



Subject :	COVID-19 exposure, symptom, confirmed case SOP		
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Purpose

The purpose of this plan is to describe how Momofuku's Managers will respond to symptomatic, exposed, or confirmed cases of COVID-19 (Coronavirus) for employees and guests within our restaurants.

This policy was originally developed, and will continue to be updated, based on local, state, and federal guidance for the states/provinces and countries that our restaurants operate in. Please ensure you are compliant with all applicable regulations for your business before adapting this procedure for use.

Policy

1. Employee Expectations

- a. Momofuku employees are required to follow the company's health and safety procedures to prevent COVID-19 exposure.
- b. Employees are required to disclose if they test positive or have been exposed to someone who has tested positive for COVID-19.

2. Responding to COVID-19 in our restaurants

- a. An Employee who shows symptoms of COVID-19 on the job will be sent home immediately.
- b. If an Employee was exposed to someone suspected to have COVID-19, Momofuku will attempt to identify all other employees in the workplace with whom that employee had close contact and otherwise to perform contact tracing as may be required under local health department guidelines, which are still evolving. "Close contact" is defined in the Procedure section of this SOP.
- c. When an employee [tests positive for COVID-19](#), restaurant management will need to take preventive measures by disinfecting the general area according to the latest health authority guidelines and contacting both employees and local health departments.
- d. Notifying other employees of possible exposure will be treated in a sensitive manner and employee names will not be used.

3. Confidentiality & Privacy

- a. Momofuku may require that an employee disclose health information with respect to whether the employee poses a direct threat to the health or safety of others.

4. Employee Benefits



a. Momofuku will provide employees with COVID-19 related illnesses and possible exposure with paid sick leave and leave of absence.

5. Return to Work

a. Ensure employees who are out sick with a fever or acute respiratory symptoms do not return to work until certain criteria has been met.

6. FAQs for Employees

a. Common questions and scenarios when dealing with COVID-19 related cases

7. Guest Expectations

a. Guests will be required to follow [social distancing](#) and face coverings rules as required by law

b. Answers to some common questions and scenarios when dealing with guests and COVID-19 concerns

Procedure

1. Employee Expectations

Momofuku employees will be required to adhere to all health and safety protocols and policies. They will be responsible for [starting their shift](#) in a systematic way to ensure that all safety precautions are followed to prevent the exposure to and the spread of COVID-19. Employees must adhere to the following expectations:

- [Stay at home](#) when sick and avoid close contact with others
- [Refrain](#) from shaking hands, hugging, or touching others
- [Clean surfaces](#) before and after use in common areas and when using shared equipment.
- Avoid touching mouth, nose, and eyes.
- Follow the general [hand washing protocol](#) with soap and water for at least 20 seconds. Use hand sanitizer with at least 60% ethanol or 70% isopropanol if soap and water are not available.
- [Wash/sanitize](#) hands frequently, including before and after work; during breaks; before and after eating; after coughing, sneezing, or blowing nose; and before and after going to the restroom.
- Cover mouth and nose with a tissue when coughing or sneezing. Immediately discard tissue after use and wash hands. If no tissues are available, cover mouth with shoulder or elbow and then [wash hands](#).
- Do not share personal items with coworkers (e.g., food, dishes, lunch boxes, gloves, etc.)
- Keep a minimum [distance of 6 feet](#) from others when possible.
- When choosing to cover mouth and nose with a cloth face covering, follow CDC and local health department guidelines on use, [removal, cleaning, and disinfecting](#).



2. Responding to COVID-19 in our restaurants

Momofuku follows the guidelines from the CDC and both local and state departments of health for employees who are showing symptoms of, exposed to, or diagnosed with COVID-19. Managers will take the following COVID-19 infection prevention measures.

A. If we have an employee on-site showing fever and flu-like symptoms, what steps should managers take?

1. Before the start of an employee's shift, the Manager on Duty will perform a [temperature check](#) for all employees by following the SOP for temperature checks.
2. **Immediately** send an employee home or to medical care, as needed, if they have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, or recent loss of taste or smell. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).
3. Individuals should complete the CDC [Coronavirus Self-Checker](#) and follow the guidance if they feel sick with fever, cough or difficulty breathing, have been in close contact with a person known to have the coronavirus, or if they live in or have recently traveled from an area with the ongoing spread of the virus prior to reporting to their scheduled shift.
4. Encourage employees who are not seriously ill to contact a medical professional by phone, as those healthcare professionals can also evaluate patients and manage care virtually.
 - a. Health care providers may order testing based on the patient's symptoms.
 - b. The healthcare provider will work with the state's public health department and the CDC for notification.
5. It may not be advisable to have an ill employee report to an on-site clinic(s) for fear of infecting staff there, as well as other employees. If it appears likely that the employee has COVID-19 or if healthcare workers confirm the employee does, the manager will notify other employees of their potential exposure but do not identify the employee by name. The messaging should be:

"We have been notified that one of our employees has been diagnosed with COVID-19. Employees working at [Restaurant location] may have been exposed to this virus. According to the Centers for Disease Control and Prevention (CDC), the virus is thought



to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets which can be produced when an infected person coughs or sneezes. If you experience symptoms of respiratory illness (fever, coughing or shortness of breath) or symptoms such as persistent headaches or muscle aches or a loss of taste or smell, please inform HR at HR@momofuku.com and contact your health care provider. Momofuku will keep all medical information confidential and will only disclose it on a need-to-know basis.

Momofuku is taking measures to ensure the safety of our employees during this coronavirus outbreak, including:

- Disinfecting and sanitizing the general work area where the infected employee worked, including all restrooms and employee break room(s)"

6. Notify Human Resources of the situation and report the name of the exposed individual

B. If an employee notifies us that they were exposed to an individual suspected of the coronavirus, what do we need to do to make sure we protect other employees?

1. The manager should request the exposed employee go home **and schedule a COVID test immediately.**

2. Have the employee complete the CDC [Coronavirus Self-Checker](#) if they develop symptoms and follow the guidance. Per CDC guidance, the employee should monitor for symptoms of fever (check twice a day), difficulty breathing, oxygen saturation with a pulsometer, chills, muscle pain, headache, sore throat, or the recent loss of taste or smell until they receive test results.

3. Have the exposed employee identify people in the workplace they were in close contact with since the first date of their exposure. Close contact is defined as within 6 feet for more than 15 minutes, having direct physical contact with the person, or exposure to respiratory secretions (such as a cough).

4. Notify Human Resources of the situation and the name of the exposed individual.

5. The manager should notify other employees of their potential exposure without sharing the ill employee's information. If symptoms develop, the employee and others should complete the [Coronavirus Self-Checker](#) and follow the guidance.



6. *Employees exposed to COVID-19 will be required to provide their manager or HR with a confirmed Negative test result prior to returning to work.*

In asymptomatic (not showing any symptoms) secondary exposure (people who have been in contact with people who are also asymptomatic but have been possibly exposed), the CDC is recommending that people within 6 feet of these secondary exposures in the workplace also be notified, begin monitoring their health twice a day for fever, cough, and shortness of breath, and if symptoms develop, they should complete the [CDC Coronavirus Self-Checker](#) and follow the guidance.

C. If we identify a confirmed case of the coronavirus in our workplace, what do we need to do to protect our other employees?

1. Notify Human Resources of the situation and the name of the diagnosed individual. Also, review the [COVID-19 Confirmed Cases Cheat Sheet](#)
2. The manager should notify only employees who came in contact with the infected employee of their exposure to the coronavirus in the workplace without sharing the diagnosed employee's name.
3. Symptomatic employees or other people with exposure should complete the CDC [Coronavirus Self-Checker](#) and follow the guidance. Individuals who do not have internet access should call their healthcare provider for treatment guidance.
 - a. To limit exposure to other high-risk populations, it's recommended employee(s) use telemedicine, when possible.
4. Additionally, the manager should request the exposed employee(s) stay home and schedule a COVID test immediately.
 - a. If symptoms develop, the employee should complete the CDC [Coronavirus Self-Checker](#) and follow the guidance. Per CDC guidance, and monitor for symptoms of fever, difficulty breathing, chills, muscle pain, headache, sore throat, or the recent loss of taste or smell.
5. The health care provider who cares for the employee diagnosed with the virus has a responsibility to report the case to the public health department. Momofuku will report to the public health officials, consistent with applicable law. The local public health department will provide guidance and mandated reporting requirements or notifications based on risk exposure to other people. If exposure concerns remain outside these guidelines, the employee(s) are advised to contact their public health department or their primary care clinic for next steps.



6. The Manager may need to close the restaurant down to [clean and disinfect](#) applicable work areas immediately following CDC guidelines using proper disinfection procedures and appropriate personal safety equipment or call a third party cleaning service.

a. A deep cleaning may be required of the entire general area where the infected employee worked, including breakrooms, restrooms and travel areas, with a cleaning agent approved for use against Coronavirus by the Environmental Protection Agency (EPA).

b. *The manager should use the below communication to communicate to all staff:*
i. *"Hi team, we're writing to inform you that a positive COVID-19 case has been reported on our team. We are taking all of the necessary steps to follow our standard operating procedure for this situation, and we're following all {hotel,} local, state and federal guidance. The fact remains that your safety and the safety of our guests is our number one priority. If you have any questions or concerns, please do not hesitate to reach out to me. We plan to reopen for [insert meal period] on [insert date], and we'll keep everyone updated if there are any changes."*

7. The employee who test positive for COVID-19 should be re-tested prior to returning to work and provide their manager or HR with a confirmed Negative test result prior to returning to work.

D. Can we tell other employees they might have been exposed?

When making a disclosure, disclose only the minimum necessary information. For instance, it may be permitted to say, "An employee with whom you may have come into contact has tested positive for COVID-19." However, because of privacy considerations, you should not disclose an employee's name, *i.e.*, "John Smith, who works in the Human Resources department, tested positive for COVID-19 on Tuesday and is being treated at Downtown Memorial Hospital."

As a rule, we urge you to treat any employee health information as sensitive, even in health emergencies such as this one. State privacy laws might also come into play here.

3. Confidentiality & Privacy

A. If an employee believes they have been exposed to others who have tested positive for the coronavirus, can Momofuku require that an employee disclose that to us confidentially?

Momofuku may require that an employee disclose health information with respect to



whether the employee poses a direct threat to the health or safety of the employee or others. Please reach out to Human Resources for more information on what questions to ask.

B. If an employee [calls in sick](#) and we suspect it may be due to the coronavirus, but the employee didn't mention it, what information may we ask for from the employee?

If an employee [calls in sick](#), notify Human Resources of the situation and the name of the suspected individual. EEOC guidance allows employers to ask employees who report feeling ill at work, or who call in sick, if they are experiencing symptoms associated with the coronavirus, including fever, chills, cough, shortness of breath, sore throat or recent loss of taste or smell. Managers must maintain all information about employee illness as a confidential medical record in compliance with the ADA.

4. Employee benefits

A. If an employee is exposed to COVID-19, Momofuku will provide paid sick leave or expanded family and medical leave for specified reasons if required by the [Families First Coronavirus Response Act](#). In addition, employees will be provided with their respective state and/or municipal specific leave as required, which may run concurrently with the Families First Coronavirus Response Act leave if permitted under applicable law. Please contact your HR partner regarding specific sick leave requirements.

5. Return to work

- A.** Managers will need to ensure employees who are out sick with a fever or acute respiratory symptoms do not return to work until both of the following occur:
- a. At least three full days pass with no fever (without the use of fever-reducing medications), No acute respiratory illness symptoms; and
 - b. At least 10 days pass since the symptoms first appeared
- a. Ensure employees that return to work following an illness promptly report any recurrence of symptoms.
- c. Managers must inform employees on an exposed list that they are required to submit proof of their COVID-19 test results before returning to work (can send to HR directly or can send to their manager who forwards to HR)
- d. Upon returning to work the employee will be subjected to a [temperature check](#).

6. FAQs for Employees



1. I've called out sick and/or I've been sent home sick. Will I be paid for my time away from work?

Our top priority is the health of our teams and guests. If you are feeling sick, please use your standard paid sick leave or paid time off. If there are special circumstances or if you believe you will need to be out for an extended period, reach out to hr@momofuku.com immediately to discuss your options.

2. An employee reported to work and is visibly ill. I attempted to send the employee home and they refused. What do I do?

We are dealing with a global pandemic. Please take every precaution to ensure the health of your team and guests. It is within a manager's purview to assess the overall safety of the work environment, including ill employees. Employees who are visibly ill must comply with a directive to leave work due to illness. Please remember that this is a sensitive situation and to lead with empathy at all times. Contact hr@momofuku.com and ops@momofuku.com immediately for guidance on how to handle the situation.

3. I've made the decision to send an employee home sick after they've already been working for a significant amount of time. What do I need to do?

Managers must be extremely cautious and proactive about workplace cleanliness and hygiene. In this scenario, the Managers on Duty (MODs) should use their best judgment and take the actions below:

1. Immediately [clean and disinfect](#) the employee's immediate work station
2. Assess any items/F&B product directly affected by an employee illness; discard items as necessary
3. If necessary, MODs are empowered to make a decision regarding whether to stop service in any way in order to handle employee communication, cleaning or any other necessary actions to ensure the overall safety of the workplace
4. Contact hr@momofuku.com and ops@momofuku.com to inform of the situation and/or seek further guidance

4. I was sent home by my manager due to illness. What do I need to do in order to come back to work?

We are taking this situation very seriously and will not allow anyone who appears ill to return to work. If you are under the care of a physician, please provide your manager



with a note that clears you to begin working again.

If you are not under the care of a physician, please only return to work if you are feeling in good health. Please reach out to hr@momofuku.com if you have any questions.

5. I found out that I have been in contact with someone who has/may have COVID-19. What do I do?

Please call your healthcare professional immediately if any of the following criteria apply to you:

1. If you have been in close contact with someone who has or may have COVID-19
2. If you feel sick with fever, cough, difficulty breathing, unusual muscle aches or headache or recent loss of taste or smell.
3. Your healthcare professional will work with your state's public health department and CDC to determine if you need to be tested for COVID-19.

6. I am getting cut early/called off my shift but I don't want that. Why is this happening and what are my options?

When we reopen our restaurants, we will be facing unprecedented challenges and a non-static situation. We can assure you that we will work hard to staff in the fairest and most reasonable way possible, and will be looking at seniority and schedule availability as we make these decisions.

7. Should I wear a face mask to/from/at work?

It is recommended to wear face masks to and from work and in some localities, this may be required. Momofuku will provide employees with face coverings to wear throughout their shifts.

8. Why have we intensified our cleaning procedures? Does that mean it is unsafe to be at work?

No, it simply means we are following government best practices and taking every precaution possible to limit the spread of the virus.

9. I have out of state travel planned. Will this affect my ability to work?



You must inform your manager of any upcoming travel and please limit any non-essential travel to areas more affected by COVID-19. We are taking this situation very seriously and will not allow anyone who appears ill to return to work.

10. I have international travel planned. Will this affect my ability to work?

You must inform your manager of any upcoming travel and please monitor the [CDC's COVID-19 risk assessment by country](#). We are taking this situation very seriously and will not allow anyone who appears ill to return to work. Upon your return from travel, we may ask that you self-quarantine at home for 14 days.

11. I don't have insurance but I am feeling anxious about COVID-19. What resources can the company provide to help?

The [EAP](#) offers services at no cost to help in times like these.

- **Counseling with a therapist** is available to you and your family to help process stress and work toward coping skills. Counseling is available in-person, via phone, in-the-moment, or online.
- **Legal and financial consultations** and extensive online resources can help you get important life documents organized and feel more in control about the future.
- **Health Resource Library** includes handouts, short videos, and recommended apps to help you feel more resilient and calmer in anxious or hard times.
- **Work/Life referrals** are references to outside people and resources that can help you with tasks that feel overwhelming such as child care, household help, etc.

12. I don't currently have health insurance. Where can I go for treatment?

Please reach out to hr@momofuku.com or utilize the [EAP](#) for more information about how to seek treatment.

7. Guest Expectations & FAQs

A. Guests and visitors should be screened for symptoms upon arrival and ask to use hand sanitizer, maintain physical distance from other customers, avoid unnecessary touching of restaurant surfaces, and to bring and wear a face covering when not eating or drinking. Appropriate signage should also be prominently displayed outlining proper face covering usage and current physical distancing practices at all entrances and throughout the restaurant.



1. What do we tell guests if they ask us what we are doing about coronavirus as a company?

Momofuku is taking every precaution to ensure the health and safety of our team and our guests.

We have reiterated longstanding best practices for restaurant hygiene and introduced new initiatives. Our restaurant managers have ensured that our restaurants are well-stocked with EPA-approved [disinfectant](#) and we have increased our supply of hand sanitizer for guest and staff use. We are sanitizing door knobs, keyboards, cell phones, desks, tables, host stands, and more before, during, and after every service.

We have limited all non-essential company travel and mandated that our team members report any and all illnesses to HR immediately.

We are closely monitoring the situation and making changes as quickly as we need to.

2. A guest asked if we are feeling the effects of coronavirus on business and/or if it is slow because of coronavirus?

Yes, business levels have been affected. We're taking every precaution to take care of our employees and valued guests throughout this difficult time. If a guest presses further, please have her/him reach out to pr@momofuku.com.

3. A guest is visibly showing flu-like symptoms and a team member feels uncomfortable serving them. What do I do?

Please immediately inform the most senior manager on duty. We reserve the right to refuse service to anyone who appears ill in order to safeguard the health of our staff and of other guests, but we must act with great sensitivity. Any refusal of service due to illness must be agreed upon by the most senior FOH and BOH managers on duty. Please remember that this is a sensitive situation and to lead with the utmost hospitality and empathy at all times. Contact hr@momofuku.com and ops@momofuku.com immediately for guidance on how to handle the situation.

COVID-19 Testing Facilities

For more information on where to find local testing facilities please visit the [COVID-19 Testing Facilities](#) guide.



Where can I find the most up to date information on COVID-19?

- [Centers for Disease Control and Prevention \(CDC\)](#) -
- [World Health Organization \(WHO\)](#) -
- [NY State Dept. of Health](#) -
- [NYC DOH](#) -
- [Nevada Dept. of Health & Human Services](#) -
- [Southern Nevada Health District](#) -
- [CA Dept. of Health](#) -
- [LA DOH](#) -
- [Govt. Of Canada](#) -
- [Toronto.ca](#) --
- [Australian Government DOH](#) -
- [New South Wales Govt.](#) -

Accountability (how the SOP will be enforced/managed)

- Enforced by the manager on duty
- Disciplinary action report to be filed if protocol is not followed

Sources:

- [OSHA.gov](#)
- [NHS](#)
- [CDC Symptom Self-Checker](#)
- [CDC Interim Guidance for Businesses & Employers](#)
- [Employee Assistance Program - EAP](#)
- [California Reopening Guidelines](#)