



LONE STAR VALET  
&  
STAR PARKING SYSTEMS

# **COVID-19**

## **Return to Work**

### **Standard Operating Practices**

# CONTENTS:



1. Our COVID-19 Action Plan
2. Signs & Symptoms of COVID-19
3. Daily Self-Screening for Symptoms
4. Isolation Protocol for Symptomatic Employees
5. Social Distancing Measures
6. Disinfection Measures
7. Personal Hygiene
8. Personal Protective Equipment (PPE)

# Our COVID-19 Action Plan

---



Lone Star Valet  
Star Parking Systems

# OUR COVID-19 ACTION PLAN



## What our Valets/Parking Attendants are doing:

- Wear PPE Gloves as necessary
- Wear PPE Masks
- Apply Steering wheel covers as needed
- Disinfect keys
- Attestation electronically of valet temperature before each shift
- Hand Sanitizer on podiums for guest/employee use



# PARKING ATTENDANT & VALET ROLES ADJUSTED FOR COVID-19



## CONCIERGE ROLE

- We are a concierge for guests that pull up and want to know what's up
- We can let them know what client wait/process is? (if you want us to)
- Drop off their passengers at entrance – we greet them and open doors – driver will self-park (unless handicapped)
- COVID screening at the curb before they enter – upon request
- We can assist with curbside delivery as well/dual functions

## OPEN FOR BUSINESS & OPEN DOORS

- Seeing the valet umbrella and attendant says WE ARE OPEN! - White & Red magnet sign that says so too on podium
- You want to open as normal. That's what guests want. "Normalcy"
- Some patrons may be concerned you still have a part of your restaurant not working "Why didn't you bring them back and give them jobs etc... take care of your employees?"

## CORRECT PARKING INSTRUCTIONS

- Make sure guests don't park in the wrong space and get towed
- We can offer to hand out parking maps or give directions upon request

## RAIN/SERVICE

- If it rains, you don't want the guests walking in rain
- We can help, offer umbrellas, let guests out

## VIPs:

- VIPs will expect valet
- Cone off VIP areas ahead of time – VIP Parking closer to entrance
- We can open their doors and the entrance doors... give excellent VIP service!

## HANDICAPPED/ELDERLY:

- Cone & Reserve elderly / disabled areas – If they can't walk a long way
- **Blue Handicapped TAGS or license plates are VALET LEGAL to park now**

***We will wear gloves, masks, clean the steering wheel, clean the keys & have hand sanitizer on valet stand available***

# Signs & Symptoms of COVID-19

---



Lone Star Valet  
Star Parking Systems

# SYMPTOMS of COVID-19



**Symptoms\* can include**

**FEVER**



**COUGH**



**\*Symptoms may appear 2-14 days after exposure.**

**SHORTNESS OF BREATH**



**Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.**

# On-Site Screening for Symptoms of COVID-19



To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees, clients and visitors; temperature and health screening is in place at all company locations until the Human Resources has determined, based on guidance from the local health authorities and the applicable governmental requirements that it is safe to discontinue.

## Health & Wellness Symptoms Screening Process:

The TimeWorks time keeping system will ask each employee health screening questions prior to shift start, and Operations Management and Human Resources will assess employees for any overt signs or symptoms:

- ✓ Each employee will attest during the required screening questions that their temperature was self monitored using a thermometer and is below 38C or 100.40F.
- ✓ IF employee reports symptoms or direct exposure to COVID-19, the employee will not be allowed to report to work for the shift.
- ✓ IF temperature is 38C or 100.40F or higher, or the employee exhibits visible symptoms of illness consistent with COVID-19, the employees will be required to contact his or her manager and Human Resources prior to the start of the shift, and will not be allow to report to work for the shift.





# Reasonable accommodations for At-Risk Employees

Upon written request by an employee to Human Resources, the company will provide reasonable accommodations in accordance with applicable laws to employees who, as determined by the World Health Organization or local health authority, are at a higher risk for severe illness from COVID-19.

## Employees who are at a higher risk may include the following:

- Employees aged 65 or older;
- Employees with chronic lung disease or moderate to severe asthma;
- Employees who have serious heart conditions;
- Employees who are immunocompromised;
- Employees with diabetes;
- Employees with chronic kidney disease undergoing dialysis;
- Employees with liver disease; and
- Employees who are pregnant.

This protocol will remain in effect until the Human Resources has determined, based on guidance from the local health authorities and the applicable governmental requirements, that it is safe to terminate. Human Resources will advise once this determination has been made.



# Symptomatic Employee Isolation Protocol (at work)

---

**If you feel symptomatic for COVID-19 at work,**

**contact your Operations Manager and Human Resources immediately at 972-730-7014**

1. If onsite, the Operations Manager/assisting employee must wear the appropriate PPE prior to providing assistance to the symptomatic employee.
2. The Operations Manager will ensure the employee reports to the designated isolation area immediately (for Valet employees this is their personal vehicle).
3. Once the symptomatic employee is isolated :
  - All employees continue to maintain 6 feet distance at all times
  - The Operations Manager completes COVID-19 Case Form with the symptomatic employee
  - If the employee is suspected to have COVID-19 symptoms, the employee is sent home and/or direct health center and must seek and present medical clearance to return to work.



# Positive COVID-19 Testing



## **IF AN EMPLOYEE TESTS POSITIVE FOR COVID-19:**

1. EMPLOYEE IS TO CONTACT HUMAN RESOURCES **IMMEDIATELY** TO DISCUSS STEPS AND DOCUMENTATION THAT MAY BE REQUIRED PRIOR TO RETURN TO COMPANY PREMISES.
2. EMPLOYEE MUST FOLLOW THE “SELF QUARANTINING AND RETURN TO WORK” PROTOCOL TO ENSURE THE SAFETY OF THOSE AROUND THEM.
3. ALL EMPLOYEES WILL BE NOTIFIED VIA EMAIL AND/OR PHONE (REPORTING/ILL EMPLOYEE WILL REMAIN ANONYMOUS)
4. EMPLOYEES COMING INTO DIRECT EXPOSURE (LESS THAN 1 METER WITHOUT MITIGATION) WITH THE COVID-19 POSITIVE EMPLOYEES WILL BE DIRECTED TO FOLLOW THE SELF-QUARANTINE PROTOCOL AND MUST SEEK AND PROVIDE MEDICAL CLEARANCE TO RETURN TO WORK.

# Social Distancing & Disinfecting Protocol and Measures

---



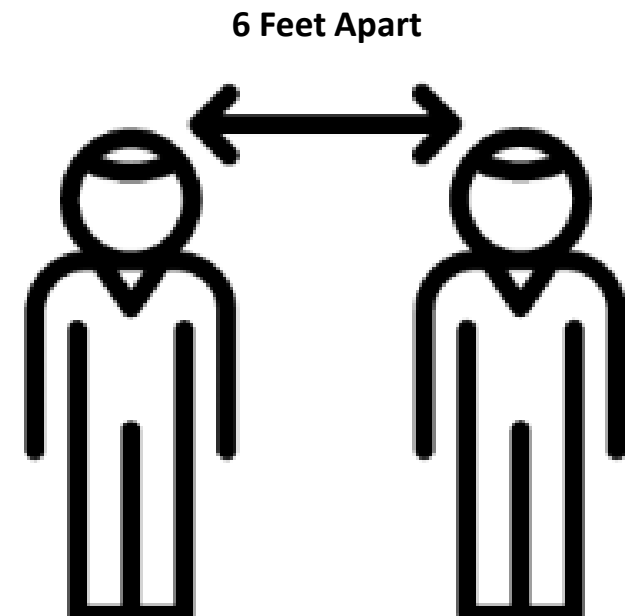
Lone Star Valet  
Star Parking Systems

# Our Collective Efforts to Prevent Spread & Avoid Infection

---

**SOCIAL DISTANCING** IS A SIMPLE YET VERY EFFECTIVE MECHANISM TO PREVENT POTENTIAL INFECTION, THAT RELIES ON SIMPLE DISTANCE TO AVOID INFECTION. IN PRACTICE THIS MEANS:

- When possible staying at least 6 feet from others as a normal practice
- Eliminating contact with others, such as handshakes or embracing coworkers, visitors, or friends
- Avoiding touching surfaces touched by others to the extent feasible
- Avoiding anyone that appears to be sick, or is coughing or sneezing
- Social distancing in our environment includes valet podiums, common areas, entrance/exit areas, and offices.



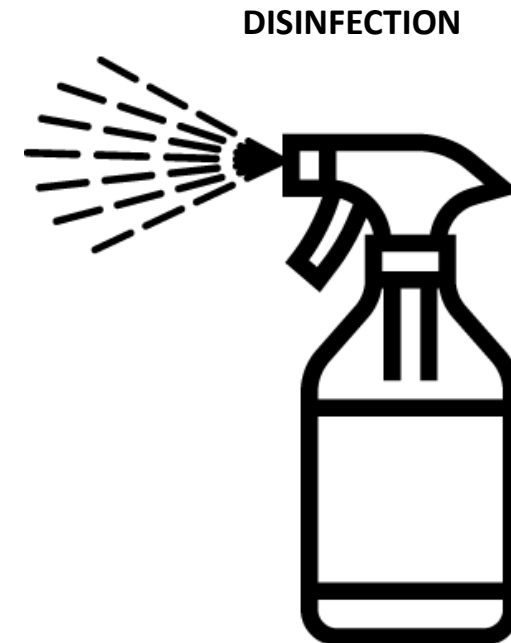
# Our Collective Efforts to Prevent Spread & Avoid Infection

---

**DISINFECTION** MEASURES HAVE BEEN PUT IN PLACE AND ARE TAKEN ROUTINELY, BASED ON FREQUENCY MENTIONED TO DISINFECT WORKPLACE SURFACES AND PROTECT EMPLOYEES.

All employees have an active part in disinfection

- Good personal hygienic practices including washing hands after bathroom use are necessary and required.
- Covering your cough, maintaining social distancing, and cleaning your work areas are important in keeping yourself and others safe.
- Valet Podiums will be supplied with disinfectant cleaners.
- You will be supplied with a ppe kit that includes: masks, gloves and hand sanitizer.



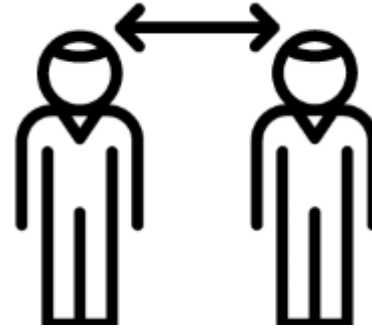
# WHAT TO DO:

## Around work areas & podiums

---



- DISINFECT COMMON SURFACES (INCLUDING PODIUMS, DOOR HANDLES, BUTTONS, KEYS AND MORE) IN THE WORKSTATION AT THE BEGINNING AND END OF EACH SHIFT, MINIMUM.
- DISINFECT MOVEABLE TRAYS/CONTAINERS/ITEMS BASED ON USE; ONCE PER SHIFT IF CONTACTED BY 1 PERSON ONLY, OTHERWISE, BETWEEN USERS.
- WEAR GLOVES WHILE PUTTING OUT CONES AND OTHER VALET EQUIPMENT.
- SELF-CLEANING OF THE WORKSPACE IS ENCOURAGED MULTIPLE TIMES DURING THE SHIFT WITH SPECIAL ATTENTION OF THE MOST USED SURFACES SUCH AS PODIUM TOPS, PEGS, HOLDERS, BOARDS, CONTAINERS, KEYS, ETC.
- AVOID TOUCHING YOUR FACE AND WASH THOROUGHLY WITH SOAP AND WATER SEVERAL TIMES DURING THE WORK HOURS.



ENSURE SOCIAL DISTANCING IS MAINTAINED



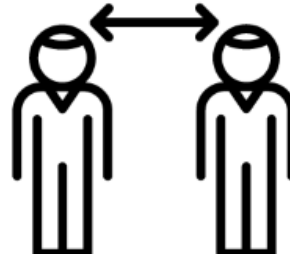
# WHAT TO DO:

## Breaktime

---



- Wipe tables, seats, all surfaces, refrigerator, vending machines and microwave ovens after each use.
- Provide supplies for employees to clean after themselves
- Tables and chair surfaces, dispensers, vending machines, etc. are cleaned generally 3 or more times per shift to include after all breaks and meals
- Clean up after yourself and disinfect surfaces you touch
- Wash you hands or use hand sanitizer before and after breaks



- Break times are staggered to limit number of employees
- Chairs and space have been limited/ removed/ blocked off
- Signage placed on tables
- Max capacity is posted
- One to two employees posted to observe the safe 2-meter (6 feet) distance
- Ensure social distancing is maintained
- Do not arrive early to break





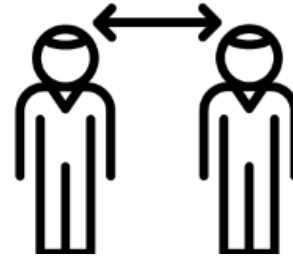
# WHAT TO DO:

## Bathrooms

---



- Disinfectant supplies are provided for employees to clean up after themselves as needed where applicable.
- Bathrooms are disinfected at least four times per day where applicable.
- Wash hands
- When possible, use elbow to open doors or press buttons



- Urinal and sink stations distance between each is 1-2 meters (3-6 feet)
- Max capacity is posted
- Ensure social distancing is maintained



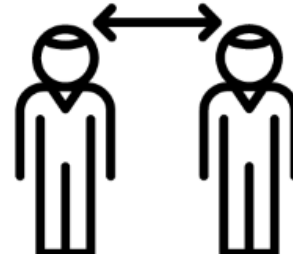
# WHAT TO DO:

## Common Areas

---



- All general walls and floors disinfected periodic, where frequently touched. Hard surfaces mopped daily.
- Doors, windows and other commonly touched objects disinfected at least four times per day
- When possible, use elbow to open doors or press buttons
- Avoiding touching surfaces touched by others to the extent feasible
- Items above apply when we are NOT working onsite at a customer location.



- Ensure social distancing is maintained
- Avoid non-essential gatherings
- Eliminate contact with others, such as handshakes or embracing coworkers, visitors, or friends
- Avoiding anyone that appears to be sick, or is coughing or sneezing

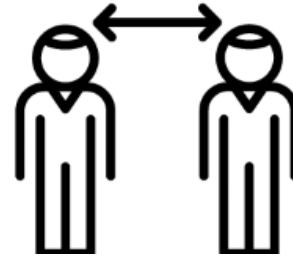


# WHAT TO DO: Shuttle Drivers

Individual commuting to and from work is preferable however when using transportation public or provided by a third party the following guidelines shall be followed:



- Shuttle Drivers must wear a mask all the time while providing the service.
- Self attestation of temperature check of Shuttle Driver must be done before the start of each shift
- Shuttle Driver or provider must disinfect the buses multiple times as a minimum:
  - Right before starting a route to pick up customers
  - Right after customers arrive to drop off location
  - At a designated stop on the route.
- Customers must not use shuttle buses if they suspect they are sick or if they have symptoms such fever, or difficulty to breath or have been in contact in the past 14 days with other people confirmed sick of any respiratory disease.



- All Shuttle Drivers must follow the company's contract/visitor protocol
- Adhere to social distancing guidelines



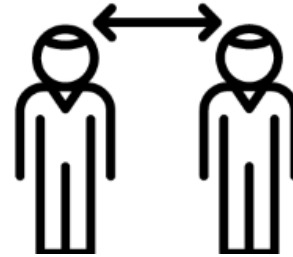
# WHAT TO DO:

## Offices

Individual commuting to and from work is preferable however when using transportation public or provided by a third party the following guidelines shall be followed:



- All general walls and floors disinfected periodic, where frequently touched. Hard surfaces mopped daily
- Doors, windows and other commonly touched objects disinfected at least four times per day
- When possible, use elbow to open doors or press buttons
- Self-cleaning of the workspace is encouraged multiple times during the shift with special attention of the most used surfaces such keyboards, monitors, chair arm rest, desks, cubicle divider among others



- Desks reassigned or blocked to ensure separation of employees between 1-2 meters (3-6 feet)
- Meeting rooms organized to hold no more than 10 chairs with appropriate spacing between people
- Remote work may be assigned when possible to reduce number of employees in the office.
- Ensure social distancing is maintained



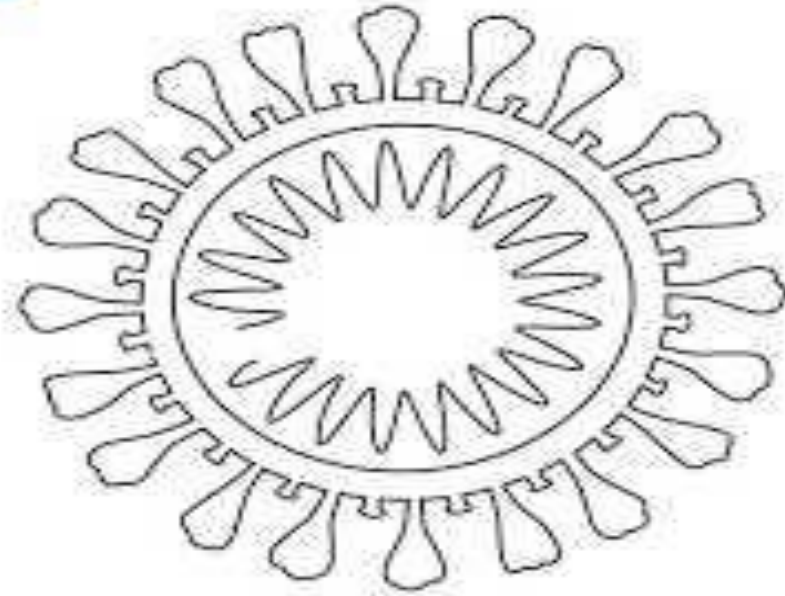
# Personal Hygiene

---



Lone Star Valet  
Star Parking Systems

# COVID-19



COVID-19 is an infectious disease caused by a new coronavirus introduced to humans for the first time.

VIDEO - Press Play

# 1) Washing hands is the most effective way to reduce the spread of infectious diseases

---

## When should you wash your hands?

- Entering the site and back to home
- Before and after food preparation and before eating & drinking
- Before and after treating a cut or wound
- After touching your nose or mouth
- Before and after toilet use
- After processing garbage
- After blowing your nose, coughing or sneezing
- After handling an animal or animal waste
- After changing diapers or cleaning up a child who has gone to the bathroom
- After visiting sick people
- Before taking medication



## When washing hand with soap and water:

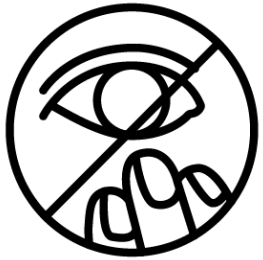
- Wet your hands with clean running water and apply soap. Use warm water if it is available
- Rub hands together to make a lather and scrub all surfaces. Continue rubbing hands for 20 seconds: Sing the "Happy Birthday Song!"
- Rinse hands well under running water
- Dry your hands using a paper towel or air-dryer

*Use alcohol-based hand sanitizer liberally if soap and water are not available.*

***NOTE: Presume your hands are contaminated with viruses and bacteria after touching common surfaces, as well as any surfaces you touch thereafter.***



## 2) DO NOT TOUCH YOUR FACE, INCLUDING YOUR MOUTH, EYES, NOSE OR EARS



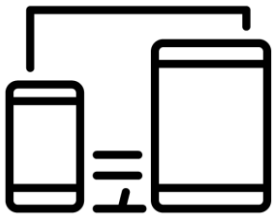
- Viruses that get onto your hands by touching common surfaces cannot harm you unless you physically transfer them to an entry portal into the body, so do not touch your face.
- If you are sick, touching your face will contaminate your hands, and any common surfaces you touch – continuing the chain of infection.

## 3) COVER COUGHS & SNEEZES



- Never cough or sneeze into your hands, as they then pass viruses to common surfaces and infect others. Use a tissue or cough and sneeze into the bend of your elbow.
- COVID-19 on your hands causes no harm, until you touch your face, or contaminate others who do so. Your eyes, nose, and mouth are the primary entry points for this and many other viruses and bacteria.
  - ❖ If the face is inadvertently touched, it should be rinsed with soap and warm water.

## 4) KEEP PERSONAL DEVICES CLEAN



- Ensure personal items that are touched, and especially those that touch your face (e.g. mobile phone) are kept clean. Avoid touching them after you have touched common surfaces and clean them frequently as needed.





# PPE

# (Personal Protective Equipment)

---



Lone Star Valet  
Star Parking Systems

# PPE



**PPE:** Personal Protective Equipment

is required for all employees to prevent direct contact with COVID-19  
as necessary and per client request



Face Coverings



Gloves (where required)



Hand Sanitizer

# FACE COVERINGS



## FACE MASKS:

### How to Wear Cloth Face Coverings

Cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape



### Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?

Yes. They should be routinely washed depending on the frequency of use.

### How does one safely sterilize/clean a cloth face covering?

A washing machine should suffice in properly washing a cloth face covering.

### How does one safely remove a used cloth face covering?

Individuals should be careful not to touch their eyes, nose, and mouth when removing their cloth face covering and wash hands immediately after removing.

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)



# GLOVES



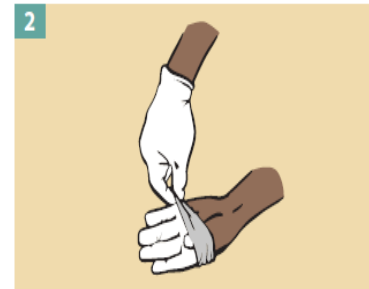
## GLOVES:

Are not a requirement at all sites. Wearing gloves will depend on client requirements and if not required by the client will be optional.

### How to Remove Gloves



1 Grasp the outside of one glove at the wrist.  
Do not touch your bare skin.



2 Peel the glove away from your body,  
pulling it inside out.



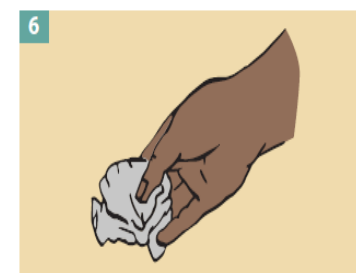
3 Hold the glove you just removed in  
your gloved hand.



4 Peel off the second glove by putting your fingers  
inside the glove at the top of your wrist.



5 Turn the second glove inside out while pulling  
it away from your body, leaving the first glove  
inside the second.



6 Dispose of the gloves safely. Do not reuse the gloves.



7 Clean your hands immediately after removing gloves.

# CONTACT INFORMATION



Lone Star Valet  
Star Parking Systems

## Human Resources :

- Janna Smith – Jsmith@lonestarvalet.com – 972-406-8400 EXT 310
- Erika Flores – Erika@lonestarvalet.com – 972-406-8400 ext 309
- Yazmin Cenicerros – Yazmin@lonestarvaetl.com – 972-406-8400 ext 309 (Habla Español)
- HR Cell Phone calls & texts – 972-730-7014

## Operations directors:

- Nick Clonts – nclints@lonestarvalet.com – 972-406-8400 ext 308
- Scott Logan – slogan@lonestarvalet.com – 214-502-7705

## PANDEMIC Information

Center for Disease Control (CDC)

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

World Health Organization (WHO)

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

