

The Paramount Group + Return-To-Work Operations

May 15th, 2020 - The health and safety of our guests and employees is our top priority. We are moving quickly to implement enhancements we have described, to our already robust cleaning and personal hygiene standards.

All The Paramount Group (TPG) staff will take the COVID-19 training precautions training video issued by the Illinois Restaurant Association.

EVENTS OPERATIONS PROTOCOL

Event Entry. Points of entry will be limited to allow our team to conduct temperature checks utilizing non-contact infrared forehead thermometers. Employees or guests confirmed to have a temperature at or above 100.0°F will not be allowed entry to the event. Masks will be available for guests who do not have their own. All employees will be required to wear masks and gloves, which is a charge applicable to the host.

Physical Distancing. Guests will be advised to follow physical distancing rules: maintaining at least six feet from other groups of people not arriving with them, especially in lines or while moving around the property. Tables and additional physical layouts will be arranged to ensure appropriate distancing. Employees will be required to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.

Hand Sanitizer. Hand sanitizer dispensers will be placed at key entrances and contact areas. They will also be available in our back-of-house areas. TPG will work with each venue to provide touchless dispensers throughout event spaces.

Guest Signage. There will be health and hygiene reminders throughout the property and information detailing mask wear, handling, and disposal instruction.

Employee Signage. Signage will be posted throughout the venue, 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 avoid touching their faces.

Self Service Stations. All stations and self-serve style events are suspended until further notice. All food and beverage items will be individually plated and served, and upon request, handed out by a trained employee at the station. Flatware will be provided as a roll-up. Condiments will be served in individual packets or sanitized singular containers.

Water Service. In place of shared water carafes for service, we will move forward with host recommendation to order individual bottled water for service.

DROP OFF / DELIVERY ORDERS PROTOCOL

Packaging for Delivery Orders. All meals will be individually packed (unless requested otherwise) along with individually wrapped utensils. Staff packing the orders will be wearing masks and gloves and will follow our Employee Responsibility Guidelines (available as a separate document).



Contactless Deliveries. All TPG delivery drivers have completed the ServSafe Takeout & Delivery COVID-19 Precautions training videos. We equip our team with masks and single-use gloves per delivery order. We stock hand and wipe sanitizers in each delivery vehicle, and drivers will leave orders in the designated area discussed during the ordering process.

Vehicles. We sanitize our fleet daily, including commonly touched areas such as handles, dashboards, steering wheels, upholstery, and control devices. Our team wears gloves while fueling the vehicles, and discards gloves before entering the vehicle.

RESTAURANT OPERATIONS PROTOCOL

Physical Spacing. Seating capacities will be reduced to allow for a minimum of six feet (6') between each seated group of guests. Eden's chef counter will not be available, given the proximity to the chef-expediter. Peak period queuing procedures will be implemented and distinguished with tape markings in the patio. Bar stools will be reduced by 50%.

Host Stand, Door Handles, and Materials. The host podium will be sanitized at least once per hour. Menu boards, check presenters, and Eden pens will be wiped with sanitizing wipes after every use. We will have single-use menus, and guests may use their personal pens to sign credit card checks.

Service Stations, Counters, and Restrooms. All areas will be sanitized at least once per hour and logged by a manager.

POS. Servers will be required to sanitize their hands before and after each use of the POS system. The tablets' surfaces will be sanitized with each use.

Condiments. Condiments will be offered by request only and via single-serve containers whenever possible.

Customer Offerings. Masks will be available for guests who do not have one, and guests will be asked to wear masks when leaving their table to depart or use the restroom. Sanitizer wipes and gloves will also be provided as needed or requested. There will be touchless sanitizer dispensers in the restaurant.

Private Dining Rooms. When the Eden Private Dining Rooms are not booked, parties of six (6) or more will be offered to enjoy their meal in one of our private dining rooms.

Staff. Our staff will be required to wear masks and gloves and will follow our Employee Responsibility Guidelines (available as a separate document).

Water Service. Bottled water will be sold to tables, and guests will kindly be asked to self-refill to limit contact.