

bwè **Re-Opening**

bwè kafe - Washington Street

- Address: 1002 Washington Street, Hoboken, NJ 07030

Staff

- Staff PPE and Check-In Station (Fig. 1) Currently performing daily temperature check log with contactless thermometer. CDC states that minimum temperature for fever is 100.4F.
- Clean masks, gloves when arriving to work & keep social distancing when entering the store.
- Hand sanitizer available at store entrance, barista bar, prepping station and POS/order pickup point.
- Read and agree to Staff Protocol Package.
- Current ServSafe verified manager
- All employees who are sick or feel symptoms must stay at home. Any sick employees are prohibited from the workplace and may only return after the employee self isolates for seven days from the onset of symptoms and be symptom-free for three days without medication (as per CDC guidelines).
- Staff Protocol Package clearly printed and posted for staff to see.

New Normal Culture & Training

- Regular team meetings to make work-flow comfortable, efficient and sustainable.
- Regular reminders and retraining of lists of Protocols.
- Always ask for suggestions, feedback and give space for consultation.
- Live company core values of "Service, Excellence, Creativity, Unity, Respect" to reiterate and frame why new protocols are necessary. Key to creating a joyful workplace and a culture of understanding, patience and kindness towards each other during unpredictable timelines.

Hygiene & Store Cleaning

- Daily heightened clearing task lists upon opening, mid-morning and closing, performed by all employees. As guided per CDC and National Restaurant Association.
- No "shared" furniture items such as throw pillows & cushions.
- No "shared" condiment counter or "to stay" cups available until further notice.
- No drinks to be served in personal tumblers and cups until further notice.

Social Distancing

Takeout & Online Order Kafe (currently active, as of 5/22/2020) - Fig. 2 and 3

- One (group/family) customers in "Order Zone" at a time.
- Wait in "Waiting Zone" while order is being prepared. Customer's name will be called out when ready.
- Line to start curbside by the tree and go North along Washington Street. Chalk markers or decals to indicate 6' distancing.
- Signage: Please wear mask to order with the barista.
- Plexiglass may be installed between barista and customer.
- Double sided POS system with contactless card reader activated.
- Hand sanitizer and napkin dispenser accessible at all times.

Social Distancing - Continued

Dine-In Kafe Concept (untested as of 5/27/2020) - Fig. 4 and 5

This will be implemented as a result of team consultation with the health/safety of managers, employees and customers as a basis for decisions.

- Three ordering customers in line at a time
- 50% capacity seating
- Wait in "Waiting Zones" with a one in, one out system.
- Baristas and customers divided by plexiglass panels running along the bar.
- Double sided POS system with contactless card reader activated.
- Decals to indicate 6' distancing.
- Signage: Bathrooms. Ask barista for a key.
- Signage: Please wear mask at all times.
- Signage: Customers who have a cough or fever allowed in the store.
- Hand sanitizer and napkin dispenser accessible at all times.

Online Ordering, Delivery & Takeout

Across our three locations, we will continue to offer and promote these services, to create expedited, efficient customer transaction and reduce congestion at the store.

- Offering online orders for pickup and delivery through our website.
- Offering bwè Market items for local delivery on Monday, Wednesday, Friday with new and exciting pantry items and retail items.

Outdoor Seating & Cafe Culture

- Cafes rely on creating ambience and an enjoyable, welcoming setting for customers to enjoy their goods. This is what we all love and cherish about our favorite coffee spots. With new social distancing regulations in place, even if a cafe can offer very limited seating, this pre-COVID 19 cafe culture will see a new normal. We need help from the City to establish a new way of enjoying, relaxing, WFH customers in the third place.
- Parklet and Streatery initiatives will be KEY to cafes opening up during the Spring/Summer months to make up for fall / winter months.
- Free City-Wide WiFi. Due to increase of online ordering and to promote outdoor cafe environment, city-wide free Wi-Fi would provide efficient transactions and encourage patrons to enjoy their cafe experience during outdoor seasons.

Open Air Events & Markets

- During appropriate seasons, open air events and markets will provide cafes and bakeries an additional revenue stream. Helps promote outdoor activity spread around the city, creating pockets of pop-up shopping plazas. Vendor fees waived.

Asks To The City

- Free City-Wide WiFi to create an outdoor cafe culture.
- City Provided Social Distancing Signage and/or discounted printing services for individual business indoor/outdoor signage.
- Support through partnered vendors for discounted rates to build Parklet models, purchase outdoor furniture, PPE, plexiglass, other materials.
- 50% seating capacity

FIG. 1 - STAFF PPE AND CHECK-IN STATION

- disposable masks
- disposable gloves
- hand sanitizer
- contactless thermometer

Available for staff at all times.



FIG. 2 - KIOSK KAFE FLOW (OPERATING AS OF 5/22/2020)

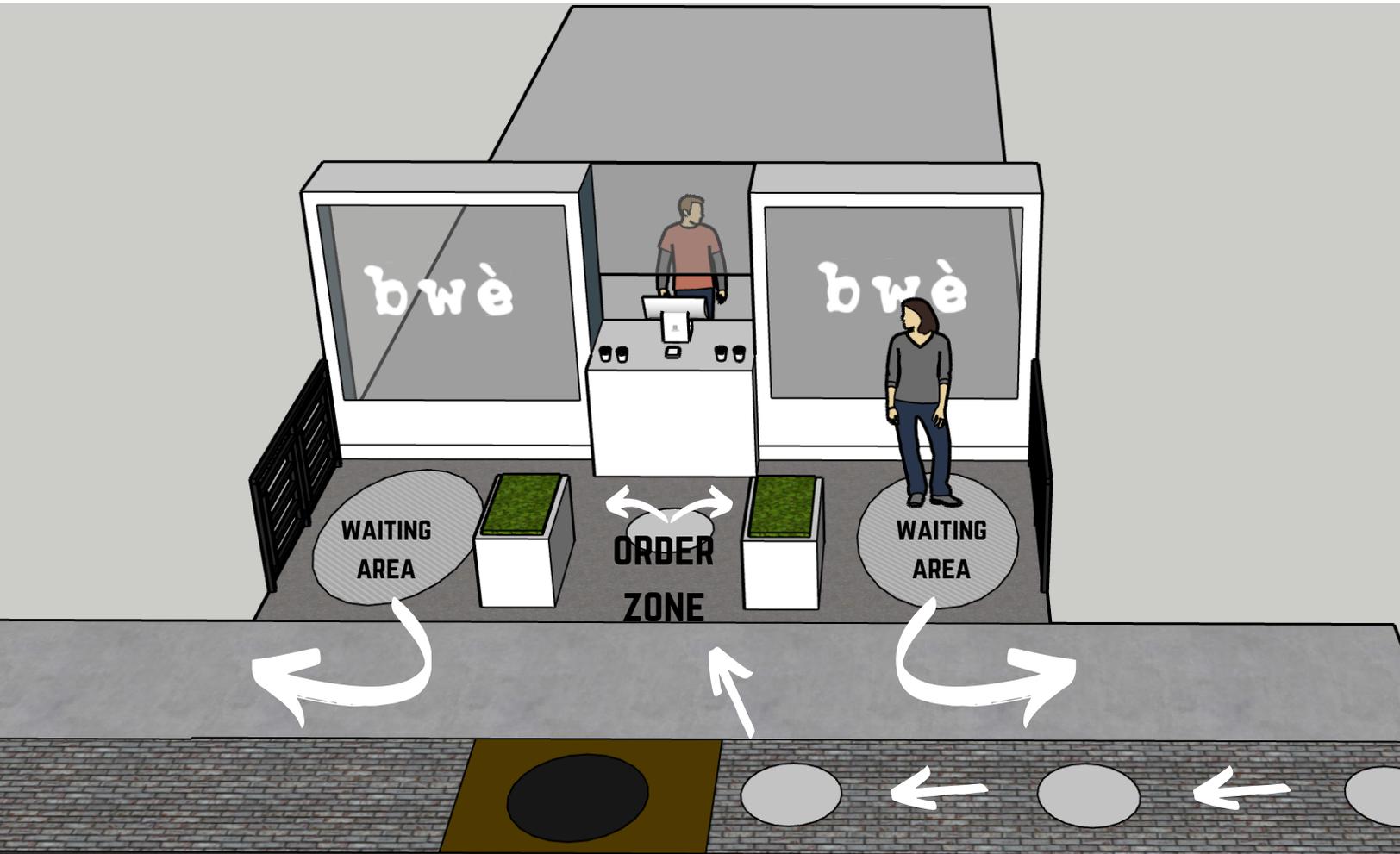


FIG. 3 - KIOSK KAFE POINT OF PURCHASE

- 1 BARISTA ZONE
- 2 PLEXIGLASS PANEL WITH PASS THROUGH GAP
- 3 DOUBLE SIDED P.O.S SYSTEM
- 4 HAND SANITIZER
- 5 REMOVABLE BAR / TABLE
- 6 ORDER ZONE

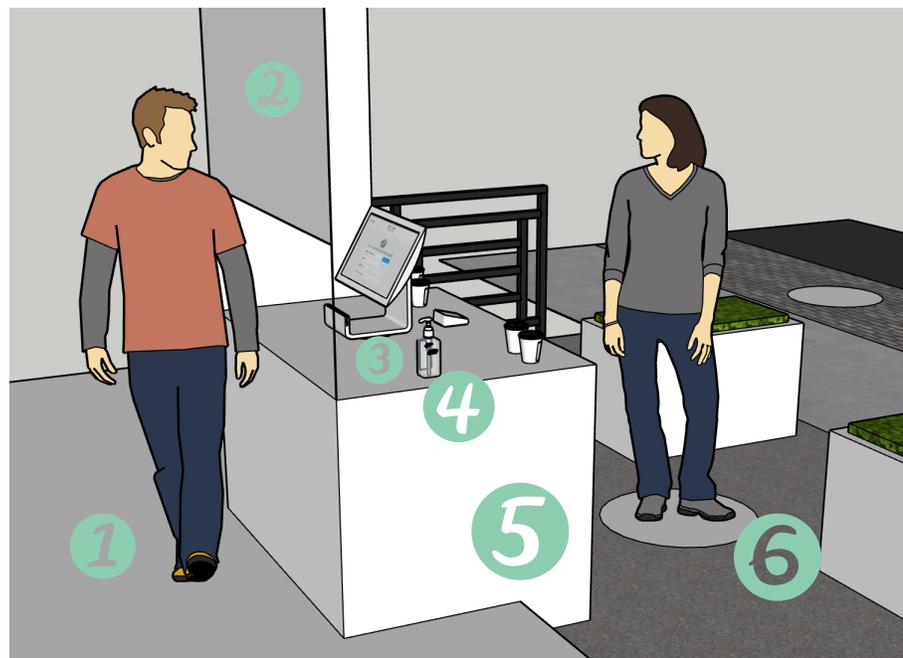


FIG. 4 - DINE-IN KAFE RE-OPENING FLOW (UN-TESTED)

// MAX. 3 CUSTOMERS IN LINE AT A TIME

// MAX. 50% CAPACITY SEATING PER APPROVED OCCUPANCY

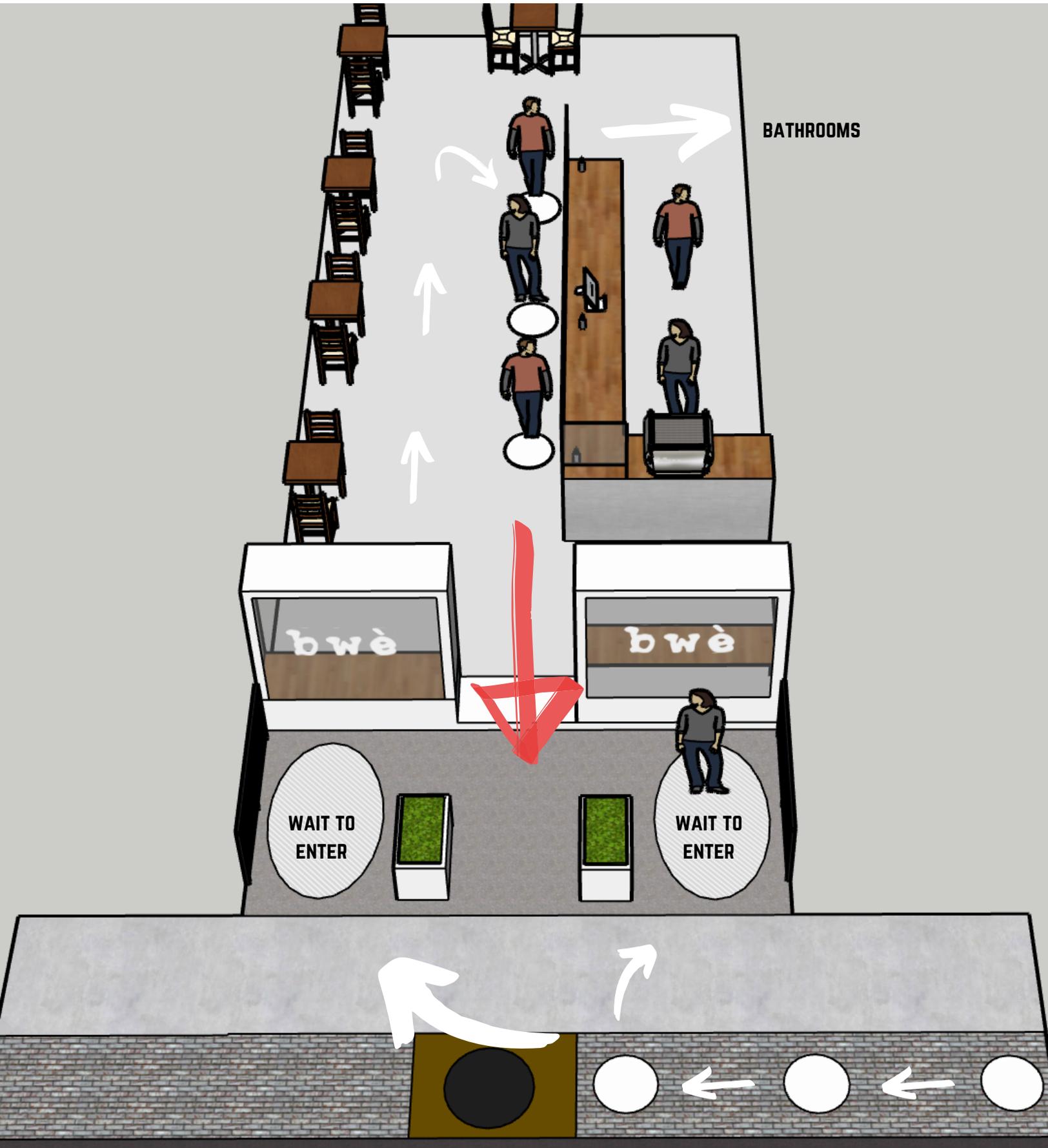
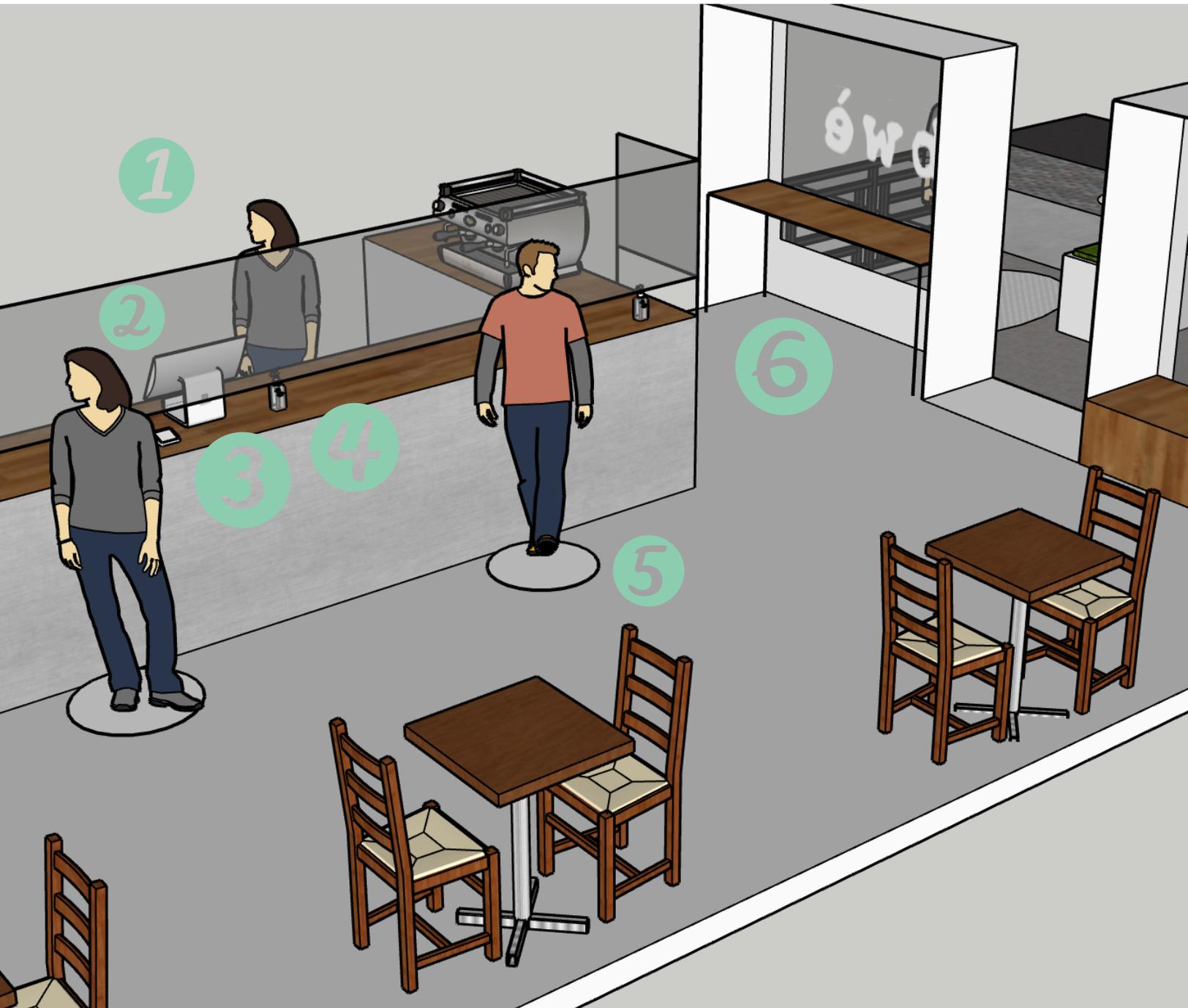


FIG. 5 - DINE-IN KAFE POINT OF PURCHASE



1 BARISTA ZONE

2 PLEXIGLASS PANEL WITH PASS-THROUGH GAP

3 DOUBLE SIDED P.O.S SYSTEM
WITH CONTACTLESS CARD READER

4 HAND SANITIZER & NAPKIN DISPENSER

5 SOCIAL DISTANCING 3651 FLOOR DECAL
[3 CUSTOMERS IN LINE AT A TIME]

6 REMOVED SHARED CONDIMENT STATION
ALL CONDIMENTS TO BE SERVED BY BARISTA