

To our employees and loyal guests,

Since the day we re-opened our doors to you, we have been dedicated to providing our guests with a fun, memorable and safe experience. We believe our standards are second to none, and we know that we earn your trust each and every time you dine with us at any one of our restaurants. We are dedicated to safely getting back to what we love to do – serving you.

We are excited to re-open our restaurants as local governments allow, and must be clear that we are being extremely careful and measured in all aspects of our operations. The health and safety of you and our team members is top priority, and with that, we have created robust and stringent operating plans and procedures that will dictate everything within our restaurants. Please know that every step we are taking is in an effort to keep us all safe.

Here is a brief look at some important measures we are taking to maintain health and safety:

- Mandated masks are always worn by all employees;
- Social distancing protocols for employees and guests;
- Taking employees temperatures daily;
- Sending home staff who are sick; and
- Ensuring a robust health and safety checklist are completed daily.

We are reviewing the above and our additional robust guidelines daily with staff. Our diligence will not waver as we continue to open locations.

I invite you to read the guide we've created that details exactly what we will be doing to maintain a safe and clean environment within the restaurant. Again, while things may look and feel a bit different for the time being, we are eager to have you dine with us once again, and appreciate your loyalty and trust.

Be well, and we look forward to seeing you at our restaurants.

Manny Hilario
President and CEO of The ONE Group

THEONEGROUP
lifestyle hospitality

**KONA[®]
GRILL**

STK[®]
STEAKHOUSE



**IN-PERSON SOCIAL
DISTANCE DINING**

Playbook

RESTAURANT OPERATING PROCEDURES

The safety and well-being of our guests and team members is top priority. We are taking every precautionary step to open our restaurants safely and to mitigate the risk of anyone getting sick. We thank you for your understanding and diligence.

MEASURES IN PLACE

We are taking as many proactive measures as we can in regard to health and safety.

We are committed to the following:

- Increasing the frequency of all sanitizing and cleaning measures and requiring additional sanitizing measures for certain circumstances
- Monitoring the health of employees and sending home any employee who displays symptoms of COVID-19
- Enforcing social distancing in all areas of the place of business, including between tables or booths as well as outside of the establishment when there is a wait
- Limiting the number of people allowed inside the place of business at one time
- Eliminating opportunities of interaction among customers with frequently contacted items
- Employees who have a fever or other symptoms of COVID-19 will not be allowed to work

WHAT YOU WILL SEE



MASKS

The ONE Group is providing all employees masks, which must be worn at all times in the restaurant. The masks are intended to help mitigate the spread of the virus. These are not N95 or equivalent masks. All employees will continue to practice CDC guidelines: remaining six feet away from other people, washing hands frequently & thoroughly, and not touching their face.



HOST STAND

Hosts will coordinate with a greeter and escort guests as they are called to the host stand, where they will be walked to their table. Only one person at a time will be allowed by the host stand.

Host stands will have some kind of tape or rope that designates proper distance (six feet) between guests and hosts. A short line of highly visible tape must also be placed on the floor in six-foot increments to serve as a guide for where guests should stand in line. All restaurants will create designated space outside the restaurant for “overflow.”



SANITATION

Each venue will be mandated to staff two personnel per shift with the sole purpose of keeping the entire facility sanitized. These employees will sanitize defined areas at a minimum of every 30 minutes, and be designated by a different color uniform.

High Touch Point Fixed Areas & Items

- * Doors
- * Handrails
- * Host stands
- * Bathrooms
- * Table tops
- * Seating
- * POS system

Single Use Items

- * Menus
- * Salt & pepper ramekins
- * Soy sauce to be placed in single use ramekins



FLOORPLAN

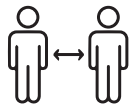
Specific floorplans have been created for each restaurant to comply with social distancing.

WHAT YOU WILL SEE



TEMPERATURE CHECK

All employees will have their temperature checked by the on-shift manager. This is done as an added precautionary measure. Based on CDC guidelines temperatures must not exceed 100.1° F to be able to work unless otherwise noted by local authorities.



SOCIAL DISTANCING

Employees will practice social distancing, meaning standing or passing by others with six feet of distance. We ask the same of all guests not already dining as a group. Additionally, we will allow a maximum capacity of six people per table.



GLOVES

Employees are required to wear proper gloves at all times when preparing and serving an food and beverage item. The ONE Group will have an abundant supply of gloves for employee use. Gloves will be removed and replaced whenever soiled and after using the restroom. All employees are required to wash hands at a minimum of every 30 minutes.

We also ask guests to wear PPE (masks) inside our restaurants if able, or according to State mandate.



HAND WASHING

- Handwashing every 30 minutes is required of employees.
- Hand sanitizers & sanitizer solution will be made available everywhere.
- No physical contact (no handshakes, high fives, fist bumps etc.).

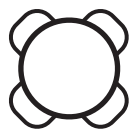


TABLE SETTINGS

Tables will not be preset with any utensils or glassware. All utensils will be presented as a roll up within a napkin.

WHAT YOU WILL SEE



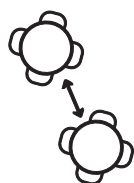
HAND SANITIZER PRESENT

Hand sanitizer will be highly visible and easily accessible to all, such as at the host stand. Restaurants will use alcohol-based hand rubs containing at least 60% alcohol.



OVERNIGHT CLEANING

There will be additional thorough nightly cleaning & sanitation after closing.



BAR AREA

Bar areas will be used as an extension of the dining room. Tables in the bar areas will be distanced from one another by six feet. There will be no bar top/over the bar service.



PAYMENT PROCEDURE

STK Steakhouse will use a rail system for guests to process their own payment. The rail system will be sanitized between uses and will only be placed on charging dock after being sanitized. Employees will use gloves to handle rail system and deliver to tables in a paper bag.



PICK UP / DELIVERY AREA

As we continue to operate takeout & delivery, we will dedicate specific pick up areas for guests and delivery carriers **OUTSIDE THE RESTAURANT**. This area is going to be specific to restaurant layout.



AIR PURIFIER

We are adding 99% particle remover filters into our HVAC system in every restaurant as an extra measure to maintain a clean environment for team members and guests.