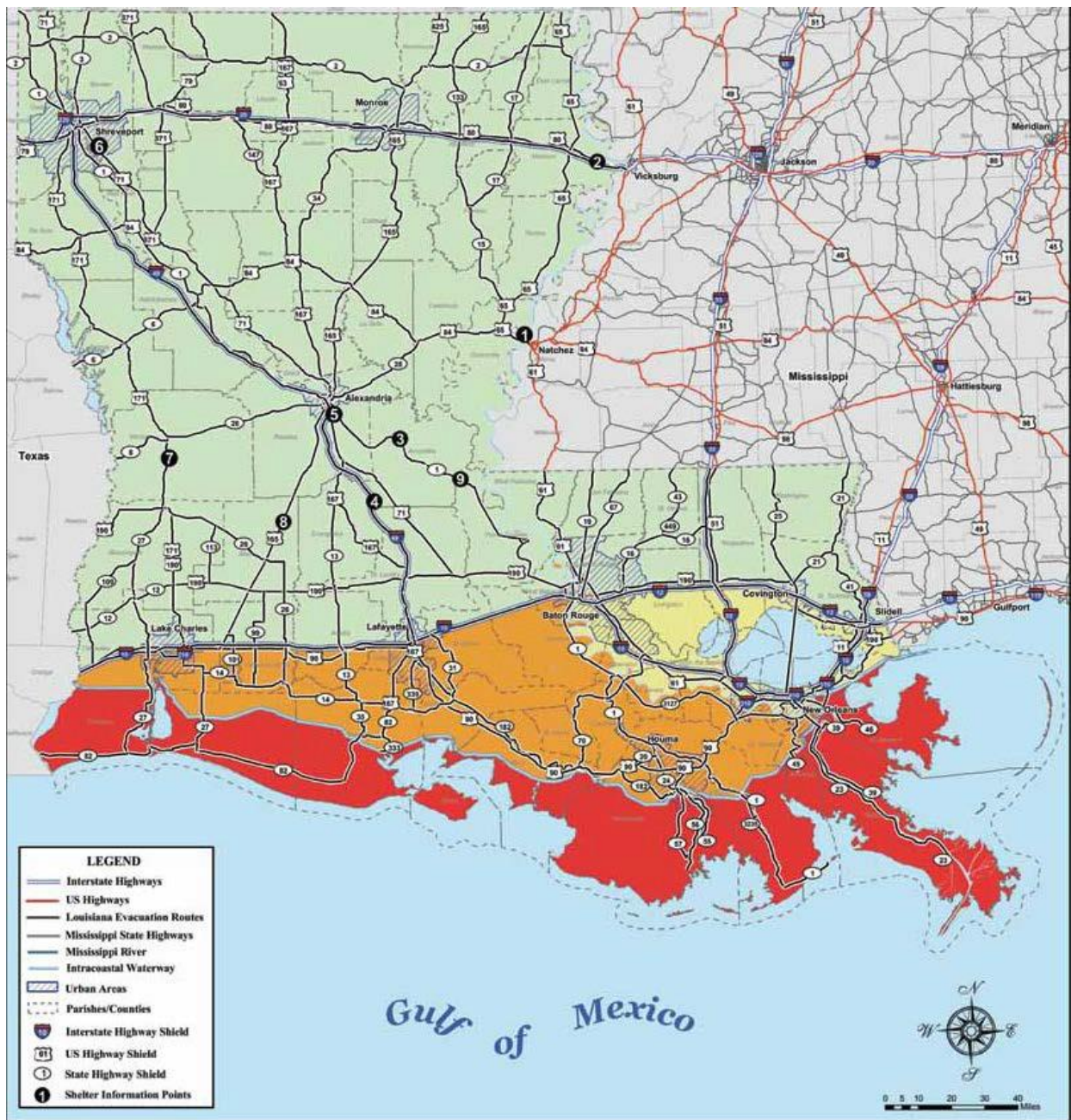
Key evacuation decisions need to be made 24 hours before and in some cases before 48 hours.

Phased Evacuation:

Phase I - 50 Hours before onset of tropical storm winds. Includes areas south of the Intracoastal Waterway. These areas are outside any levee protection system and are vulnerable to Category 1 and 2 storms. These areas are depicted in RED on the Evacuation Map. During Phase I, there are no route restrictions.

Phase II - 40 Hours before onset of tropical storm winds. Includes areas south of the Mississippi River which are levee protected but remain vulnerable to Category 2 or higher storms. These areas are depicted in ORANGE on the Evacuation Map. During Phase II, there are no route restrictions.

Phase III - 30 Hours before the onset of tropical storm winds. Includes areas on the East Bank of the Mississippi River in the New Orleans Metropolitan Area which are within a levee protection system but remain vulnerable to a slow-moving Category 3 or any Category 4 or 5 storm. These areas are depicted in YELLOW on the map.



Yellow Alert Agenda

Home Office Guidelines and Responsibilities of "Yellow Alert"

Communication

The designated "storm watcher" will send an e-mail and phone call, GroupMe or text message to all Department Heads informing that Taste Buds Mgmt. LLC. is in "Yellow Alert". The following information will be given:

All information pertaining to the storm:

- Wind Speed:
- MPH:
- Current Track:
- Forecasted Track:
- Extension of cone area:
- Probability of hitting Taste Buds Market:
- Projected landfall:
- Local City and State official communication reports

Each Department Head is responsible for communicating to everyone in his or her department the status. It is also the Department Head's responsibility to ensure calm in their respective departments.

Director of Human Resources

- Responsible for communicating with the lead person of the Internal Response Team
- The Internal Response Team is responsible for communicating and coordinating aid and resources for any company employee who may need it.

Yellow Alert Procedures

The following displays our Emergency Alert system. This system will be used in the event of a hurricane emergency. The Brand Leader/Area Directors will communicate what level of alert we will follow based on the conditions provided by National Weather Services. Depending on what level of alert exists, you should follow all guidelines under the respective alert.

Yellow Alert: Caution (Business as Usual)

Indicators

- Hurricane Status or likely to be a hurricane
- Possible threat to the Gulf of Mexico
- Normally 5 days out of from the onset of tropical storm winds

Store Communication

Responsible	Communication Action Items	Who Needs to Know
AD	Communicate we are in Yellow Alert	Managers
AD	Conference call time distributed: 504-541-2837 Pin 12345#	General Managers
GM	Utilize HotSchedules to broadcast "Manager Contacts" message (Appendix A)	All Staff
All Mgrs	Inform Staff via pre-shifts & HotSchedules we are on yellow alert. Explain the process and procedures. Remain calm.	All Staff
All Mgrs	Inform Emergency crew to ensure they are prepared to work if needed. The emergency crew should consist of full staffing levels. Note: Crew should consist of employees willing to be last to leave and first to return.	All Staff (emergency team)
All Mgrs	Direct all employees and managers to "preparation packets" located on Z-Landia, distribute hard copies as needed. P:\Operations\Emergency Management\HurricanePreparation Package.pdf	All Staff
All Mgrs	Communicate to all employees and managers that now is the time to start preparing their homes and getting necessary supplies if this is in their plan. Start making reservations if this is in their plan to evacuate.	All staff
All Mgrs	Distribute all manager's cell phone numbers and email addresses in case of electricity loss.	All Staff
All Mgrs	Communicate to employees if manager contact information is lost, they will be able to get the information from HotSchedules using their employee login.	All Staff

Yellow Alert Procedures

Responsible	Communication Action Items	Who Needs to Know
All Mgrs	<p>Validate employees have their login credentials for Paycor & HotSchedules.</p> <p>If not:</p> <ul style="list-style-type: none"> • HotSchedules: Print a "Welcome Sheet" from HotSchedules (Staff > Staff List > Check off employee and click "Welcome Staff" > "Print Welcome Sheet". • Paycor: Print "Employee Registration for Existing Employees on Paycor" from P:\HowTo\Paycor. 	All Staff
All Mgrs	<p>Explain to employees how communication will work during and after the storm:</p> <ul style="list-style-type: none"> • Email blasts • Social Media Updates – FB and IG • Text Blasts from managers • TasteBudsMgmt.com/employees • Messages on HotSchedules and Z-Landia 	All Staff
Home Off. Dept Head	Validate Home Office personnel contact information is correct in the payroll system	Home Office Staff

Store Operations

- Consider possible evacuation when making orders or prep sheets; we should begin lowering product and prep levels on anything over 2-day shelf life
- Must review the delivery schedule and begin to map out possible cancellations if the decision to close is made
- Coordinate necessary manpower to secure premises if needed. (Refer to a checklist of R&M under red alert and be prepared to distribute responsibilities)
- Ensure **"crash kits"** are up to par in case of power loss. The **"crash kit"** should consist of calculators, flashlights, guest check pads, manual credit card terminal, manual credit card slips and the menu with taxes.
- Evaluate the manager's schedule and make necessary changes to ensure GM is the last to leave and first back in an emergency.
- Assign a manager AOR to have menus printed from the menu templates upon return.
- Report any information currently for the marketing/social media plan

Events and Banquets: Sales Manager

- Begin reviewing the scheduled events and banquets
- Contact parties, if necessary, about cancellations / rescheduling

Accounting Concerns: Controller

- Ensure all payroll and punches are up to date
- Ensure all tips and sales are distributed
- Start entering invoices by the day

Closing: CEO

- Decision based on all information obtained to either “operate as normal, wind down or close business.
- Discuss possible red alert time frames
- Decide the next time of communication via conference call – communicate via text

All Departments:

- All Department Heads are responsible for communicating any information from the “Yellow Alert” conference call if necessary.
- At the end of this call, Department heads should obtain all evacuation plans from everyone in their department.

Orange Alert Procedures

Indicators

- Hurricane Status or Likely to become a Hurricane
- Deemed a threat to the Gulf of Mexico
- Possible hit to Taste Buds Mgmt. LLC. market location
- Usually, 3 days before the onset of tropical storm winds

Store Communication

Responsible	Communication Action Items	Who Needs to Know
AD	Communicate by phone and email we are on Orange Alert. AD will give time frame to call back to obtain: <ul style="list-style-type: none"> • Manpower, Current Sales Flow, Plans of the mall if you are in one, what other businesses are doing 	GM
AD	Conference call time distributed: 504-541-2837 Pin 12345#	GM
Ops	Test communication via GroupMe app in case text messaging fails post-storm (Appendix D)	GM
All Mgrs	Inform Staff via pre-shifts & HotSchedules we are in orange alert. Explain process and procedures. Remain calm.	All Staff
All Mgrs	Call all emergency crew in for shift if needed	Staff (Emergency Team)
All Mgrs	Communicate to employees and managers that everyone should have their personal plan finalized at this point. Any more necessary plans should not conflict with schedules.	All Staff
All Mgrs	Continue to distribute all manager's cell phone numbers and email addresses in case of electricity loss.	All Staff
All Mgrs	Direct all employees and managers to "preparation packets" located on Z-Landia, distribute hard copies as needed. P:\Operations\Emergency Management\HurricanePreparation Package.pdf	All Staff
All Mgrs	Communicate to employees if manager contact information is lost, they will be able to get the information from HotSchedules using their employee login.	All Staff
All Mgrs	Managers should be aware and help assist in getting contact information for the group of employees they will be responsible for communicating with after the storm.	Direct Reports (All Staff)
All Staff	Have all store employees and managers validate and update their contact information HotSchedules & Paycor. In Paycor, add an emergency contact outside of the effected are if possible , in case there are local contact issues. (Appendix B)	All Staff

Orange Alert Procedures

Responsible	Communication Action Items	Who Needs to Know
All Mgrs	Validate employees have their login credentials for Paycor & HotSchedules. If not: <ul style="list-style-type: none"> • HotSchedules: Print a "Welcome Sheet" from HotSchedules (Staff > Staff List > Check off employee and click "Welcome Staff" > "Print Welcome Sheet". • Paycor: Print "Employee Registration for Existing Employees on Paycor" from P:\HowTo\Paycor 	All Staff
All Mgrs	Explain to employees how communication will work during and after the storm: <ul style="list-style-type: none"> • Email blasts • Social Media Updates – FB and IG • Text Blasts from managers • TasteBudsMgmt.com/employees • Messages on HotSchedules and Z-Landia 	All Staff
Home Off Dept Head	Validate Home Office personnel contact information is correct in the payroll system	Home Office Staff

Store Operations

- Evaluate all manpower and scheduling to assess the need of "Winding Down". "Winding Down" would be defined as preparing for a decrease in staffing levels, decrease in business or the inability of obtaining all necessary products to conduct business.
- Begin lowering product and prep levels on anything over 2 day shelf life
- Must review delivery schedule and begin to map out possible cancellations if decision to close is made
- Check inventory of printed materials that may be needed in a "reopening situation", i.e., training manuals, new hire packets, applications, etc.
- Call for dumpster pick up.
- COO to email support@cypressconnects.com list of GM's names and cellphone numbers & Area Director names and cellphone numbers.
- Coordinate gathering all supplies to secure premises w/ direction of Leadership.

Purchasing

- Contact spencer contracting about ratchet straps to secure rooftop units

Accounting

- **Communicate to & Validate Store has done-** Send the Brink's pick-up sheet to accounting
- **Communicate & Validate Store has done** - Store Review and update employee labor for current payroll period. All punches are correct in the timekeeping system.
- **Communicate & Validate Store will do** – Ensure all sales and tips are distributed.
- The accounting department will ensure that GL Insurance Documents are in proper order and ready for evacuation if needed
- Director responsible for communicating any insurance issues

Marketing

- Confirm liaison for web Host Company. Secure someone from the company to manage updates if marketing is unable to access website.
- Confirm liaison with creative agency (Brand Society) and PR agency (Brand Society). Secure someone to manage social posts, web updates and other digital and communication platforms (Google Business, Yelp, etc.) if TB marketing is unable to manage. Complete overview of Social Media plans.

HR/Training

- The HR Director should print an employee contact list for the company
- MIT trainer responsible for communicating with any trainees
- Continue to keep in touch with the trainee throughout the process
- HR Director responsible for Internal Response Team plan
- Responsible for Secondary contact information report from payroll

Red Alert Agenda (Before Storm)

Home Office Guidelines and Responsibilities of "Red Alert" (Before the Storm)

The red alert before the storm conference call will be led by the CEO: The "storm watcher" is responsible for initiating the conference call.

Leader: CEO

Roll call:

- Storm Watcher
- Area Directors
- COO
- Marketing
- Purchasing
- Training/HR
- Controller
- Beverage
- Representative of The Buds

Status of Storm: Storm Watcher

- Wind Speed
- MPH
- Current Track
- Forecasted Track
- Probability of hitting Taste Buds Market location
- Projected time of landfall
- Local City and State Officials communication

Confirmation of Responsibilities of all Department Heads: CEO

- List of all Management plans of evacuation
- At the actual time we are closing for business
- Any obstacles in closing down

Next Communication: CEO

- The next conference call should be scheduled 2 hours after projected land fall. A time should be discussed in this conference call.
- All Home Office employees should contact the CEO once they have reached their destination of evacuation.
- Include a land line in contact information or secondary phone number

All Departments:

All department heads are responsible at the end of this call to communicate the "Red Alert" Status. The Department head should also establish a conference call time and number within two hours directly after the Home Office conference call. Department Heads should verify all evacuation plans and discuss any obstacles

Note:

If there is no evacuation, the meeting place will be determined in the New Orleans market.

Red Alert Procedures (Before Storm)

Red Alert- Before the Storm (Prepare to close for business)

Indicators

- Hurricane Status
- In the cone area as provided by the National Weather Service
- Not yet reached destination

Store Communication

Responsible	Communication Action Items	Who Needs to Know
AD	Conference call info distributed BEFORE actual close of business. 504-541-2837 Pin 12345# Next conference call date/time will be communicated during call (should occur after hurricane conditions have subsided)	GM
GM	Report on exact location of evacuation for the GM, all Managers, and Key employees.	AD
GM	Communicate where they will be once the restaurant is secured	AD
GM	Send communication via GroupMe to ensure the system is working in case of text shutdown (Appendix D)	Ops
GM	Take Emergency Container with them before leaving building	GM
All Mgrs	Inform Staff via pre-shifts & HotSchedules we are in red alert. Explain the process and procedures. Remain calm.	All Staff
All Mgrs	Managers should be aware and help assist in getting contact information for the group of employees they will be responsible for communicating with after the storm.	Direct Reports (All Staff)
All Mgrs	Call all emergency crew in for shift if needed	Staff (Emergency Team)
All Mgrs	Communicate to employees if manager contact information is lost they will be able to get the information from HotSchedules using their employee login.	All Staff
All Mgrs	Continue to distribute all manager's cell phone numbers and email addresses in case of electricity loss.	All Staff
All Mgrs	Direct all employees and managers to "preparation packets" located on Z-Landia, distribute hard copies as needed. P:\Operations\Emergency Management\HurricanePreparation Package.pdf	All Staff
All Mgrs	Validate employees have their login credentials for Paycor & HotSchedules. If not: <ul style="list-style-type: none"> • HotSchedules: Print a "Welcome Sheet" from HotSchedules (Staff > Staff List > Check off employee and click "Welcome Staff" > "Print Welcome Sheet". • Paycor: Print "Employee Registration for Existing Employees on Paycor" from P:\HowTo\Paycor 	All Staff

Red Alert Procedures (Before Storm)

Responsible	Communication Action Items	Who Needs to Know
All Mgrs	Explain to employees how communication will work during and after the storm: <ul style="list-style-type: none"> Email blasts Social Media Updates – FB and IG Text Blasts from managers TasteBudsMgmt.com/employees Messages on HotSchedules and Z-Landia 	All Staff
All Staff	Have all store employees and managers validate and update their contact information HotSchedules & Paycor. In Paycor, add an emergency contact outside of the affected area, if possible , in case there are local contact issues. (Appendix B)	All Staff
Home Off Dept Head	Validate Home Office personnel contact information is correct in the payroll system	Home Office Staff

Store Operations

- All managers must report to aid in shut down.
- Cancel any outstanding orders/deliveries
- Above all, since employees and managers will follow your example, remain calm.
- If there are guests in your restaurant do not rush them or give them any cause for an alarm; you do not need to panic on your hands.
- Close the restaurant as normal. Sanitation is important in a situation where it is undetermined when the restaurant will reopen.
- Remove all line items and loose food from of the line. Inventory and place in the "Throw Away" bags. (All reach in coolers should be emptied)
- Inventory (using Compeat inventory count sheets) any prepped item (with 2-day or less shelf life) and any perishable item that cannot be frozen. Place those items in food bags and throw in trash or donate – consider contacting first responders to take food we cannot keep.
- Make sure all outdoor signage is pulled inside
- Inventory (using Compeat inventory count sheets) and pack all food (with a 72 hour or longer shelf life) in the freezer and walk in into the "food bags". Organize according to Produce, Dairy, Meat, Chicken, Seafood and MSC. Label each bag & do not overload the bags. Make sure the bags are sealed tight ensuring that no air can enter. The goal of this procedure is to save the food should we not lose power or discard the food immediately into dumpsters should we lose the standard quality of the food through the emergency evacuation.
- Items to freeze:

List of Donate/ Discard

- All Produce
- All dairy except Butter
- All Poultry
- All Seafood except Shrimp
- All Prepped Items
- Bread Pudding

List of Items to Keep in Freezer

- Butter

- Shrimp
 - Meat – ribs, Lamb, Pork, Beef
 - Frozen/ Wet Commissary – sauce & soup bases, etc.
 - Desserts
- Place a cup of ice in the freezer. Upon return the cup of ice will be inspected to see if there was a temperature change in the freezer.
 - Ensure that all walk-ins are sealed tight. All reach-ins should be completely empty & taped open. In the event of power outages, the walk-ins will keep the product cold for a day or two.
 - Do not ice any food down. This could cause more mess during the reopening process.
 - Remove all items in bar coolers, i.e. garnishes, opened bottles, etc.
 - Store bag in the boxes in an elevated, safe & dry place to minimize risk of exposure to floodwater or damage.
 - Disconnect power to ice makers plus exhaust hoods from the breaker
 - Sanitation is very important currently. Make sure to close the restaurant using extra cleaning and sanitation precautions
 - Store fountain drink syrup packages in an elevated, safe dry place to minimize risk of exposure to floodwater or damage.
 - Disconnect power to carbonators, ice makers and beverage equipment.
 - Shut off incoming water supply and CO2 supply to beverage equipment.
 - Proactively identify the local health authority responsible for assessing your water quality to facilitate notification of a boil after advisory. Monthly water statements often contain a telephone number that may be called to obtain this information.
 - Area Director to inspect site to ensure proper shut down. If unable to make it to the field, store will send pictures

Marketing

- Update Ringstreet voice messaging system with “message of closures”

Accounting

- Ensure that GL Insurance Documents are in proper order and ready for evacuation if needed
- Director responsible for communicating any insurance issues
- Ensure all SKIBO files are pulled
- Gather all Brink’s logs
- Take the computer and charger with you
- The controller is responsible for taking the home office emergency container that contains all hard copy leases.
- The controller is responsible for making sure each accountant takes their laptop, and any other necessities needed should anyone have to work remotely.

HR/Training

- MIT trainer responsible for communicating with any trainees
- Continue to keep in touch with the trainee throughout the process
- HR Director responsible for Internal Response Team plan
- Responsible for Secondary contact information report from payroll

Store Operations

Building Security

- **Shut down the POS terminal or back office server – make sure to contact Accounting before this is done**
- **Do not unplug any power**
- Remove any loose items in landscaping/yard, patio, roof, parking lots or dock areas.
- Raise equipment, computers and extremely sensitive items and cover with trash bags.
- Turn off all printers, computers and office monitors
- Flip all chairs upside down on tables to help prevent damage.

Purchasing Assistant - Responsibility for Oak Street:

- Installation of panels on the front doors.
- The hardware and necessary tools are in an envelope that is taped to the panels. The panels are in the storage room closest to the front doors.
- Trash cans and any loose trash must be brought into the building and stored in the hallway.
- All A/Cs must be left on at 78° throughout the building.
- If applicable, shutters must be dropped and completely covering windows.
- Remove / empty food from all refrigerators.

Accounting / Office

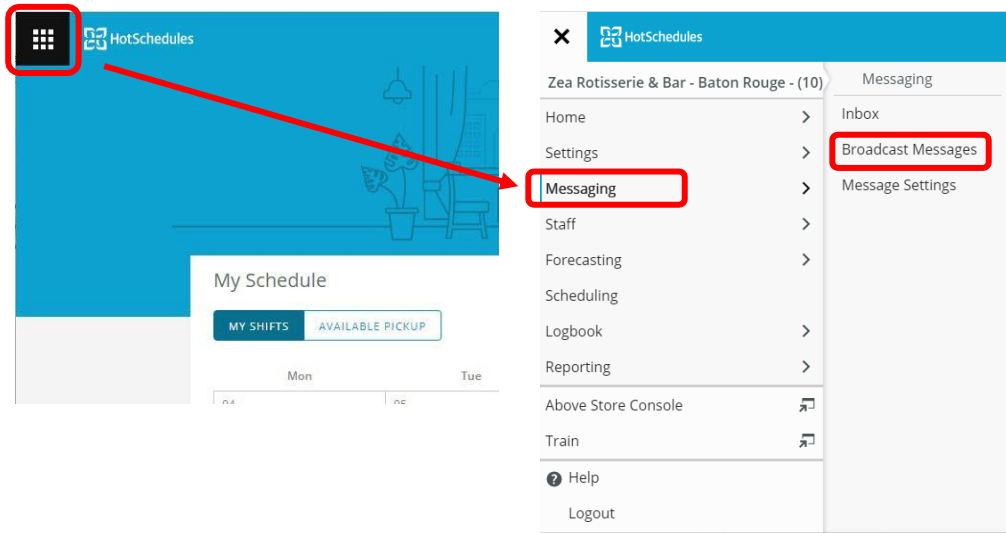
- Once the shift has ended, manually poll the POS information into Compeat so that the DSR can be completed for the day.
- Prepare your current deposit as normal. Armor Car Services should have been contacted to arrange for deposit pick up. If Armor Car Services cannot pick up the deposits, please notify the staff accountant in the accounting department. Keep all deposits in the safe.
- Run your credit card batches and gift card batches.
- Make sure all tips and sales are distributed in Squirrel
- Enter all invoices into Compeat
- Count all monies in the safe-to-safe balance sheet and scan with the deposits.
- The controller will take the home office emergency kit with them

Emergency Container

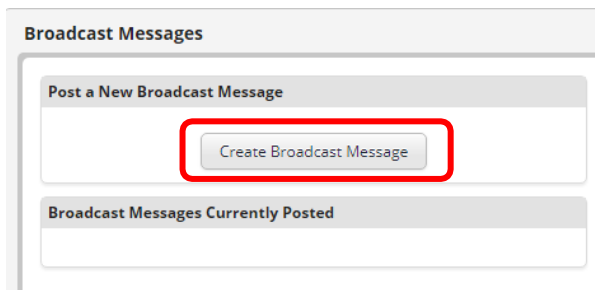
Hang File Name	Description
Mail (Accounting)	All unopened or opened mail
Grey Menu Paper	For in-store menu printing – limited menu
Inventory Count Sheet with waste recorded	Record all items that are placed in the “Throw Away” bag and email to unit accountant. Take hard copy.
Now Open Sign	
Licenses (Accounting)	All Licenses posted in your restaurant

Appendix A: Broadcasting Messages

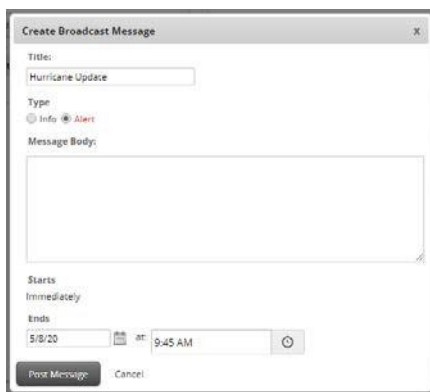
1. Log into <https://app.hotschedules.com/hs/login.jsp>
2. Click on the menu icon in the top left corner and hit "Messaging" > "Broadcast Messages"



3. Click the "Create Broadcast Message".



4. Type "Hurricane Update" in the Title. For the Type, choose "Alert". Type your message the body and ensure you have the right end date and time. Click "Post Message" to send.

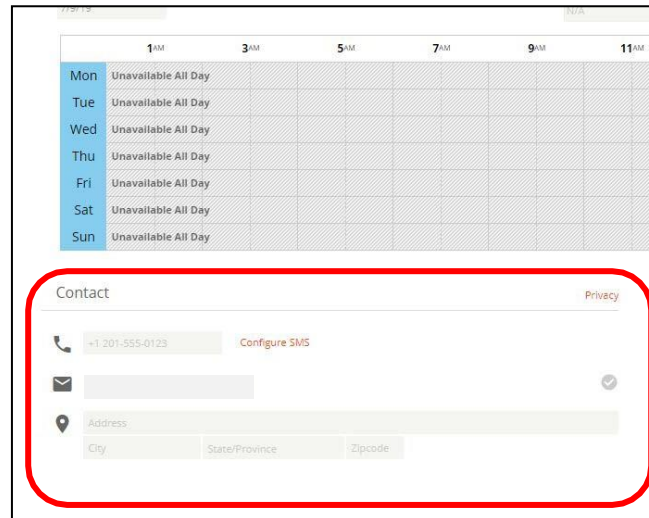


5. Click "Send Message" button to send broadcast message to all employees.

Appendix B: Validating & Updating Personal Contacts in HotSchedules & Paycor

Hot Schedules

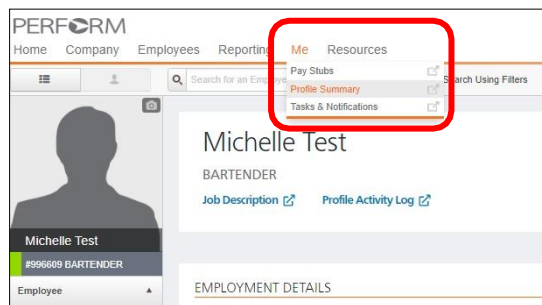
1. Log into HotSchedules (app or website)
2. Go to Settings > Personal
3. Click on "Profile" and update phone number, email, and address. SMS is text messaging and if it is not on, click the "Configure SMS" to active it.



The screenshot shows the HotSchedules app interface. At the top is a calendar grid with days of the week (Mon-Sun) and times (1 AM, 3 AM, 5 AM, 7 AM, 9 AM, 11 AM). Below the calendar is a 'Contact' form, which is highlighted with a red rounded rectangle. The form includes fields for a phone number (+1 201-555-0123), a 'Configure SMS' button, an email address field, and an address field with sub-fields for City, State/Province, and Zipcode. A 'Privacy' link is visible in the top right corner of the contact form.

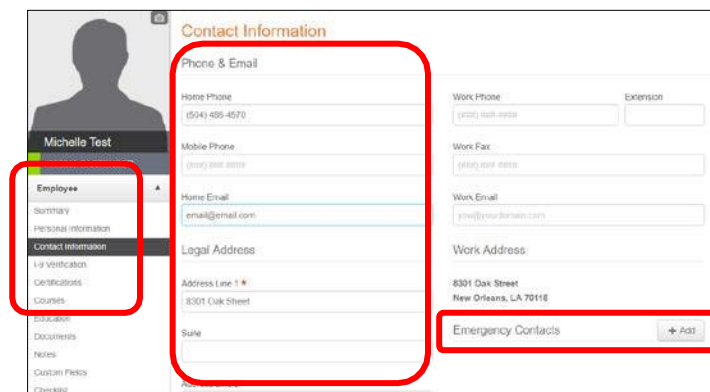
Paycor

1. Log into Paycor (app or website)
2. Go to Me > Profile Summary



The screenshot shows the Paycor website interface. The 'Me' menu is highlighted with a red rounded rectangle. The menu options are: Me, Resources, Pay Stubs, Profile Summary, and Tasks & Notifications. Below the menu, the profile summary for 'Michelle Test' is visible, showing her job title as 'BARTENDER' and an 'EMPLOYMENT DETAILS' section.


3. Click Employee > Contact Info. Edit phone, email, address and Emergency Contact information. Click "Save" when finished (bottom right on screen).

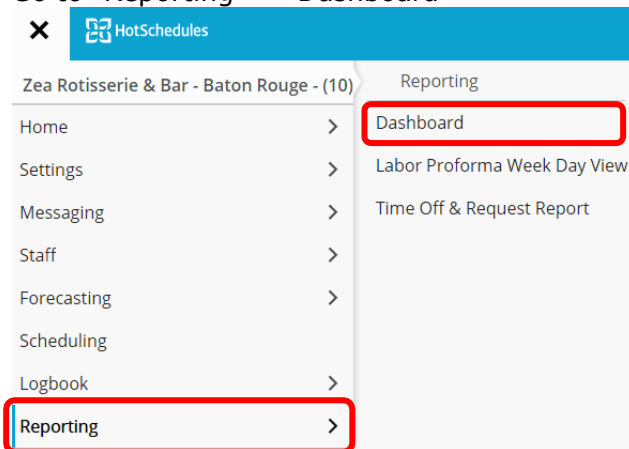


The screenshot shows the Paycor website interface with the 'Contact Information' form. The 'Employee' menu is highlighted with a red rounded rectangle. The 'Contact Information' form is highlighted with a red rounded rectangle. The form includes fields for Home Phone, Mobile Phone, Home Email, Legal Address, Work Phone, Work Fax, Work Email, and Work Address. The 'Emergency Contacts' section is highlighted with a red rounded rectangle, showing a list of emergency contacts and an 'Add' button.

Appendix C: HotSchedules Employee Profile Report (Contact Info)

How do I print updated employee contact information for the employee contact list?

1. Log onto HotSchedules
2. Click the Menu Icon  (top left corner).
3. Go to "Reporting" > "Dashboard"



4. Open the "Staff & Store" reports > click "Employee Profile Report"

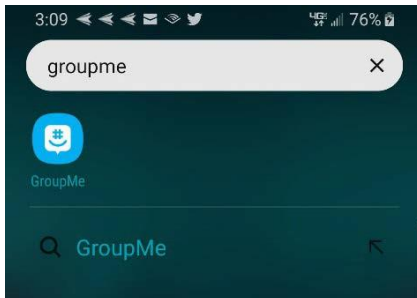


5. Under "Employee Profile Report Details" section, check off
 - a. First Name
 - b. Last Name
 - c. Email
 - d. Address
 - e. Telephone Number
6. Under "Employees – Active" list, click "Select All"
7. Click "Generate Report"

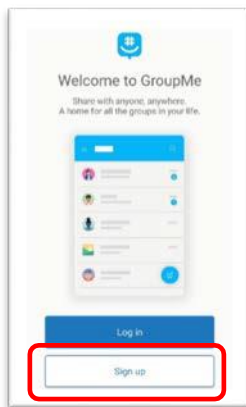
Appendix D: GroupMe Application Information

How do I login to GroupMe

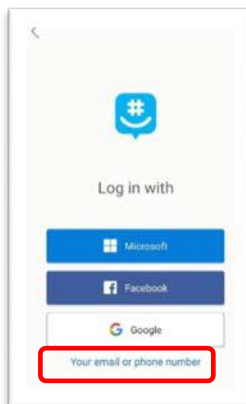
1. Go to your phone's app store
2. Download the app called GroupMe



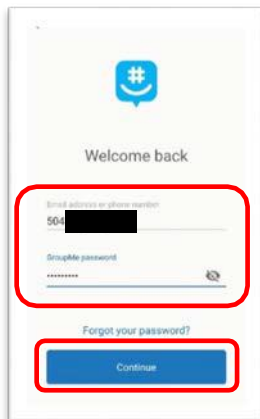
3. Once the app is downloaded, open it and click **SIGN UP** to create an account using



4. Register your account using your **PHONE NUMBER** to ensure it is easy for the group leader to invite you into the group.



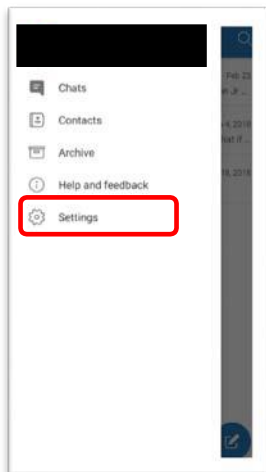
5. Enter your **PHONE NUMBER** (including area code) and create a password, then click **CONTINUE**



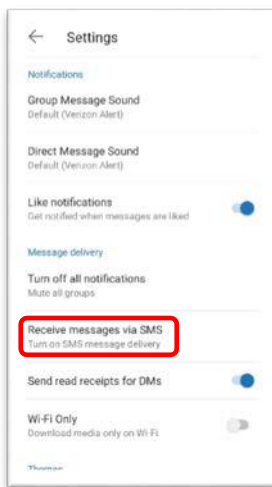
6. Once logged in, click the 3 lines in the **UPPER LEFT CORNER** to go to your settings.



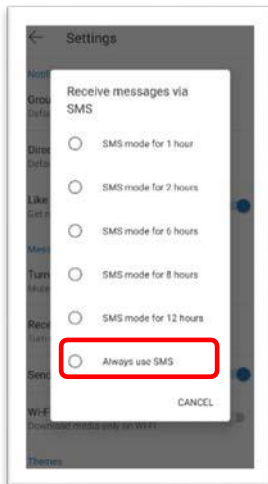
7. Choose **SETTINGS** from the list.



8. Click on the setting named "**Receive Messages via SMS**" to enable message received in GroupMe to go to your regular text messages for timely communication updates. You can disable this function later.



9. From the menu options, choose **"Always use SMS"**. This will allow all GroupMe messages to go to your text messages immediately. You can disable this function later. If text messaging goes down in your area, you will NOT receive notices via text and will have to go to your GroupMe app for notifications.



10. The group leader will invite you into the PRIVATE group so that you can begin receiving messages via the GroupMe app.

Appendix E: Squirrel End of Day & Manual Compeat Polling

(To Complete DSR prior to leaving)

1. Follow the procedure listed below to verify that there are no open checks in Squirrel and that all employees have cashed out.

OPEN CHECKS

To see Open Checks from a terminal:

1. Insert a manager card into any terminal
2. Touch **Manage** tab
3. Touch **Statistics** tab
4. Touch **Shift Reports** button
5. Touch **Open Checks**
6. Touch **All Departments**

To see Open Checks from the Squirrel PC:

1. On Squirrel computer, click on **Reports**
2. Click on **On-Line Reports**
3. Click on **Open Checks**
4. Select **Department ALL**, click **OK**

UNCASHED OUT EMPLOYEES

To see Un-cashed Out Employees from a terminal:

1. Insert a manager card into any terminal
2. Touch **Manage** tab
3. Touch **Statistics** tab
4. Touch **Shift Reports** button
5. Touch **Un-cashed Out Report**
6. Touch **All Departments**

To see Un-cashed Out Employees from the Squirrel PC:

1. On Squirrel computer, click on **Reports**
2. Click on **On-Line Reports**
3. Click on **Un-cashed Out Employees**

2. Follow the procedure listed below to do a Squirrel "Shut Down" (end of day).

SHUTDOWN

POS can be shutdown from either a Manager screen at any terminal or from the Squirrel computer.

Before shutting down, verify that all:

Checks are settled

Servers, Bartenders, and Managers are cashed out

To Shutdown POS from a terminal:

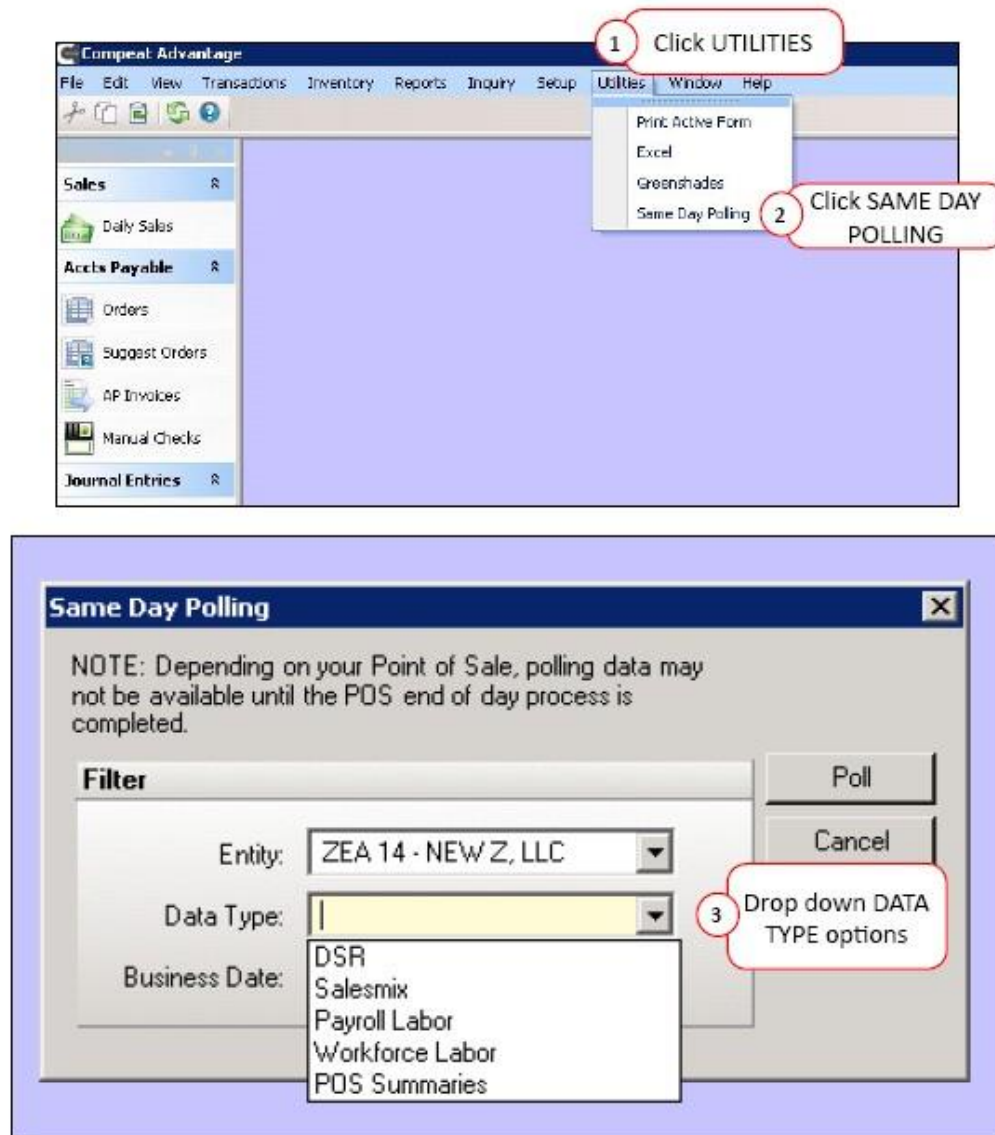
1. Insert or swipe a manager card into any terminal
2. Touch **ADMIN** tab
3. Touch **MANAGER** tab
4. Touch **SHUTDOWN**
5. Touch **YES**

To Shutdown POS from the Squirrel PC:

3. To poll the DSR, proceed to Compeat and follow usual end of day procedures.

After running END OF DAY, all of the information will need to be pulled into Compeat by manually polling the information.

From Compeat Advantage: Utilities > Same Day Polling



4. Same Day Polling

Same Day Polling

NOTE: Depending on your Point of Sale, polling data may not be available until the POS end of day process is completed.

Filter

Entity:

Data Type:

Business Date:

December, 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

☐ Today: 12/15/2017

Annotations:

- 4 Click POLL
- 4 Choose the appropriate BUSINESS DATE (the date for which end of day was run)

The polling process above will have to be run for DATA TYPES: DSR and Workforce Labor individually. Once both polls are run, rerun Labor Polling Exceptions in Compeat 2.0. For more information on Processing Labor Polling, go to section on [Labor Polling](#).

Appendix F: Computer Shutdown Procedure

TB Hurricane Preparedness

1. Complete closing activities and save all work.
2. Email support@cypressconnects.com to request your server be shutdown.
 - a. Subject: ZEAXX Server Shutdown Request
 - b. Include your store #
 - c. Include: your name (person making the request) w/ cell phone for emergency contact.
 - d. Indicate approximately what time you will be leaving the building.
 - e. Indicate a planned return date if any.
3. **Cypress Connects will shut down the server remotely.**
4. **Leave server tower and UPS device plugged in.**
5. **Do not disconnect any cables.**
6. Power off all POS terminals and Printers. **Do not unplug.**
7. Power "off" all QSR monitors and controllers. **Do not unplug.**

Computer Startup Procedure

1. Verify UPS is powered on using front panel.



2. Press the power button on the server one time.



3. Wait 15min before attempting to login to any machines.
4. After logging into squirrel computer, turn on Squirrel terminals and equipment.

After Storm Procedures – Re-Opening for Business

Red Agenda (After Storm)

Home Office Guidelines and Responsibilities of "Red Alert" after the storm

The red alert after the storm conference call will be led by the COO. The storm watcher is responsible for initiating the conference call.

Leader: CEO

Roll and Location:

- Storm Watcher
- Area Directors
- COO
- Marketing
- Purchasing
- Training/HR
- Controller
- Beverage
- Representative of The Buds

Status of storm damage as reported by city and state officials: Storm Watcher

Time Frame to assess: CEO

- Establish a timeframe to review damages of each location. The storm watcher can help determine whether it is safe to return to a Taste Buds Mgmt, LLC. Market Location.

Dept. Head Confirmation of Responsibilities: CEO

- **Area Directors:** Hold conference call w/ all Managers to discuss time frame upon returning
- **Purchasing Director:** Obtain all information on delivery schedules and product availability for all major food vendors. Assess additional equipment needed:
 - Generators
 - Refrigerated trucks
 - De-humidifiers
- **HR/Training:**
- Send evacuated employee contact form to gather "Employee Status" updates through all communication platforms
- Department Head of Training responsible for communicating with the lead person of the Internal Response Team
- The Internal Response Team is responsible for communicating and coordinating aid and resources for any company employee who may need it.

Next Communication: CEO

A time should be determined when the next conference call will take place.

If the Taste Buds Mgmt. market location has determined a timeframe during this call, the next conference call should follow the Green Alert agenda.

Note: If there is no evacuation, the meeting place will be determined in the New Orleans market.

Green Alert Agenda

Home Office Guidelines and Responsibilities of "Green Alert"

The green alert before the storm conference call will be led by the CEO. The "Storm Watcher" is responsible for initiating the conference call.

Leader: CEO Roll:

- Brand Leader
- Marketing Manager
- Purchasing Director
- Training/HR Director
- Controller
- Storm Watcher
- Director of Beverage

Report of each location: Zea Area Directors

- Manpower assessment
- Damage to Building
- Timeline for getting restaurant open
- Any needs from the Marketing, Accounting or Training Department

Vendor Update: Purchasing Director

- Update on all major food vendors on delivery schedules and product issues
- Update on any damage assessments
- Update on any additional equipment needed, generators, refrigerated trucks etc

HotSchedules Updates:

- Operations should direct general managers to broadcast messages and send messages to update staff based on reports.
- Company website for employees should also be updated / maintained

Website Update: Marketing

- Based on reports, Marketing should update the concept website for guest information.
- Social and Digital media communication
- Marketing should take all necessary steps to notify the cliental which restaurants are open for business, i.e., press release, web updates, eblasts, social and digital platforms, signs for locations, ads etc.

Accounting:

- Director responsible for communicating any insurance issues

Next Communication: CEO

- Next communication should be determined based on the Area Director's reports of each location

HR/Training:

- TBM emergency website should be updated
- Review and follow up on evacuated employee contact form to gather "Employee Status" updates through all communication platforms
- MIT trainer responsible for communicating with any trainees
- Continue to keep in touch with the trainee throughout the process
- Director responsible for Internal Response Team plan
 - o Communicate with Dept Heads and Supervisors

Conference calls will continue until all stores open.

Green Alert Procedures

Safe to Return to the Area

The goal is to get the restaurant open as soon as possible after hurricane conditions have subsided. We must make every effort to ensure that the restaurant is safe to work and dine in. GMs should be prepared to return to work to assess the premises and take necessary actions to open the restaurant in the Leadership's direction.

Reopening

Generally, if we are evacuated from the city or state for 3 days or less, this would possibly mean we sustained minimum power loss and damages, however each situation is different. Closing for any longer time frame could mean that we have suffered from more extensive damage. Use your judgment and direction from leadership on the following guidelines for reopening your unit.

Store Communication

Responsible	Communication Action Items	Who Needs to Know
GM	Contact all employees and managers prior to the first scheduled conference call. Find out status of location and plans to return	Ops
GM	Attend a scheduled conference call. 504-541-2837 Pin 12345# Be prepared to discuss manpower plans for your specific location.	Ops
AD / GM	Develop a timeline for returning to assess each unit	Ops
All Mgrs	Continue to contact all employees, Managers, and Key Employees until all have been reached, and you are able to understand their plan of return.	GM/ AD
All Mgrs	Report any information that could slow down your process of reopening the unit.	AD
GM	Communication needs of any employee that experienced significant losses	HR
Internal Response Team	Responsible for communicating and coordinating aid and resources for any company employee who may need it	HR

Store Operations

- Assess your building. Check the interior, exterior and roof.
- Assess all equipment. Including equipment located outside of the building or on the roof of the building.
- Take pictures of any damage (interior and exterior) for insurance claims.
- Do not call Repair Call Center during this time. Call the vendors and purchase directly for repairs.
- Purchasing will let you know when to begin using Repair Call Center.

Note: If your building has no apparent damage, take pictures of damaged areas within 100 feet of the store's location.

Accounting Procedures – IF APPLICABLE

- Send the labor report showing what it costs to get the restaurant open.
- Note on any receipts & invoices inputted into Compeat that the expense is "hurricane insurance related" in the notes section of the AP records and record on insurance reporting template.

Note on any receipts & invoices inputted into Compeat that the expense is "hurricane insurance related" in the notes section of the AP records and record on insurance reporting template.

Extra Expense

Any necessary expenses you incur during the period of restoration that you would not have normally incurred if there had been no direct physical loss or damage to property caused by or resulting from a covered cause loss or action of Civil Authority.

Types of "**extra expenses**" may include but are not limited to:

- Printing of new menus
 - Cleaning supplies
 - Payroll of personnel used during the restoration
 - Help wanted signs/advertising
 - Cost of hiring and training new staff
 - Items to secure the building if there was damage
 - Inspection invoices from vendors
 - Repairing any equipment that was damaged due to storm
-
- Assign a manager to have menus printed (if necessary)
 - Assess whether you have lost power. This will help you determine food status and equipment status.
 - Inspect the cup of ice in the freezer to determine if there has been a change in temperature.
 - Complete employee and manager schedules based on manpower
 - Assess all food states. If food does not meet safety and sanitation, immediately seal all bags and discard into the dumpster. If food does meet safety and sanitation standards, begin unloading all bags and organize your coolers back to "mis en place". Keep record of any items that must be discarded on the Compeat inventory count sheets.
 - Based on the decision of the menu to operate under, establish the required orders and prep sheets.
 - If the city or parish/county that your unit is in was under at any time through or after the storm a "boil advisory", you must call the Health Department to get clearance to reopen. Do not flush the water on any equipment that holds and uses water until after the boil water advisory is lifted such as soft drink dispensers (Appendix D), ice machines, coffee/tea machines, etc. following the manufacturers' prescribed process.
 - Begin making plans for staffing based on your long-term manpower needs, if necessary, i.e., post "Now Hiring", contact the Marketing department for ad placement, etc. Check all New Hire materials inventory.
 - Contact any vendor that is store specific to set delivery or service times. The Purchasing Director will communicate purveyors for food and liquor status to you.
 - Locate all station duties and AOR for Managers and place into operations.
 - Redraw floor plans based on manpower status.
 - Post "Now Open" sign.

Testing Equipment

The timeframe of operations and damage of our premises will determine whether or not our equipment will require professional evaluation. Your Area Director will advise whether or not to call for a professional evaluation.

- POS System – test and verify that POS, QSR, printers, iPads are operational, and call Cypress Connects for any assistance
- All office equipment, i.e., fax machines, printers, pc, phones.
- Music and TV systems
- Refrigeration Equipment
- HVAC
- Alarm Systems
- Fire Safety Equipment
- Ice Machines

Note: Do NOT turn on HVAC and ice machine until receiving instructions from Purchasing.

Generally, if we are closed for 4 days or more, detailed cleaning of premises should take place. Below is a checklist for Front of House and Back of House Cleaning.

FOH

- Hours of Operations sign posted
- Windows and carpets cleaned professionally if necessary
- Floors professionally clean if necessary
- All Artifacts cleaned ceiling and down
- All mirrors cleaned starting ceiling and down
- All lights and lamps cleaned and operational
- Tables cleaned and level
- All ledges, sills, blinds and counters dust-free
- All tables completely and consistently set
- Coffee and tea machines in place and calibrated
- Ice bins clean and ice scoops in place
- Clean all baseboards in dining room and restrooms
- All wait stations should be cleaned and sanitized
- All plate wares should be rewashed
- Run salt and pepper and sugar caddies through dish machine
- Check the punch list to ensure all items are available in each station
- Replace any plants that are in need

BOH

- Detail clean all refrigeration including walls, floors, vents, fan guards and gaskets.
- Detail clean all heating equipment
- Detail clean all ceiling tiles, FRP and floors in the entire kitchen.
- Detail clean all kitchen small wares.
- Detail clean back dock. Make sure any trash that has been removed out of the restaurant is sealed tightly and, in a dumpster, or organized on the ground.

Communication with Director of HR

- Needs of any employee that experienced significant losses – review evacuation list
- Internal Response Team responsible for communicating and coordinating aid and resources for any company employee who may need it

Fountain Drink Severe Weather & Boil Water Advisory Guide

Due to the potential for equipment damage / contamination and unsafe water supplies caused by naturally occurring weather conditions, Coca-Cola has developed the enclosed trouble shooting guide. Following this guide will enable a quick and organized recovery to natural disaster events.

This trouble shooting guide includes:

- Pre-storm checklist
- Potential situations you may experience related to the safe dispensing of fountain products
- Appropriate resolution actions
- Appropriate contacts for support

If you have questions, please do not hesitate to call The Coca-Cola Customer Service Center (1-800-241-2653) 24 hours a day, seven days a week.

Key points to remember:

- Fountain products must not be dispensed if a local, state, or federal agency has declared a boil water advisory or precautionary boil water advisory. The above statement applies even when a water filter is present.
- When your water supply is confirmed safe for consumption by local authorities, your fountain equipment must be flushed prior to dispensing beverages (see attached "Flushing Procedures")
- Fountain dispensing equipment (including beverage/water tubing) that has been exposed to flood water must be replaced to avoid a food safety hazard.
- Fountain syrup packages exposed to floodwater, torn, punctured or compromised in any way must not be used and should be returned to your distributor for proper disposal.

Operating Procedures During a Boil Water Advisory

As per the Louisiana Department of Health and Hospitals.

- Notify your customers of the boil advisory and explain precautions and safety practices.
- Bottled/ boiled water is required to be used for food prep, cooking, washing/rinsing/sanitizing of utensils and food contact surfaces, as well as for hand washing.
- Single service utensils (paper/plastic plates, forks, spoons, knives) are required to be used.
- In restrooms, provide bottled water or potable water, and sanitizer for washing hands.
- Ice machines must be disabled.
- Do not use fountain drink dispensers that use water as a component of the drink mix. Using bottled water, soft drinks and mixers is a must. Source ice from outside the boil water advisory affected area(s) is required. The above statement applies even when a water filter is present.
- Water pressure issues are exacerbated by customer misuse such as running faucets, during times that are not instructed. Only run faucets during mandatory Freeze Warning/ Advisories.
- Once the water supply has been confirmed safe for consumption by authorities, your fountain equipment must be flushed prior to dispensing beverages. (*See attached Flushing Procedures.*)
- When washing hands with potentially contaminated water, use soap and warm water, thoroughly dry hands, and then apply hand sanitizer. It is recommended to wash hands with boiled or bottled water.
- It is advised that individuals who have recent surgical wounds, are immunosuppressed or have a chronic illness should use bottled or boiled water for cleaning.

Water Boiling

- To safely boil water, the water must reach a minimum temperature of 212° a "rolling boil" for a minimum of 1 minute.
- An alternative method of disinfecting the water is to mix 1/8 TEASPOON of unscented, liquid chlorine laundry bleach to 1 Gallon of water, mix thoroughly, and leave it undisturbed for a minimum of 30 minutes prior to consumption.
- Store disinfected water in the Cater-Aid Gallon Pouches.

3 Compartment Sink

- Fill the 3 Compartment Sink with bottled or boiled water. (*See above procedure for boiling water*)
- Add 1/2oz. per Gallon of Pot n Pan and the QA Sanitizing Solutions per Gallon of water. The 1/2oz of the QA Solution allows for the safe 200 parts per million that is required.
- ONLY under the Boil Water Advisory is it acceptable to cut into the plastic containers of the dish chemicals.
- If using boiled water with the QA Sanitizing Solution, the boiled water must be cooled to room temperature before adding chemical. Adding the QA Sanitizing Solution to still hot water breaks down the chemical and decreases its effectiveness. The Pot n Pan can be added to the water at any time.

Ice Machine

- Turn off the machine as soon as you are made aware of the Boil Water Advisory.
- Use Ice in Bin.
- Contact the approved ice supplier The Ice House at 504-469-3503, to replenish ice until the Boil Water Advisory is lifted and water is deemed safe. This is for all Metro New Orleans, Covington and Slidell locations. Covington and Slidell must meet the minimum of 100lbs. per delivery, of 40lb. bags.

- If water is found to be contaminated, the machine must be sanitized, and water filters are to be replaced by All Temp. Contact equipment repair call center to dispatch All Temp for this service.

Beverage Station Water Filters

- If water is found to be contaminated, filters must be changed before using the Beverage Equipment. Contact equipment repair call center to dispatch All Temp for this service.

Beverage Soda Equipment

- Turn off equipment, and do not use.
- See the attached Flushing Procedures once the Boil Water Advisory has been lifted.
- If the sodas have an off-taste, please contact Coca-Cola Customer Service at 800- 241-2653

Beverage Tea/ Coffee Equipment

- Turn it off and do not use it.
- Equipment heats water to 205° which is under the required 212° temperature.
- Flush the equipment by cycling it a minimum of 5 times without product in it.
- Clean urns, funnels, and pots thoroughly using the approved Urn Cleaner.

Plumbing

- Under a mandatory Freeze Warning/ Advisories, we instruct all locations to run water at a steady "spaghetti" width stream. It should be the hot water faucet anywhere of the interior of the restaurant, and the faucet of a mop sink or hose at the exterior of the building.

Testing

- Only when the Pressure has been restored to normal levels, will testing occur immediately. As is the case with water testing, it takes a minimum of 24 hours for testing to be completed, and the results are released. During this 24-hour period, water samples are captured within the "incubation period", and if no contamination is found, the boil water advisory is to be lifted.

Post Storm / Boil Water Advisory Lifted

- Develop a prepackage product plan! In the event fountain equipment downtime results in a need to serve bottle/can products. Common prepackaged products are offered in 12 oz., 20 oz. or 2 liter servings. To simplify execution, we recommend serving only your top three brands (e.g. Coca-Cola classic, Diet Coke, Sprite) and using 12 oz. cans as a single serving. Following this recommendation saves space, simplifies cooling and eliminates pouring.
- Bottled 2-liter orders by the case. The following steps will be helpful in determining your prepackage needs in cases:
 - ✓ Estimate duration of need for prepackaged products
 - ✓ Estimate number of ounces needed per brand for duration
 - ✓ Determine package size options (12 oz., 20 oz., 2 liter)2
 - ✓ Divide estimated number of ounces needed by number of ounces in package size to determine packages needed
 - ✓ Divide packages needed by 24 for 12 oz. and 20 oz. package sizes or 8 for 2-liter package size
 - ✓ This equals the number of cases needed

* If you are unable to dispense fountain products, Coca-Cola North America and our bottling partners will aggressively work to provide bottle/can product at a reasonable price and within a reasonable period. However, there may be incidents where time constraints, directly related to the duration/timing of equipment downtime, limit our short-term ability to provide these services. In these cases, purchasing bottle/can products from a local retailer may be the best temporary solution until other arrangements are made with a local bottler or your distributor.

** "When using local retailers to secure bottle/can product, all package options should be available. Package options when using Coca-Cola bottling partners may be limited due to capacity and availability and will require COD payment unless you have an account set up with the bottler.

Start Up Procedures Following Boil Water Advisory

Purpose: The purpose of this procedure is to ensure that water using beverage equipment is started up with Safe water. This procedure should only be performed **AFTER** the Boil Water Advisory has been lifted.

Equipment to be considered: Post-mix and premix fountain dispensers, juice machines, icemakers, frozen carbonated beverage dispensers and any other water-using appliances such as coffee machines, filter housing and cartridges.

Destroy all Ice Made Prior to or During the Boil Water Advisory:

- From ice maker bin(s)
- From fountain dispenser bin(s)
- Any other ice bin(s)

Obtaining a Safe Water Source Approved by City Officials

1. Flush incoming water line
 - Open cold-water side of a hand sink for a minimum of 30 minutes.
2. Flush all the water lines in building
 - Open all other cold-water faucets for a minimum of 5 minutes

Equipment Start-up

Non-Quality Water Filters – Contact 86 Repairs to dispatch All-Temp for service

- Water filter(s) must be replaced prior to any other Equipment Start-up.
- Any system that is without a new water filter cartridge must not be placed back in service.

Ice Makers

- Run two complete ice making cycles and discard all the ice made.
- Sanitize ice maker bin.

Fountain Dispensers

- Sanitize ice bin if present

Flushing Procedure

- The steps of this procedure are to be completed only AFTER the Boil Water Advisory has been lifted.
- Run each beverage valve on each fountain or dispensing gun for a minimum of 2 minutes. Repeat process.
- Remove nozzles and diffusers from the dispensing valves and clean them with the special nozzle brush and a sanitizer solution; soak nozzles and diffusers in the sanitizer solution for about 3 minutes; replace after they are completely dry.
- Clean underneath dispensing valves with the sanitizer solution and a dedicated brush; dry with a clean towel.
- Wash the drip pan.
- Wipe down the entire surface of the dispenser.
- Empty the ice bin, clean and sanitize the sides of its interior.
- Fill ice bin.
- Allow the equipment chill plate to cool, then taste. If taste is satisfactory, you can begin dispensing beverages to your customers. If sodas have an off-taste, please contact Coca-Cola Customer Service at 800-241-2653.
- If taste is unsatisfactory, place service call.

Frozen beverage dispensers

- Place call for service.

Coffee Makers / Tea brewers

- Brew at least 4 pots of hot water per unit

If the effectiveness of any procedure is in doubt at any time during the flushing process, the procedures should be repeated in their entirety.

Post Storm Guidelines:

DISPENSING EQUIPMENT		
SITUATION	ACTION	CONTACT
<ul style="list-style-type: none"> Fountain equipment is damaged or was exposed to flood water 	Call Coca-Cola Customer Communication Center <ul style="list-style-type: none"> Schedule equipment repair/replacement 	800-241-2653
<ul style="list-style-type: none"> The restaurant has significant structural damage and fountain equipment needs to be removed until remodeling is complete. 	Call Coca-Cola Customer Communication Center <ul style="list-style-type: none"> Schedule equipment removal and installation 	800-241-2653
<ul style="list-style-type: none"> Fountain equipment is missing 	Call Coca-Cola Customer Communication Center <ul style="list-style-type: none"> Schedule equipment purchases and installation 	800-241-2653

POST-MIX SYRUP		
SITUATION	ACTION	CONTACT
<ul style="list-style-type: none"> Syrup packages or tanks have been damaged or compromised (punctured, torn, exposed to flood water, etc.) 	Call Distribution Center Standard Point-of-Contact for Syrup Orders <ul style="list-style-type: none"> Have damaged products picked up for disposal only File reimbursement claims with insurance company for value of damaged product (note: Coca-Cola is not responsible for reimbursement of damaged product due to natural disasters) 	Local Distribution Center Local Insurance Company
<ul style="list-style-type: none"> Customer needs to order syrup 	Call Distribution Center or Order syrup Standard Point-of-Contact for Syrup Orders <ul style="list-style-type: none"> Order Syrup 	Local Distribution Center

BOIL WATER ADVISORY		
SITUATION	ACTION	CONTACT
<ul style="list-style-type: none"> Water is approved for consumption following a boil water advisory The equipment was not damaged or exposed to water during flooding 	<ul style="list-style-type: none"> Follow equipment-flushing procedures (see end of document) before using fountain equipment 	800-241-2653
<ul style="list-style-type: none"> Water is approved for consumption following a boil water advisory Flushing procedures followed Product has an off taste 	Call Coca-Cola Customer Communication Center (CCC) <ul style="list-style-type: none"> Report on Quality Complaint 	800-241-2653
<ul style="list-style-type: none"> Restaurant does not have replacement water filter cartridges 	Call 86 Repair <ul style="list-style-type: none"> Request replacement water filter replacement cartridges 	616-226-9699
<ul style="list-style-type: none"> Boil water advisory is in effect and customer would like assistance from Coca-Cola in obtaining prepackaged product 	1. Assess bottle/can needs 2. Secure bottle/can from local retailer for immediate needs 3. Call Coca-Cola CCC for additional information on extended bottle/can needs	1-844-469-2653 sales@ccbcu.com

Emergency Products & Supplies

Glassware

Sysco Item No.	Pack Size	Description	Use
7358304	12/80ct.	16oz. Soft Translucent Cup	Sodas & Teas
2769156	24/40ct.	8oz. Styrofoam Cup	Coffee
4023073	20/25ct.	9oz. Plastic Cup	Wine & Rocks Glass

Plateware

Sysco Item No.	Pack Size	Description	Use
1555210	4/135ct.	10 1/2" Plate Heavy Foam Black	Entrées & Large Salads
1859871	8/125ct.	6" Plate Heavy Foam Black	App Plate
1555320	8/125ct.	12oz. Heavy Foam Bowl	Soup
1857030	10/125ct.	4-5oz. Heavy Foam Bowl	Sides

Cutlery

Sysco Item No.	Pack Size	Description	Use
0626313	1/250ct.	Our currently Specified Kit	Flatware

Water & Beverages

Sysco Item No.	Pack Size	Description	Use
2788166	6/1Gal.	Gallon Bottled Water	General Washing
9901029	40/16.9oz.	Individual Bottled Water	Drinking Consumption
1757741	12/18.5oz.	Pure Leaf Sweet Tea	Drinking Consumption

Storage

Sysco Item No.	Pack Size	Description	Use
1763846	100/60Gal	Can Liner	"Body Bags"
7090165	1/50ct.	Cater-Aid Gallon Pouch	Storage for boiled water

Appendix G: State Emergency Numbers & Web Sites

Louisiana Emergency Site
emergency.louisiana.gov

Emergency Management Offices – Louisiana Parishes (most affected
by hurricanes and tropical storms)

Acadia (337) 783-4357
Ascension (225) 621-8360
Assumption (985) 369-7386
Calcasieu (337) 721-3800
Cameron (337) 775-5111
Iberia (337) 369-4427
Iberville (225) 687-5140
Jefferson (504) 349-5360
Jefferson Davis (337) 821-2100
Lafayette (337) 291-5075
Lafourche (985) 446-8427
Orleans (504) 658-8700
Plaquemines (504) 682-0081
St. Bernard (504) 278-4267
St. Charles (985) 783-5050
St. James (225) 562-2364
St. John the Baptist (985) 652-2222
St. Martin..... (337) 394-3071
St. Mary (985) 385-2600
St. Tammany (985) 898-2359
Terrebonne (985) 873-6357
Vermilion (337) 898-4308

Louisiana State Police Web Site – Road Closures

<http://www.lsp.org/RoadandIncident.nsf/%24Parish?OpenView&Start=1&Count=200>

Appendix H: Re-Entry Passes (*Jefferson & Orleans*)

Jefferson Parish

1. Click on either link <http://jumpstartjefferson.com/> or [Jump Start Jefferson Parish](#)
2. Click on "Click her to get started" or "Already have an account"



3. Click on the "I Accept" button for Tier Entry
4. Create an account by entering requested information

User Registration

This page allows you to manage your user account so that you can apply for credentials and come back to manage your business information. Please fill the form below and when you have completed all fields click "Submit". After completion you will be able to manage your business and contact information.

Personal Information	
Prefix:	Select
First Name:	
Middle Name:	
Last Name:	
Suffix:	Select
Title/Position	

Address Information	
Home Address:	
Home Address 2:	
City:	
State:	Select
Zip:	

Contact Information	
Phone:	
Alternate Phone:	
Cell Phone:	
Cell Phone Provider:	Select
By supplying your cell phone number, we will be able to send you SMS alerts in the event of an emergency. Standard text message rates apply.	
Email Address:	

Account Credentials	
UserName:	
Password:	
Confirm Password:	
Security Question:	
Security Question Answer:	
This Question and Answer will be required to reset your password.	

Submit

5. Enter in personal information and click enter
 6. Click on "New Re-Entry Placards" (for new applicants)
 7. Have tax payer ID # available for completing form
 8. Fill out necessary information and click submit
 9. Click on "Tier 2" and enter necessary information click submit
 10. Enter other location information and submit
 11. Click complete when done
 12. Confirmation emails should come shortly after completing
- Note: 24/7 contact person is Greg Reggio. 504-931-4734

Orleans Parish

There are 10 Placards for the Oak Street office under "Boss". Those placards can be found by going to <Z:\Hurricane Planning\Hurricane Plans> and should be distributed by the VP of Operations, Purchasing, or COO.

When new placards are needed, please follow the below instructions.

1. Click on link <http://www.nola.gov/ready/hurricane/re-entry/>
2. Click on "Click her to get started" or "Already have an account"

Coming Home & Re-Entry Placards

After a mandatory evacuation, New Orleans will return citizens to the City **only** when we deem it safe for citizens to return. **Do not attempt to return until the City of New Orleans deems it safe.**

Re-Entry

Just as the City has a plan to leave the City, it has a plan to re-enter it. New Orleans uses a tiered plan for re-entering the city after the Mayor issues a mandatory evacuation. Tiered re-entry means citizens and business come back at different times, allowing all possible essential services that citizens would need, such as power, food supply, etc., to get back and up and running.

There are three tiers of re-entry. Businesses must [register for a re-entry placard](#) to be assigned to a tier that re-enters before citizens.

Businesses will receive a Tier level and a certain number of placards for the vehicles needed to re-enter the city. These placards dictate when the business can re-enter the City.

Citizens do not need a placard to re-enter the City. They will re-enter after the initial tiers.

Placards

New Orleans uses a staggered re-entry system based on tiered, sequenced plan. Businesses in Orleans Parish must [reapply for a 2015-2016 placard](#) if it needs to re-enter the city before citizens after a mandatory evacuation.

For questions about placards, including re-setting and passwords, or to make an appointment to pick up placards, please contact Carlos Muniz at (504) 658-8714.



[Email the Program Director](#)

Welcome to the New Orleans Re-Entry Network!

The re-entry application process is where you register your business to apply for re-entry status and receive your credentials.

Business owners should register for re-entry ASAP to ensure they have their credentials prior to any type of evacuation.

[Click Here To Get Started](#)

[Already Have An Account?](#)

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3. Click on the "I Accept" button for Tier Entry
4. Create an account by entering requested information

User Registration

This page allows you to manage your user account so that you can apply for credentials and come back to manage your business information. Please fill the form below and when you have completed all fields click "Submit". After completion you will be able to manage your business and contact information.

Personal Information	
Prefix:	Select ▼
First Name:	<input type="text"/>
Middle Name:	<input type="text"/>
Last Name:	<input type="text"/>
Suffix:	Select ▼
Title/Position:	<input type="text"/>

Address Information	
Home Address:	<input type="text"/>
Home Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	Select ▼
Zip:	<input type="text"/>

Contact Information	
Phone:	<input type="text"/>
Alternate Phone:	<input type="text"/>
Cell Phone:	<input type="text"/>
Cell Phone Provider:	Select ▼
By supplying your cell phone number, we will be able to send you SMS alerts in the event of an emergency. Standard text message rates apply.	
Email Address:	<input type="text"/>

Account Credentials	
UserName:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
Security Question:	<input type="text"/>
Security Question Answer:	<input type="text"/>
This Question and Answer will be required to reset your password.	

5. Enter in personal information and click enter
6. Click on "New Re-Entry Placards" (for new applicants)
7. Have tax payer ID # available for completing form
8. Fill out necessary information and click submit
9. Click on "Tier 2" and enter necessary information click submit
10. Enter other location information and submit
11. Click complete when done
12. Confirmation emails should come shortly after completing

Note: 24/7 contact person is Greg Reggio. 504-931-4734

Appendix I: Storm Scenarios and Action Plans

Storm Type: Katrina

Government issued mandatory evacuations/Extended time people were gone

Significant damage

FEMA \$ abundant

Restaurant Sales Expectations: Experienced large sales volumes

Customer Expectations: Extra funds/happy we are open

Manpower Expectations: As people return, work on getting them to restaurants

Menu Expectations: Any items available

Limited due to access/extended period due to supply

Full menu when product and manpower allows

To-Go: When manpower allows

Box lunches: When manpower allows

Storm Type: Gustav

Government issued mandatory evacuations/Shorter period people were gone

Little damage

No FEMA \$

Restaurant Sales Expectations: Experienced very little in sales volume increase

Customer Expectations: No extra money; Not going out to eat

Manpower Expectations: As people return, work on getting them to restaurants

Menu Expectations: Any items available

Limited due to access/not expected to last long on limited menu

Full menu ASAP

To-Go: ASAP and when manpower allows

Box lunches: Yes if there is a need

Storm Type: Isaac

Government issued evacuations/People did not leave

Extended Power Outages/Fallen trees and power lines

No FEMA \$

Restaurant Sales Expectations: Stores that could open fast experienced sales

Customer Expectations: No extra money/No power or other services at home

Manpower Expectations: As people return, work on getting them to restaurants

Menu Expectations: Any items available

Limited due to access/not expected to last long on limited menu

Full menu ASAP

To-Go: ASAP

Box lunches: Yes

NOTE: The following steps will remain the same regardless of the storm scenario.

Product Handling Expectations: USB devices for time/temperature information

Prep sheets and order guides in place

Find ways to save more products

Re-opening Expectations: Must have better closes

Alarm codes/names for all building in place

Must have all Now Open/Now Hiring Signage Communications:

Must use Compeat

Communicate labor needs/staff issues

Ops to meet 2x daily until all stores are re-opened

Appendix J: Storm Watcher Tracking Sheet

Con Call

STORM NAME:

1-504-541-2837

Pin: 12345#

Date:						
Roll:	Call 1	Call 2	Call 3	Call 4	Call 5	Call 6
Paul Hutson						
Kevin Guidroz						
Frank Langenbacker/Stephen						
Bobby Mckinney						
Haley Buhr						
Priscilla Gulati						
Jaime Usey						
Theresa Hayes						
John Maliolo						
Margo French						
Jeff Thibodeaux						
Buds						
IT Company						
Brandon Vieth						
Storm Status						
Wind Speed						
MPH						
Current Track						
Forecasted Track						
Probability of a TB hit						
ETA Landfall						
Local/State Official Comm.						
Vendor Update						
Sysco Plan						
Others						
Operations Update						
Business by Brand/Location						
Staffing Levels						
FEMA issues						
Suggestions for wind down						
Accounting & IT Support						
Marketing						
Closing Stores						
Decision (normal ops or wind down/close)						
Decision (normal ops or wind down/close)						
Red alert time frames						
Time of next call						

Appendix K: Store Level Call Tracking Sheet

STORM NAME:

Conf Call # 1-504-541-2837

Pin: 12345#

GM	Name	Call 1	Call 2	Call 3	Call 4	Call 5	Call 6
Zea1							
Zea2							
Zea3							
Zea10							
Zea11							
Zea13							
Zea14							
Zea 17							
Zea 18							
Zea 19							
Paul Hutson							
Kevin Guidroz							
Theresa Hayes							
John Magliolo							
Jeff Thibodeaux							
Bobby McKinney							
Storm Status							
Wind Speed							
MPH							
Current Track							
Forecasted Track							
Probability of a TB hit							
ETA Landfall							
Local/State Official Comm.							
Vendor Update							
Sysco Plan							
Others							
Operations Update							
Business by Brand/Location							
Staffing Levels							
FEMA issues							
Suggestions for wind down							
Accounting							
IT Support							
Marketing							
Closing Stores							
Decision (normal ops or wind down/close)							
Red alert time frames							
Time of next call							

Questions for conference calls:**Operations:**

What stores are able to re-open?

Where are the managers?

How many employees will we need?

How affected are the surrounding areas?

What menus will we use (limited, to-go, full, etc.)?

Hours of operation?

Purchasing:

How soon can we get deliveries?

Health department contact to re-open

Contact service vendors, food vendors, and handle equipment issues/concerns

Are generators/refrigerated trucks, de-humidifiers needed?

HR/Training:

What are the needs/issues?

Contact any MITs in training and give assignments

Contact affected stores/areas about employee needs and assistance

Marketing:

Give communication update. How and where the message is getting out.

What's the current message?

Discuss with Ops what will be the next focus. How does it differ per location?

Accounting:

Contact Cypress

Insurance/claim issues

Buds:

Does the community need assistance and how?