



CLEAN COMMITMENT

The health and safety of our team members, our guests, and our community is our top priority. By closely monitoring industry and government guidance regarding the COVID-19 virus, including information supplied by the California Department of Public Health (CDPH), Orange County Health Care Agency (OCHCA), and Centers for Disease Control and Prevention (CDC), we have devised additional guidelines and procedures for sanitation and cleaning, with an emphasis on the prevention of virus transmission.

Our Clean Commitment has been developed to increase safety and reduce the risk to our customers, clients, and team members. It ensures our headquarters and all 24 Carrots managed event locations' hygiene and sanitation activities meet or exceed regulatory standards, as well as CDC guidelines. This commitment also involves new guidelines for cleanliness, which meet or exceed our already stringent standards.

These protocols are based on the latest information available for the hospitality industry about sanitation and cleanliness, as well as other related industries. As we move forward, we will continue to track CDPH, OCHDCA, CDC, and other health advancements to revise these procedures.

Our 24 Carrots Clean Commitment covers our headquarters located at 150 Baker Street in Costa Mesa, Rancho Las Lomas, Franciscan Gardens, The Colony House, Ole Hanson Beach Club, Huntington Bay Club, The Yost Theater, The 1912, Giracci Vineyards and Farms, [AV], and any field kitchen setup managed by 24 Carrots Catering & Events.

OUR 24 CARROTS CLEAN PROTOCOLS

To minimize risk and enhance safety for clients and team members, we use disinfectant products that have been pre-approved and certified by the U.S. Environmental Protection Agency (EPA) for use against emerging viruses, bacteria and other airborne and blood-borne pathogens. We have increased our routine environmental cleaning and adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and disinfectants. Disinfectants are used on all hard surfaces. Cleaners and disinfectants used near, or on food surfaces, are certified as food safe.

To ensure the health and safety of our guests, we have implemented several new initiatives throughout our organization. Although these initiatives and guidelines will continue to evolve, interim changes include the following:

Personal Protective Equipment (PPE)

Clients and guests are welcome to wear personal face masks and gloves while at our headquarters or any of the 24 Carrots operated venue locations. We are providing personal face masks for each of our staff to wear within our facility, at our venues, or when in the presence of guests or clients. The level of PPE at events will be discussed with each individual client and will be reviewed on a case-by-case basis. Standard protocol is for our staff to have both masks that cover their nose and mouth, as well as medical grade and food safe disposable gloves.



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Hand Sanitizer Stations

Hand sanitizer stations have been installed throughout our 40,000 sq ft headquarters for use by both our team members and guests. In addition, every 24 Carrots operated venue location will be supplied with sanitizer stations for use by both our team members and guests.

Physical Distancing – Tastings

Tastings at our 24 Carrots headquarters will be limited to four (4) guests at a time until further notice. The 24 Carrots Catering & Event Specialist will attend the tasting but will be seated at the other end of the table. All 24 Carrots staff involved in the tasting will be wearing proper PPE.

Physical Distancing – Events & Event Set-Ups

Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This will ensure compliance with physical distancing recommendations from the state and CDC, as well as local county fire department regulations. These guidelines and discussions will take place between a 24 Carrots representative and the contracted client.

Continual Cleaning Procedures

All high-touch areas of an event space will be cleaned with hospital grade disinfectant throughout the duration of the scheduled event.

Equipment Cleaning Procedures

All large rentable equipment items will be sprayed down with electrostatic sprayers with medical grade DC-33 cleaner after and before each use of the item.

Food Service

24 Carrots will review food service procedures on an event-by-event basis. This will be determined by a 24 Carrots representative and the contracted client. There are many options available for safe presentation and distribution of food items. There are now additional options for served buffets with plexiglass guards, individually wrapped items, and pre-plated action stations.

FOOD SAFETY

According to the CDC, “Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. Currently, there is no evidence to support transmission of COVID-19 associated with food.” 24 Carrots has always adhered to and exceeded stringent food safety regulations set forth by the State of California and the Orange County Health Care Agency. We follow enhanced sanitation guidelines and utilize training aides backed by Ecolab, Auto-Chlor, and the National Restaurant Association. This includes ServSafe certification for all beverage, banquet, event planners, chefs, and stewards. In response to the current situation, menus for events have been modified to minimize risk. Additional training for appropriate team members in



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food, beverage, and events covers strict cleanliness, sanitation, food preparation techniques, PPE, and physical distancing awareness. Chefs and managers are required to conduct self-assessments of their work areas for each shift. Food safety guidelines and compliance are validated by independent audits.

OUR TEAM MEMBER INITIATIVES

24 Carrots employees are vital for an effective sanitation and health program. To ensure the health and safety of our team members and guests, we have implemented the following throughout our facilities:

Additional Training

All team members will receive additional training on COVID-19 safety and sanitation protocols, as well as more comprehensive training for our teams with frequent guest contact. Team members are reminded to stay home if they do not feel well. Team members are also instructed on proper procedures if they notice a coworker or guest with flu-like symptoms.

Personal Protection Equipment (PPE)

Appropriate PPE will be provided to and worn by all team members based on their role and responsibilities, and in adherence to state or local regulations and guidance. Gloves will be provided to employees whose responsibilities require them. Mandatory additional training on use and disposal of PPE will be provided.

Facility Sanitation

The frequency of cleaning and disinfecting has been increased at our main headquarters, and all 24 Carrots operated venue locations.

Dishwashing

All items able to process through our commercial dishwashers will be washed at no less than 160 degrees Fahrenheit. Additionally, they will go through a final steam drying stage before exiting the machine. All items will be securely packed in safe storage containers after they have been washed.

Employee Temperature Monitoring

All onsite staff will have their temperature monitored the moment they arrive to their scheduled shift. This temperature will be logged as part of their timesheet with a sign off by the event lead. Should an employee have an increased temperature reading, they will be asked to immediately leave the property and will be required to self-quarantine until it is safe for them to return to work.

Back of the House Signage

Signage will be posted throughout the 24 Carrots headquarters and 24 Carrots operated venues reminding employees of the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, and to avoid touching their faces.



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Case Notification

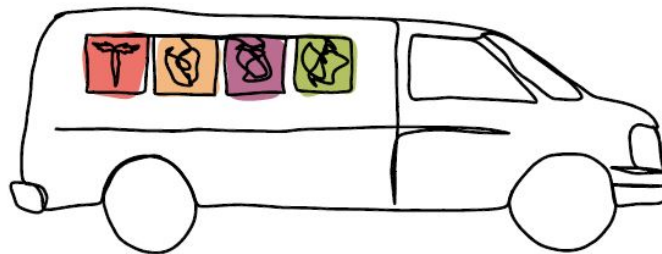
If we are alerted to a presumptive case of Covid-19 within our organization, we will work with local officials to follow appropriate actions recommended by them.

Hand Washing

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All 24 Carrots employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the facility in which they are working, going on break, and before and after a shift.

ADDITIONAL INFORMATION

Your health and safety are our top priority. We look forward to continuing to serve our community with not only the elevated standards of 24 Carrots, but the addition of the above referenced protocols. If you have specific questions about these procedures and protocols, please direct them to our team via email at info@24carrots.com. Or, you may reach out directly to your Catering & Event Specialist.



Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



When in public, wear a cloth face covering over your nose and mouth.

Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.

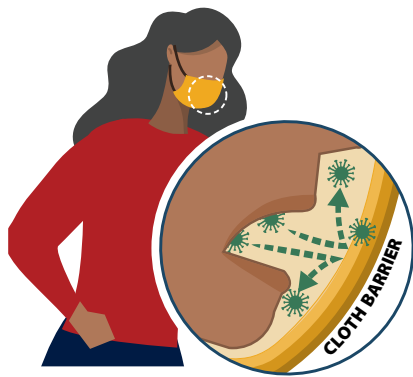


cdc.gov/coronavirus

How to Safely Wear and Take Off a Cloth Face Covering

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



USE THE FACE COVERING TO PROTECT OTHERS

- Wear a face covering to protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

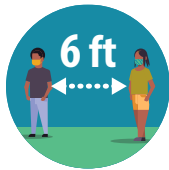
[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Important Information About Your Cloth Face Coverings

As COVID-19 continues to spread within the United States, CDC has recommended additional measures to prevent the spread of SARS-CoV-2, the virus that causes COVID-19. In the context of community transmission, CDC recommends that you:



Stay at home as much as possible



Practice social distancing (remaining at least 6 feet away from others)



Clean your hands often



In addition, CDC also recommends that everyone wear cloth face coverings when leaving their homes, regardless of whether they have fever or symptoms of COVID-19. This is because of evidence that people with COVID-19 can spread the disease, even when they don't have any symptoms. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.

How cloth face coverings work

Cloth face coverings prevent the person wearing the mask from spreading respiratory droplets when talking, sneezing, or coughing. If everyone wears a cloth face covering when out in public, such as going to the grocery store, the risk of exposure to SARS-CoV-2 can be reduced for the community. Since people can spread the virus before symptoms start, or even if people never have symptoms, wearing a cloth face covering can protect others around you. Face coverings worn by others protect you from getting the virus from people carrying the virus.



How cloth face coverings are different from other types of masks

Cloth face coverings are NOT the same as the medical facemasks, surgical masks, or respirators (such as N95 respirators) worn by healthcare personnel, first responders, and workers in other industries. These masks and respirators are personal protective equipment (PPE). Medical PPE should be used by healthcare personnel and first responders for their protection. Healthcare personnel and first responders should not wear cloth face coverings instead of PPE when respirators or facemasks are indicated.



N95 respirator



Cloth covering

General considerations for the use of cloth face coverings

When using a cloth face covering, make sure:

- The mouth and nose are fully covered
- The covering fits snugly against the sides of the face so there are no gaps
- You do not have any difficulty breathing while wearing the cloth face covering
- The cloth face covering can be tied or otherwise secured to prevent slipping



Avoid touching your face as much as possible. Keep the covering clean. Clean hands with soap and water or alcohol-based hand sanitizer immediately, before putting on, after touching or adjusting, and after removing the cloth face covering. Don't share it with anyone else unless it's washed and dried first. You should be the only person handling your covering. Laundry instructions will depend on the cloth used to make the face covering. In general, cloth face coverings should be washed regularly (e.g., daily and whenever soiled) using water and a mild detergent, dried completely in a hot dryer, and stored in a clean container or bag.

For more information, go to: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html>



cdc.gov/coronavirus

Prevent the spread of COVID-19 if you are sick

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

If you are sick with COVID-19 or think you might have COVID-19, follow the steps below to help protect other people in your home and community.

Stay home except to get medical care.

- **Stay home.** Most people with COVID-19 have mild illness and are able to recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- **Take care of yourself.** Get rest and stay hydrated.
- **Get medical care when needed.** Call your doctor before you go to their office for care. But, if you have trouble breathing or other concerning symptoms, call 911 for immediate help.
- **Avoid public transportation,** ride-sharing, or taxis.



Separate yourself from other people and pets in your home.

- **As much as possible, stay in a specific room** and away from other people and pets in your home. Also, you should use a separate bathroom, if available. If you need to be around other people or animals in or outside of the home, wear a cloth face covering.
- See COVID-19 and Animals if you have questions about pets: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#COVID19animals>



Monitor your symptoms.

- **Common symptoms of COVID-19 include fever and cough.** Trouble breathing is a more serious symptom that means you should get medical attention.
- **Follow care instructions from your healthcare provider and local health department.** Your local health authorities will give instructions on checking your symptoms and reporting information.



If you develop **emergency warning signs** for COVID-19 get **medical attention immediately.**

Emergency warning signs include*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

Call 911 if you have a medical emergency. If you have a medical emergency and need to call 911, notify the operator that you have or think you might have, COVID-19. If possible, put on a facemask before medical help arrives.

Call ahead before visiting your doctor.

- **Call ahead.** Many medical visits for routine care are being postponed or done by phone or telemedicine.
- **If you have a medical appointment that cannot be postponed, call your doctor's office.** This will help the office protect themselves and other patients.



If you are sick, wear a cloth covering over your nose and mouth.

- **You should wear a cloth face covering over your nose and mouth** if you must be around other people or animals, including pets (even at home).
- You don't need to wear the cloth face covering if you are alone. If you can't put on a cloth face covering (because of trouble breathing for example), cover your coughs and sneezes in some other way. Try to stay at least 6 feet away from other people. This will help protect the people around you.



Note: During the COVID-19 pandemic, medical grade facemasks are reserved for healthcare workers and some first responders. You may need to make a cloth face covering using a scarf or bandana.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Cover your coughs and sneezes.

- **Cover your mouth and nose** with a tissue when you cough or sneeze.
- **Throw used tissues** in a lined trash can.
- **Immediately wash your hands** with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



Clean your hands often.

- **Wash your hands often** with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **Use hand sanitizer** if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- **Soap and water are the best option**, especially if your hands are visibly dirty.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.



Avoid sharing personal household items.

- **Do not share** dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- **Wash these items thoroughly after using them** with soap and water or put them in the dishwasher.



Clean all “high-touch” surfaces everyday.

- **Clean and disinfect** high-touch surfaces in your “sick room” and bathroom. Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom.
- **If a caregiver or other person needs to clean and disinfect** a sick person’s bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and wait as long as possible after the sick person has used the bathroom.



High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.

- **Clean and disinfect areas that may have blood, stool, or body fluids on them.**

- **Use household cleaners and disinfectants.** Clean the area or item with soap and water or another detergent if it is dirty. Then use a household disinfectant.
 - Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.
 - Most EPA-registered household disinfectants should be effective.

How to discontinue home isolation

- People **with COVID-19 who have stayed home (home isolated)** can stop home isolation under the following conditions:
 - **If you will not have a test** to determine if you are still contagious, you can leave home after these three things have happened:
 - You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)AND
 - other symptoms have improved (for example, when your cough or shortness of breath has improved)AND
 - at least 10 days have passed since your symptoms first appeared.
 - **If you will be tested** to determine if you are still contagious, you can leave home after these three things have happened:
 - You no longer have a fever (without the use of medicine that reduces fevers)AND
 - other symptoms have improved (for example, when your cough or shortness of breath has improved)AND
 - you received two negative tests in a row, 24 hours apart. Your doctor will follow CDC guidelines.



In all cases, follow the guidance of your healthcare provider and local health department. The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. Local decisions depend on local circumstances.