



Emergency Plan Store Level Guide

Revised May 2023



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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 insure 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 are the state and city officials recommending how to handle 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 of 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

In order 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, guest check pads, manual credit card terminal, manual credit card slips and the most updated menu with taxes.
- Ensure your emergency durable container is up to date
- Parish/City issued Re-Entry passes – Jefferson and Orleans (kept in safe)
- Ensure emergency lighting is in working condition
- Open Banner (Good condition)
- Hiring Banner and Yard Signs (BUY NEW)
- CorVirtus & Interview Guide Hiring materials
- Menu Templates ([P:\Operations\Emergency Management](#))
- 1 Week worth Prep Sheets
- 2 Copies of Blank Inventory Sheets

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
- Ice chest w/ cold water for clean-up crew
- Vicks vapor rub

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 may potentially 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	30 Hrs	36 Hrs	42 Hrs	48 Hrs	54 Hrs
Close before Landfall	12 Hrs	18 Hrs	24 Hrs	30 Hrs	36 Hrs

A Category one storm projected to directly hit a specific market Taste Buds operates in will generate a decision of when to close no later than 30 hours ahead of the projected hurricane impact.

- The time of actual closing may be at a specified hour after the decision being rendered. The specific time of closing will be a minimum of 12 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 36 hours ahead of the projected impact. All other criteria are as outlined above; the specific time of closing will be a minimum of 18 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 at 42 hours ahead of the projected impact. All other criteria are as outlined above; the specific time of closing will be a minimum of 24 hours prior to a tropical storm. 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 operates in will require a call to close at 48 hours ahead of the projected impact. All other criteria are as outlined above; the specific time of closing will be a minimum of 30 hours prior to tropical storm winds. 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 operates in will require a call to close at 54 hours ahead of the projected impact. All other criteria are as outlined above; the specific time of closing will be a minimum of 36 hours prior to the onset of tropical storm winds. 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:

<https://www.noaa.gov/>
<https://www.msn.com/en-us/weather>

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. We will make every attempt to balance the needs of our people with the needs of our community.

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 within 36 hour.

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 watch 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 watch are issued 36 hours in advance of anticipated onset of tropical storm winds.

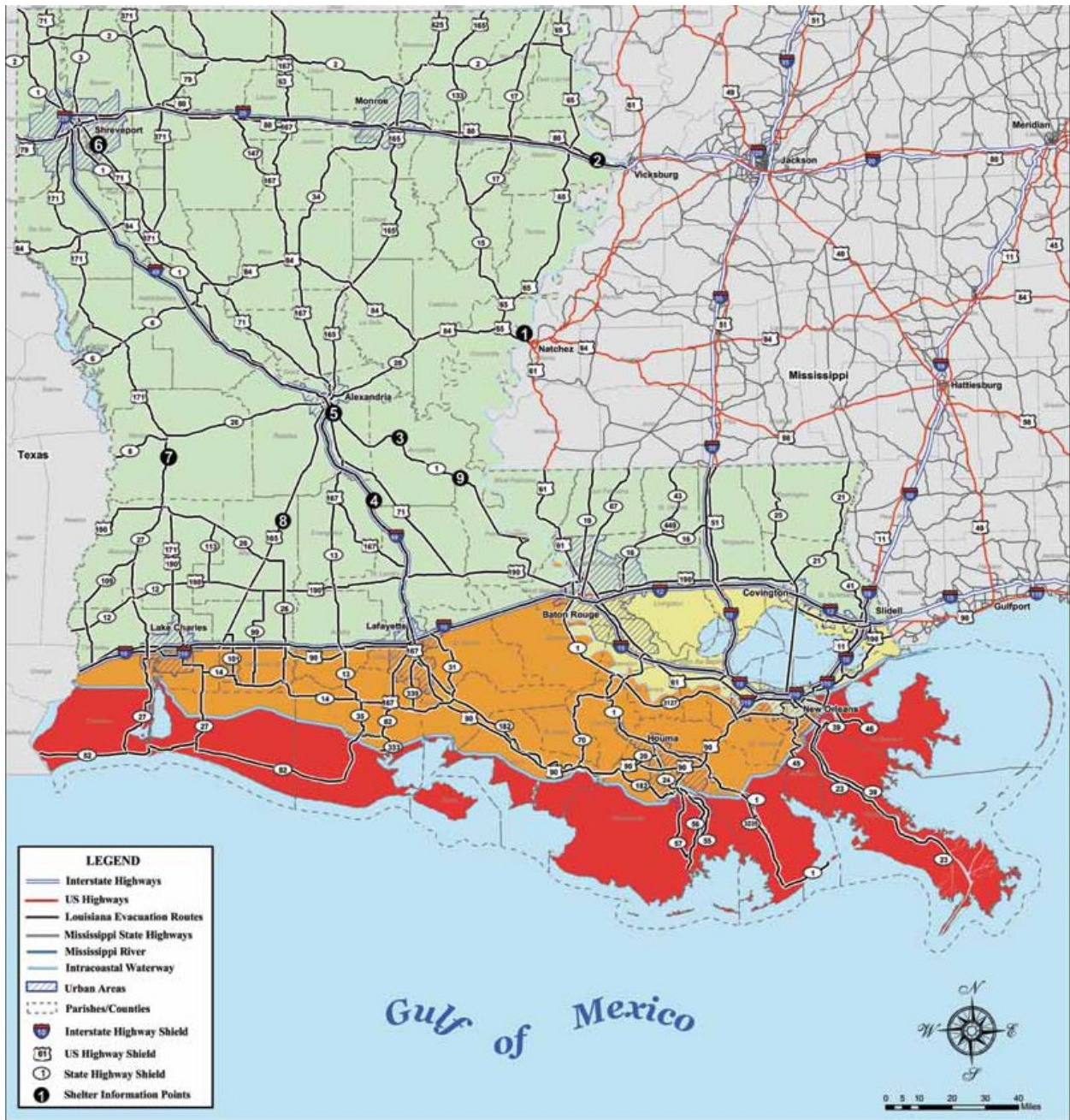
Key evacuation decisions need to be made before 24 hours and in some cases before 48 hours.

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 onset of tropical storm winds. Includes areas on the East Bank of the Mississippi River in the New Orleans Metropolitan Area which are within 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 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 the 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

Communication

Responsible	Communication Action Items	Who Needs to Know
AD	Communicate we are on Yellow Alert	Managers
AD	Conference call time distributed: 888-468-1160 Pin #934453	General Managers
GM	Utilize HotSchedules to broadcast "Manager Contacts" message (Appendix A)	All Staff
All Mgrs	Inform Staff via pre-shifts & HotSchedules we are in yellow alert. Explain process and procedures. Remain calm.	All Staff
All Mgrs	Inform Emergency crew to ensure they are prepared to work if needed. Emergency crew should consist of full staffing levels. Note: Crew should consist of employees willing to be last to leave and first to return. EMERGENCY CREW SHOULD HAVE AN ACCELERATED RATE OF PAY AS NECESSARY.	All Staff (emergency team)
All Mgrs	Distribute preparation packets to all employees and managers Packet is located on public drive 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	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 • Text Blasts • TasteBudsMgmt.com/employees • Messages on HotSchedules 	All Staff
Home Off. Dept Head	Validate Home Office personnel contact information is correct in the payroll system	Home Office Staff

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 delivery schedule and begin to map out possible cancellations if decision to close is made
- Coordinate necessary manpower to secure premises if needed. (Refer to 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 out and first back in an emergency situation.
- Assign a manager to have menus printed while evacuated from the menu templates. This should be done no sooner than 48 hours after "Civil Authority" has been called (business interruption insurance does not take effect until 48 hours after "Civil Authority" is called)

Orange Alert Procedures

Indicators

- Hurricane Status
- 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

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 located in one, what other businesses are doing 	GM
AD	Conference call time distributed: 888-468-1160 Pin #934453	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	Distribute preparation packets to all employees and managers Packet is located on public drive 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 • Text Blasts • TasteBudsMgmt.com/employees Messages on HotSchedules	All Staff
Home Off Dept Head	Validate Home Office personnel contact information is correct in the payroll system	Home Office Staff

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.
- Call for garbage pickup – 2-day lead time for trash pick up
- 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.

Building Security

- Coordinate gathering all supplies to secure premises w/ direction of Leadership.

Accounting

- Contact your Armor Car Services to schedule a pick-up for the deposits in the safe. If it is not possible for the deposits to be picked up by the Armor Car Service, please notify your unit staff accountant in the Accounting department for further instruction.
- Review labor punches in Squirrel and update employee labor punches for current payroll period.
- Complete the "Cash – Out" workbook including allocating all credit card tips, tip pool, service fees or any other allocated tips required. To check the accuracy of your work, refer to the 'Payroll Summary' tab to ensure balancing. Your unit staff accountant is available as a resource to help you with this task.

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

Communication

Responsible	Communication Action Items	Who Needs to Know
AD	Conference call info distributed BEFORE actual close of business. 888-468-1160 Pin #934453 Next conference call date/time will be communicated during call (should occur after hurricane conditions have subsided)	GM
GM	Report 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 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 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	Distribute preparation packets to all employees and managers Packet is located on public drive P:\Operations\Emergency Management\HurricanePreparation Package.pdf	All Staff

Red Alert Procedures (Before Storm)

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 • Text Blasts • TasteBudsMgmt.com/employees <p>Messages on HotSchedules</p>	All Staff
All Staff	<p>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)</p>	All Staff
Home Off Dept Head	<p>Validate Home Office personnel contact information is correct in the payroll system</p>	Home Office Staff

Emergency Container

Hang File Name	Description
Mail - (Accounting)	All unopened or opened mail
Inventory Count Sheet with waste recorded	Record all items that are placed in the "Throw Away" bag and email to the unit accountant.
Now Open Sign	
Take photos	Use cell phone upon return to document any damages to the premises
Licenses (Accounting)	All Licenses posted in your restaurant (Alcohol / Occupational / Business / Chain / Health Dept etc.)
Hiring System	Boxes including Blank & Completed Applications

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 alarm; you do not need 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 the line. Inventory and place in the "Throw Away" bags. (All reach in coolers should be emptied)

Red Alert Procedures (Before Storm)

- 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 contact first responders to donate what we cannot keep.
- Inventory (using Compeat inventory count sheets) and pack all food (with a 72 hour or longer shelf life) move from pans to chub bags and place 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
 - Whole Chicken
 - All Seafood except Shrimp & Catfish
 - Most Prepped Items
 - Bread Pudding
 - List of Items to Keep in Freezer**
 - Butter
 - Shrimp
 - Sheet trayed Catfish
 - Meat – ribs, Lamb, Pork, Beef, Burgers, Chicken Breast
 - Frozen/ Wet Commissary – sauce & soup bases, etc.
 - Prepped Stir Fry, soups, chicken portions, shrimp portions, sweet potatoes, collard greens
 - Desserts
 - Frozen Drink Batches
 - Bar Juices
- 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 unplugged, completely empty, cleaned, propped & taped opened. In the event of power outages, the walk-ins will keep product cold for a day or two.
- Do not ice any food down. This could cause more mess during the reopen process.
- Remove all items in bar coolers, i.e., garnishes, opened bottles, etc. Coolers are to be cleaned, propped & taped open.
- Drain all fryers of oil
- Daiquiri Machines emptied, disassembled, cleaned, sanitized, and left broken down.
- 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.
- Disconnect power to carbonators, ice makers and beverage equipment.
- Shut off incoming water supply and CO2 supply to beverage equipment.
- Before removing the take-out / to-go setup please take a picture for reference to set back up lanes.
- If take out / to go is setup outside, make sure all signage & barriers are pulled inside.
- Proactively identify 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.

Building Security

- **Do not shut down the Squirrel Computer/PC or back office server** – follow instructions EOD Instructions ([Appendix E](#))
- **Do not unplug any power** and refer to Computer Procedures ([Appendix F](#))
- Remove any loose items in landscaping/yard, patio, roof, parking lots or dock areas.
- Raise POS equipment, computers and extremely sensitive items and cover with trash bags.
- Turn off all POS terminals, all QSR terminals, printers, office monitors. Do not unplug data or power cords.

- Red Alert Procedures (Before Storm)

- Flip all chairs upside down on tables to help prevent damage.
- Strip down all of the tabletops, caddies, silverware, etc. put on service trays and wrap in a can liner
- Turn off ice machine and exhaust hoods at the breaker.
- If needed, sandbag exterior doors.

Accounting / Office

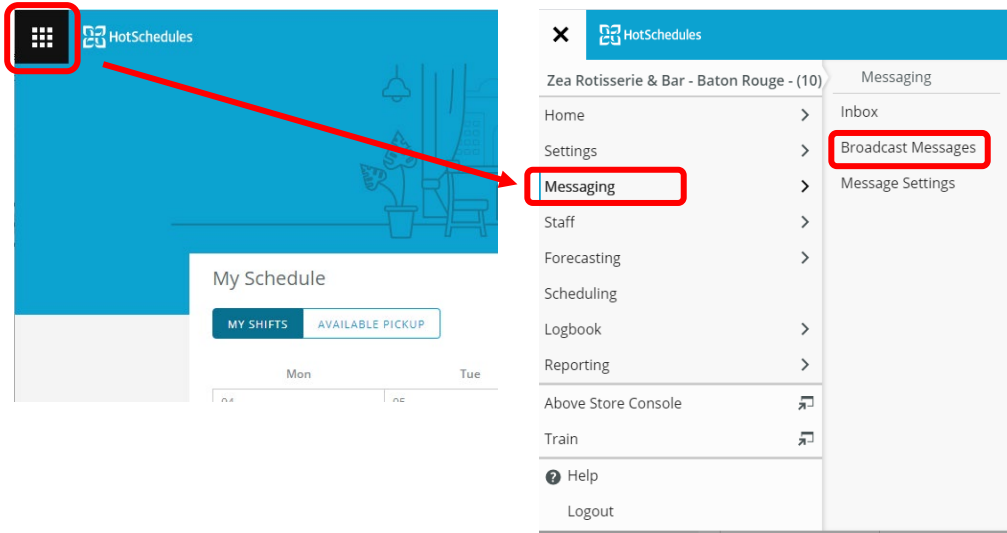
All Concepts

- Once the shift has ended, manually poll the POS information into Compeat so that the DSR can be completed for the day. Contact Accounting if you have any issues.
- Prepare your current deposit as normal. Armor Car Services should have been contacted to arrange for deposit pick up. If Armor Car Services can't pick up the deposits, please notify the unit staff accountant in the accounting department. Keep deposits in safe.
- Run your credit card batches and gift card batches.
- Complete all End of Day procedures, ensuring labor is accurate, and the cash out sheet and tip distribution are filled out.
- Enter all invoices into Compeat
- Count all monies in the safe with the safe balance sheet, and scan into the DSR with deposits.
- All licenses and mail should be placed into the emergency container.

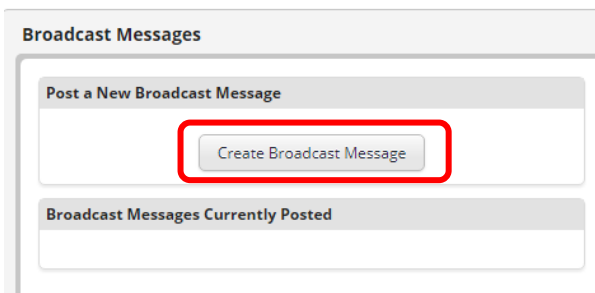
Reference Appendix K at this time for Green Alert recovery supplies list.

Appendix A: Broadcasting Messages

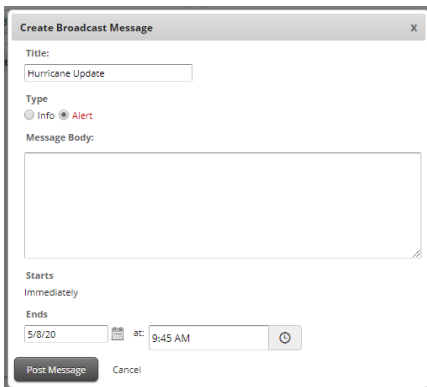
1. Log into <https://app.hotschedules.com/hs/login.jsp>
2. Click on the menu icon in the top left corner and hit "Messaging" > "Broadcast Messages"



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.

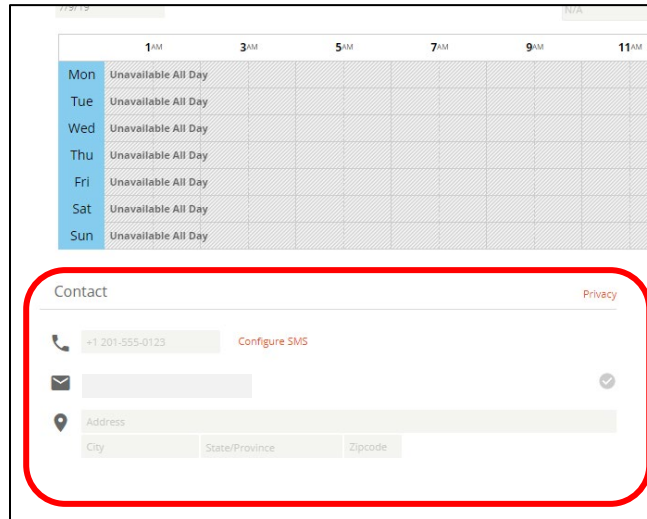


5. Click "Send Message" button to send broadcast message to all employees.

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

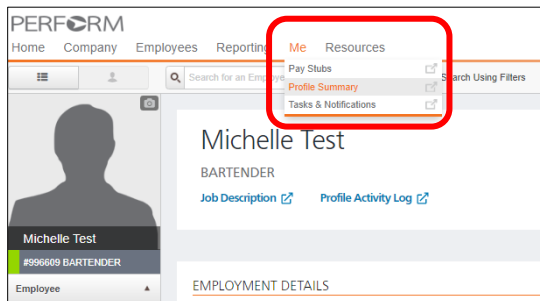
Hot Schedules

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.

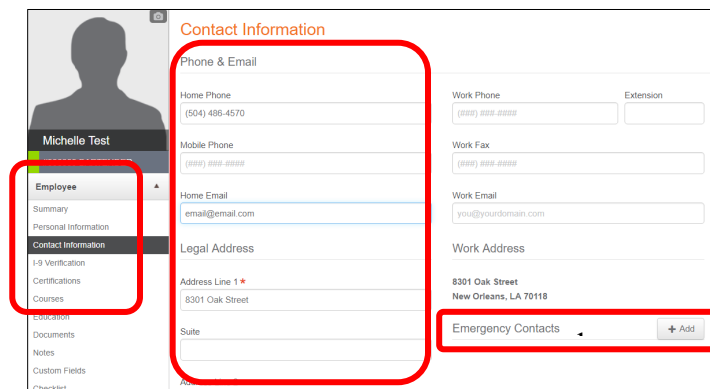


Paycor

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




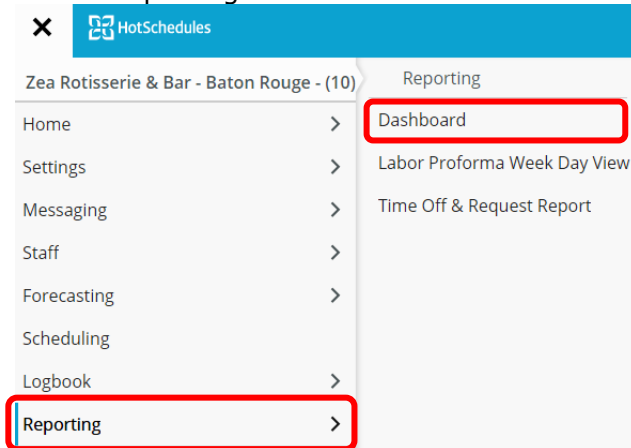
3. Click Employee > Contact Info. Edit phone, email, address and Emergency Contact information. Click "Save" when finished (bottom right on screen).



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"

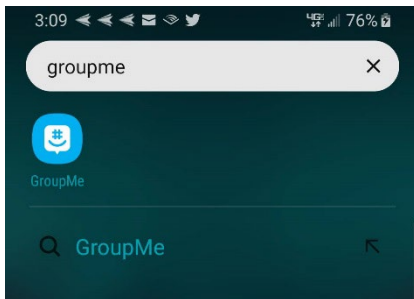


5. Under "Employee Profile Report Details" section, check off
 - a. First Name
 - b. Last Name
 - c. Email
 - d. Address
 - e. Telephone Number
6. Under "Employees – Active" list, click "Select All"
7. Click "Generate Report"

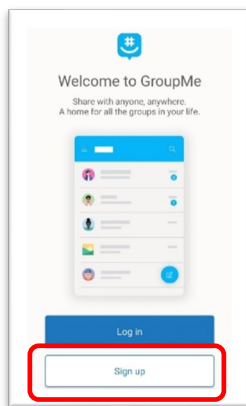
Appendix D: GroupMe Application Information

How do I login to GroupMe

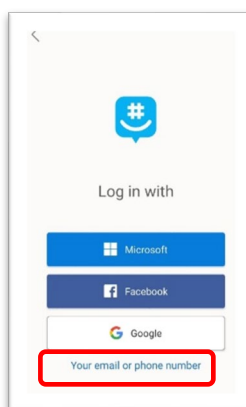
1. Go to your phone's app store
2. Download the app called GroupMe



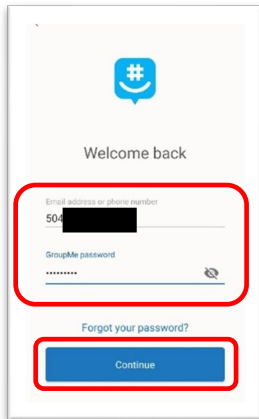
3. Once the app is downloaded, open it and click **SIGN UP** to create an account using



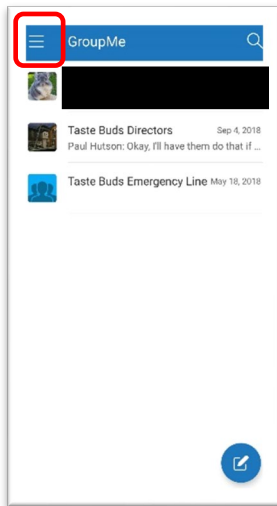
4. Register your account using your **PHONE NUMBER** to ensure it is easy for the group leader to invite you into the group.



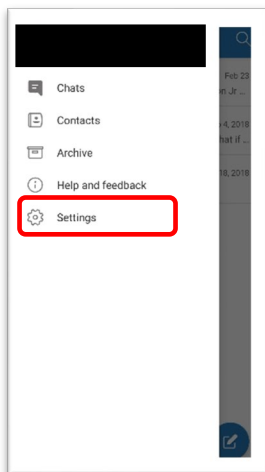
5. Enter your **PHONE NUMBER** (including area code) and create a password, then click **CONTINUE**



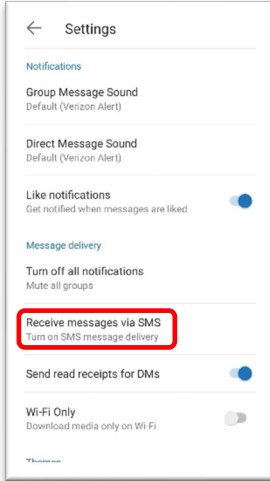
6. Once logged in, click the 3 lines in the **UPPER LEFT CORNER** to go to your settings.



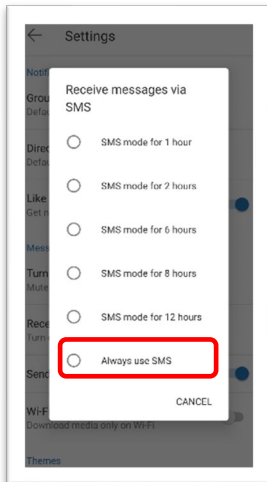
7. Choose **SETTINGS** from the list.



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:

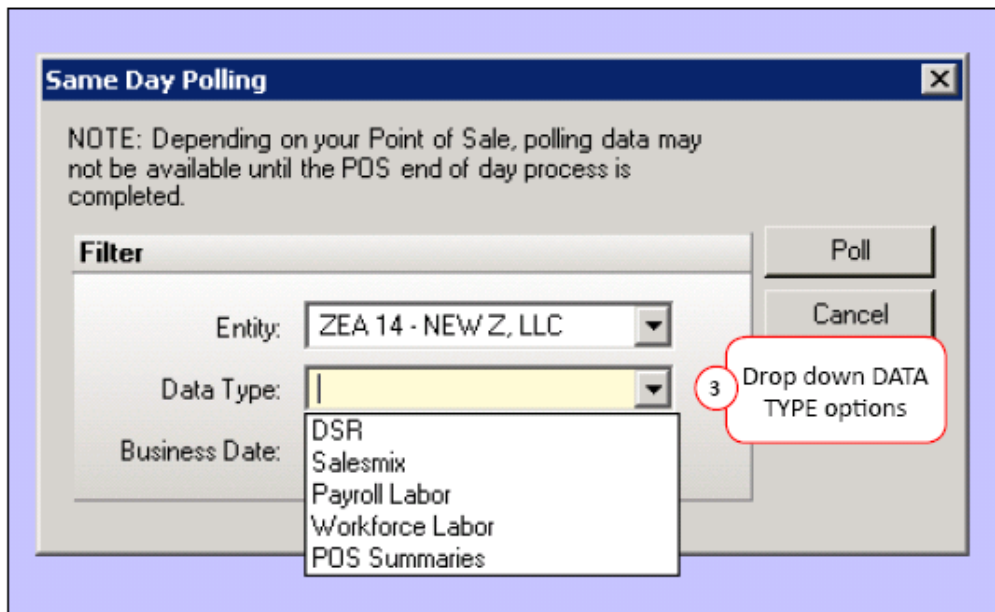
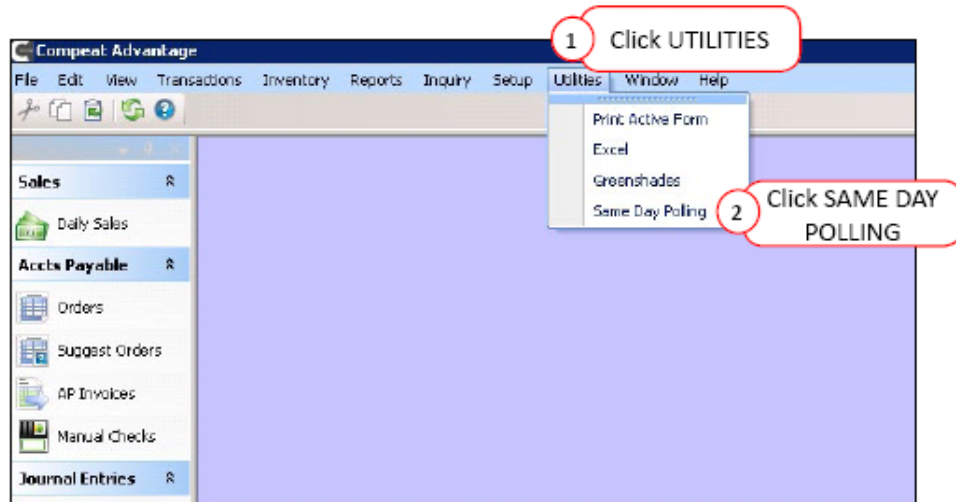
1. Insert or swipe a manager card into any terminal
2. Touch **ADMIN** tab
3. Touch **MANAGER** tab
4. Touch **SHUTDOWN**
5. Touch **YES**

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

The screenshot shows a software dialog box titled "Same Day Polling". At the top, a note states: "NOTE: Depending on your Point of Sale, polling data may not be available until the POS end of day process is completed." Below the note is a "Filter" section with three dropdown menus: "Entity:" (empty), "Data Type:" (set to "Workforce Labor"), and "Business Date:" (set to "12/14/2017"). To the right of the filter are "Poll" and "Cancel" buttons. A red callout bubble with the number "4" points to the "Poll" button, with the text "Click POLL". Another red callout bubble with the number "4" points to the "Business Date:" dropdown, with the text "Choose the appropriate BUSINESS DATE (the date for which end of day was run)". A calendar widget is open, showing "December, 2017". The calendar grid has columns for Sun, Mon, Tue, Wed, Thu, Fri, and Sat. The dates 14 and 15 are highlighted in blue. Below the calendar, a box indicates "Today: 12/15/2017".

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 helpdesk@RingStreet.net 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 approximate time you will be leaving building.
 - e. Indicate planned return date if any.
3. **RingStreet will shutdown the server remotely.**
4. **Leave server tower and UPS device plugged in.**
5. **Do not disconnect any cabling.**
6. Power off all Squirrel 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

Green Alert Procedures (After Storm)

Safe to Return to the Area

The goal is to get the restaurant opened 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 with 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 damages. Use your judgment and direction from leadership on the following guidelines of reopening your unit.

Communication

Responsible	Communication Action Items	Who Needs to Know
GM	Contact all employees and managers prior to the first scheduled conference call. Find out current status of location and plans to return	Ops
GM	Attend scheduled conference call. 888-468-1160 Pin #934453	Ops
	Be prepared to discuss manpower plans for your specific location.	
AD / GM	Develop a timeline of returning to assess each unit, first OPS person to store will begin triage and call Frank and Stephen for direction. Calls will be made by person on site	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

Operations

- Reference **Appendix K** for the return to store recovery supply kit items.
- Assess your building. Check interior, exterior and roof.
- Assess all equipment. Including equipment located outside of building or on the roof of the building.
- Take pictures of any damages (interior and exterior) for insurance claims.
- Do not call 86 Repairs during this time. Call the vendors and purchasing directly for repairs. **(REFERENCE APPENDIX J FOR MASTER VENDOR REPAIR LIST)**
- Purchasing will let you know when to begin using CRS.

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

- Assess whether or not you 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 located in was under at anytime 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 and Purchasing Dept. will advise whether or not to call for a professional evaluation.

- POS System. Test and verify that POS, QSR, printers, terminals, and iPads are operational.
- All office equipment, i.e., fax machines, printers, pc, phones.
- Host pager system
- Music and TV systems
- Refrigeration Equipment
- HVAC
- Exhaust Hoods
- Alarm Systems
- Fire Safety Equipment
- Ice Machines

Note: Do NOT turn on HVAC, Exhaust Hoods 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 ware should be rewashed
- Run salt and pepper and sugar caddies through dish machine
- Check 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 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.

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:

- 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

Procedures

- Shut off incoming water supply and CO2 supply to beverage equipment.
- Proactively identify 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.

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 recent surgical wounds, are immunosuppressed or have a chronic illness should use bottled or boiled water for cleaning.

Water Boiling

- In order 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 leaving it undisturbed for a minimum of 30 minutes prior to consumptions.
- 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 a 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 machine as soon as you are made aware of the Boil Water Advisory.
- Use Ice in Bin.
- Contact the approved ice supplier for your area in order to replenish ice until the boil water advisory is lifted and water is deemed safe.
 - Metro New Orleans Locations:
 - The Ice House at 504-469-3503. Covington must meet the minimum of 100lbs. per delivery, of 40lb. bags.
 - Zea Lafayette: Bulk Ice (337)236-3294
 - Zea Baton Rouge and Juban Crossing: Roy's Ice (225)673-8700
 - Zea Renaissance: Jackson Ice Co. (604)353-3539
- If water is found to be contaminated, the machine must be sanitized and water filters are to be changed by All Temp. Contact Chain Restaurant Solutions in order 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. Contract Chain Restaurant Solutions in order 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 has an off-taste, please contact Coca-Cola Customer Service at 800-241-2653

Beverage Tea/ Coffee Equipment

- Turn off and do not use.
- 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 "pencil" 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 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 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.
- Bottlers @I orders by the case. The following steps will be helpful in determining your prepackage needs in cases:
 - ✓ Estimate duration of need for prepackaged product
 - ✓ 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 time 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 secured with a local bottler or your distributor.

** "When using local retailers to secure bottle/can product, all package option 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 housings 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 water lines in building
 - Open all other cold water faucets for a minimum of 5 minutes

Equipment Start-up

Quality Water Advantage water filtration system has been installed (Noted by a "Maintenance Program provided by Coca-Cola" sticker), Call 1-800-241-COKE (2653) to confirm that a technician will be dispatched to replace filter cartridges. These filter cartridges must be replaced prior to any dispensing equipment being restarted.

Non-Quality Water Advantage Filters

- Water filter(s) must be replaced prior to any other Equipment Start-up.
- Run water from flush (activation) valve to drain for 5 minutes.
- Remove and discard water filter cartridge(s).
- Follow the sanitation procedures recommended by your water filter manufacturer to sanitize and clean water lines from filter to drink valves.
- Replace water filter cartridge(s).
- 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.

Juice Machines

- Flush water through unit for at least 5 minutes on first flavor.
- Flush water through any additional flavors on same unit for at least 1 minute.

Coffee Makers / Tea brewers

- Brew at least 5 pots/urns of hot water per unit

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

Frozen beverage dispensers

- Discard all product in the dispenser(s).
- Place call for service.
- Scan QR code for Cleaning Instructions:



Post Storm Guidelines Drink Dispensers

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"> 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 purchase 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 claim 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 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 were followed Product has an off-taste 	Call Coca-Cola Customer Communication Center (CCC) <ul style="list-style-type: none"> Report Quality Complaint 	800-241-2653
<ul style="list-style-type: none"> Restaurant does not have replacement water filter cartridges 	Call Coca-Cola Customer Communication Center (CCC) <ul style="list-style-type: none"> Request replacement water filter replacement cartridges 	800-241-2653
<ul style="list-style-type: none"> Boil water advisory is in effect and customer would like assistance from Coca-Cola in obtaining prepackaged product 	<ol style="list-style-type: none"> Assess bottle/can needs Secure bottle/can from local retailer for immediate needs Call Coca-Cola CCC for additional information on extended bottle/can needs 	800-241-2653

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
6288807	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
7012874	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
7083640	12/18.5oz.	Luzianne 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

Loss of Power Checklist

Customer : Zea's

Location: _____ **Manager on Duty:** _____

Date: _____ **Technician:** _____ **Work Order:** _____

If the location is open for service or will be soon, then check the equipment in this order: 1) Exhaust Hood System 2) Cooking Equipment 3) Dining Room & Bar HVAC 4) Kitchen HVAC 5) Walk-in Coolers/Freezers 6) Ice Machines 7) All other Refrigeration Systems

If the location is closed and will not open until the following day, then check the equipment in this order: 1) Walk-in Coolers/Freezers 2) All HVAC Systems 3) Exhaust Hood System 4) Cooking Equipment 5) Ice Machines 6) All other Refrigeration Systems.

Exhaust Fans & Make-up Air Fans		X/√	Date Completed
1	Verify all power has been restored, and there is no missing leg of power.		
2	Verify all fans are running. Visually inspect all electrical components and connections.		
3	Check 3 Phase motors for proper rotation.		
HVAC			
1	Verify all power has been restored, and there is no missing leg of power.		
2	Verify all systems are operating.		
3	Check all compressors for proper operation, and signs of potential damage.		
4	Verify all fan motors are operating properly.		
5	Verify Thermostats are operating properly.		
6	Visually inspect electrical components and connections for potential damage.		
Walk-ins			
1	Verify all power has been restored, and there is no missing leg of power.		
2	Verify condenser and evaporator fan motors are operating.		
3	Check all compressors for proper operation, and signs of potential damage.		
4	Check defrost time clock and drain heaters for proper operation.		
5	Verify temperatures have returned to 35-38 degrees in cooler, 0 degrees in freezer.		
Ice Machines			
1	Verify all power has been restored, and there is no missing leg of power.		
2	Verify condenser fan motors are operating.		
3	Check all compressors for proper operation, and signs of potential damage.		
4	Visually inspect electrical components and connections for potential damage.		
Cooking Equipment			
1	Verify all pilots are lite.		
2	Verify all burner ignite.		
3	Verify ovens heat to 350 degrees.		
4	Verify rotisserie motors are all turning.		
5	Check all heat lamps for proper operation.		
Self-contained or Small Remote Refrigeration Systems			
1	Check all self-contained refrigeration to verify they are holding at food safe temperatures.		
2	Check daiquiri machines for proper operation.		
3			
4			
5			

Recommended Repairs	
1	
2	
3	
4	
5	

Inspecting Technician Signature: _____

General Manager Signature: _____

Date: _____



Store: _____
Hurricane: _____
Inspected By _____
Date: _____
Time: _____

Hurricane Event Information

Date of Impact: _____
Length of Event: _____
Storm Speed _____
Tidal Surge: _____
Wind Speed: _____

Legend:

- | | |
|-----|---|
| ✓ | Indicates Inspected with no Issues |
| X | Indicates Found Damage and/or Issues |
| N/A | Indicates Line Item is Not Applicable to the Location |
| | Left Blank Indicates Unable to Inspect |

Exterior (Ground Level)

- Down Trees/ Landscaping Damage, major debris need removal
- Down Powerlines
- Parking Lot Lighting
- Parking Lot Signage
- Building Signage
- Building Lighting
- Visible Roof and Gutter in Tact
- Awnings/ Shutters
- Patio Covering
- Fence/ Gates
- Outdoor Speakers
- Windows in tact
- Doors in tact
- Street Flooding
- Scan Parking Lot and Surrounding Areas for Roof Top Equipment Parts

Exterior (Roof Top)

- Roof Material Damage
- Equipment Displacement/ Damage
- Equipment Missing
- PVC Drain Line Disconnected/ Damage
- Debris

- Restroom Exhaust
- Dish Displacement/ Damage
- Dish Missing

Interior

- Power to Building (Checking for different phases)
- Ceiling Damage/ Leaks
- Evaluate Equipment (Does major Equipment need to be shut off)
- Ice Machines
- Walk-Ins
- Reach-In Coolers/ Freezers
- Hoods - Fresh Air
- Building Flood Damage
- Loss of A/V
- IT/ Server Issues (pull IT equipment if needed)

Notes

- Attached All Pictures

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)

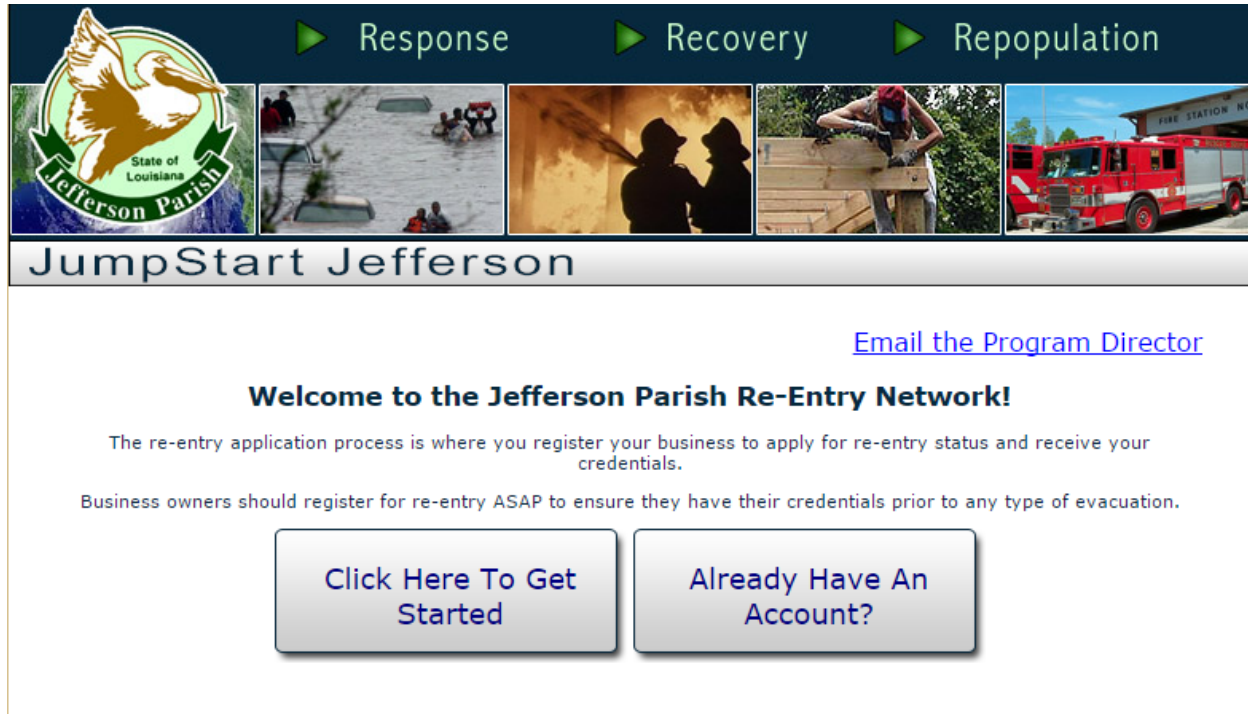
Acadia (337) 783-4357
Ascension (225) 621-8360
Assumption (985) 369-7386
Calcasieu (337) 721-3800
Cameron (337) 775-5111
Iberia (337) 369-4427
Iberville (225) 687-5140
Jefferson (504) 349-5360
Jefferson Davis (337) 821-2100
Lafayette (337) 291-5075
Lafourche (985) 446-8427
Orleans (504) 658-8700
Plaquemines (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
[LSP – Road Closures by Parish – Road Closures](#)

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

Jefferson Parish & Neighboring Parishes:

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"



Response Recovery Repopulation

State of Louisiana
Jefferson Parish

JumpStart Jefferson

[Email the Program Director](#)

Welcome to the Jefferson Parish 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?

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:	<input type="text" value="Select"/>
First Name:	<input type="text"/>
Middle Name:	<input type="text"/>
Last Name:	<input type="text"/>
Suffix:	<input type="text" value="Select"/>
Title/Position	<input type="text"/>

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

Contact Information	
Phone:	<input type="text"/>
Alternate Phone:	<input type="text"/>
Cell Phone:	<input type="text"/>
Cell Phone Provider:	<input type="text" value="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="text"/>
Confirm Password:	<input type="text"/>
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

New Orleans Parish:

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.



• ALL CONTENTS. © COPYRIGHT © 2010 THE CITY OF NEW ORLEANS



1. Click on the "I Accept" button for Tier Entry
2. 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:	<input type="text" value="Select"/>
First Name:	<input type="text"/>
Middle Name:	<input type="text"/>
Last Name:	<input type="text"/>
Suffix:	<input type="text" value="Select"/>
Title/Position:	<input type="text"/>

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

Contact Information	
Phone:	<input type="text"/>
Alternate Phone:	<input type="text"/>
Cell Phone:	<input type="text"/>
Cell Phone Provider:	<input type="text" value="Select"/>
<p>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.</p>	
Email Address:	<input type="text"/>

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

3. Enter in personal information and click enter
4. Click on "New Re-Entry Placards" (for new applicants)
5. Have tax payer ID # available for completing form
6. Fill out necessary information and click submit
7. Click on "Tier 2" and enter necessary information click submit
8. Enter other location information and submit
9. Click complete when done
10. 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
May reach insurance deductible
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 \$
No Insurance
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 \$
No Insurance
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
- Communicate labor needs/staff issues
- Ops to meet 2x daily until all stores are re-opened

Appendix J: Emergency Vendor List

VENDOR	VENDOR TYPE	LOCATIONS	CONTACT NAME	PHONE #	PHONE #/ EMAIL
AAA SIGNS	SIGNS/ NEONS	17,19	HOLLIE BROUSSARD	337-233-5686 EXT3006	hollie@aaasigns.com
ALL TEMP REFRIGERATION	POST STORM RTU & EQUIPMENT EVALUATIONS	ALL EXCEPT 19	EDDIE MONTREUIL	888-626-1277	985-249-1670 EMontreuil@alltempexperts.com
86 REPAIRS	SERVICE DISPATCHING	ALL	CHRIS ARBAUGH/ CUSTOMER SERVICE	616-226-9699	678-990-7025 christopher@86repairs.com
AUCOIN'S PLUMBING	PLUMBING/ GAS	3		337-981-2390	aucoinplumbing@yahoo.com
AUTO CHLOR SERVICES	DISH/ CLEANING SUPPLIES	ALL EXCEPT 19	JOE BOULLOSA	504-415-1040	joeb@acs-llc.net
AUTO CHLOR SERVICES	DISH/ CLEANING SUPPLIES	19	JAKE	601-4541606	jwarren@acs-llc.net
BANANO ELECTRIC	ELECTRICAL	1,2,11,13,14,18	DERRICK BANANO	504-416-0818	derrick@bonanoelectric.com
BLANCHARD ELECTRIC, INC.	ELECTRICAL	3		337-233-2114	Accounting@Blanchardelectricinc.net
BUFORD PLUMBING COMPANY	PLUMBING / GAS	19		601-372-7676	info@burfordlpumbing.com
COCA COLA USA	SODA, BEVERAGE DISPENSING	ALL	CUSTOMER SERVICE/ CARMEN COSTA	800-241-2653	1-800-438-2653 CARMECOSTA@COCA-COLA.COM
COVINGTON ELECTRIC	ELECTRICAL	19	AARON EVANS	769-572-4195	arron@covingtonelectricllc.com
EXQUISITE JANITORIAL SERVICE	JANITORIAL POST STORM CLEAN UP	ALL	ADAM MASHIA	504-339-4441	exquisitejanitorial_adam@yahoo.com
ELYOD CONSTRUCTION	TARPING	ALL	HUNTER TEMPLE	601-248-7418	hunter@elyodconstruction.com
FABRITECH	AWNINGS	ALL	EDWIN GRUNDY	504-733-5009	504-450-7482 edwin@fabritechonline.com
FIRE & SAFETY COMMODITIES	ANSUL SYSTEM	ALL	MACE BOURGEOIS	504-228-4917	mace@firesafetyinc.net
INDUSTRIAL SIGNS & SERVICES	SIGNS/ NEONS	1,2,3,11,13,14,18	PAUL HUNTER	504-736-0600	504-259-3439 paulhunter@industrialsigns.net
JEFFERSON SPRINKLER	SPRINKLER SERVICES	ALL	KIMBERLY STROHMEYER	504-393-7699	inspections@jeffersonsprinkler.com
JOLY FABRICATION & METAL WORKS	WELDING & S.S. REPAIR	ALL	GREG SMITH	504-254-4452	504-812-4463 Greg@jolys.com

LAPUYADE PLUMBING	PLUMBING / GAS	1,2,11,13,14,18	SIDNEY LAPUYADE	504-401-3844	504-834-7750 sidneylapuyadeplumbinginc@gmail.com
LIQUID ENVIROMENTAL SOLUTIONS	GREASETRAP CLEANING	ALL	RANDY JACKSON	866-694-7327	504-382-6923 customer.service@liquidenviro.com
LIQUID ENVIROMENTAL SOLUTIONS	USED FRYER OIL	ALL	RANDY JACKSON	866-694-7327	504-382-6923 customer.service@liquidenviro.com
MANNO ELECTRIC	ELECTRICAL	10		225-275-4334	office@mannoelectric.com
MOOD MEDIA/ METRO COMMUNICATION S	MUSIC	ALL	TY PARKER	225-955-0513	Ty.Parker@metrocommunications.com
MOOD MEDIA/ METRO COMMUNICATION S	MUSIC & CABLE	ALL	JOSH SWAIN	601-955-0144	josh.swain@metrocommunications.com
MULLIN LANDSCAPING ASSOCIATES	LANDSCAPE / DEBRIS REMOVAL	ALL	THOMAS GAFFNEY	504-460-6882	504-275-6617 thomasgaffney@mullinlandscape.com
NUCO2 INC.	CO2	ALL		800-472-2855	
OVERHEAD DOOR	GARAGE DOORS	ALL		504-822-0345	
RELIABLE PLUMBING	PLUMBING / GAS	10		225-929-9510	service@reliableplumbinginc.com
REMCO	POST STORM RTU & EQUIPMENT EVALUATIONS	19	KIM MCGINN	205-447-3074	205-894-2676 kmcginn@remcosoutheast.com
RINGSTREET	PHONE & IT	ALL	HELP DESK & STUART	504-934-1400	504-377-8412 ssauber@ringstreet.net helpdesk@ringstreet.net
ROLLAND SAFE & LOCK	LOCKS / SAFES	ALL	FAYE ZIMMERMAN	504-835-7233	fayezim@rslc.net
ROOFING SOLUTIONS	TARPING	ALL	SCOTT SHOEMAKER	504-439-2659	Sshoemaker@roofingsolutionsla.com
SERPRO	REMEDATION	ALL	LINDSEY GRAHAM	504-618-8322	504-234-3995 lgraham@servprometairie.com
SERVICE GLASS	GLASS REPAIRS	ALL	CHARLOTTE RICKOLL	504-241-5031	charlotte@serviceglassno.com
SPENCER CONTRACTING	PRE & POST STORM PREPERATION & REPAIRS	ALL	BREK SPENCER	225-335-0610	brek@builtspencer.com
SPENCER CONTRACTING/ TRI STATE REFRIGERATION	REFRIGERATED TRUCK & TRAILER	ALL	BREK SPENCER	225-335-0610	brek@builtspencer.com

SYSCO FOODS	FOOD DISTRIBUTION/ WILL CALL/ REFRIGERATED TRUCK	ALL	KERRY DUGAS	504-491-9111	<u>985-247-3337</u> <u>dugas.kerry@nola.sysco.com</u> 800-797-2627 <u>customer@sysco.com</u>
TYCO INTEGRATED SECURITY	BURGLAR FIRE MONITORING	ALL	JASON HOOPER	1-844-289-2647	<u>985-247-3337</u> <u>jason.hooper@jci.com</u>
LANDLORD CLEARVIEW	BUILDING ACCESS	2	DANNY & SECURITY	504-905-7079	<u>504-858-8386</u> 504-339-9693
LANDLORD LAFAYETTE	BUILDING ACCESS	3	ROB ROWE	337-266-9644	<u>rowelaw@rowelawcorp.com</u>
LANDLORD BATON ROUGE	BUILDING ACCESS	10	DORIS & MAINTENANCE	225-372-2191	<u>225-372-2200</u> 225-313-8822 <u>DjVolentine@creekstonecompanies.com</u>
LANDLORD COVINGTON	BUILDING ACCESS	11	LINDA ERNEST	504-620-0348	
LANDLORD MANHATTAN	BUILDING ACCESS	13	CHARLES & LINDA DALTON	504-214-7938	<u>504-214-7939</u> 504-214-7937
LANDLORD KENNER	BUILDING ACCESS	14	CESAR BURGOS	504-427-9471	<u>cburgos@neworleanslawfirm.com</u>
LANDLORD JUBAN	BUILDING ACCESS	17	RYAN WESTMORE LAND	225-663-2528	<u>225-445-3200</u> <u>ryanw@creekstonecompanies.com</u>
LANDLORD RENAISSANCE	BUILDING ACCESS	19	RENEE DEWEESE & BILLY	601-519-0900	<u>601-454-5118</u> 601-554-6858

Appendix K: Return to Store Storm Recovery Supply Kit

The following supplies are essential for smooth cleanup process:

- **Bottled water**
- **Vicks Vapor Rub**
- **Flashlights**
- **Batteries**
- **Gloves**
- **Change of clothes/shoes**
- **Garbage bags**
- **Ice chest/ice**

