



Food Safety Strategy

SAFE: Structured. Accountable. Focused. Engaged.



I. STRUCTURED (Systems and Process Driven)

Daily Safe Assessments:

- (2)/day - intentional & accurate feedback on where risks are in kitchen.

Daily Food Safety Walkthroughs:

- Full mock EcoSure walkthroughs, during both AM and PM dayparts and done by both BOH and FOH leaders, in order to have an all encompassing check on our systems.

Full Store Audit:

- FULL audit from FOH to BOH - completed on different weekday each week: unscheduled & utilizing same standards as EcoSure.
- For new promotions, as part of the training process, there will be a scheduled mock audit in order for all leaders to have a high understandings of risks in the restaurant.

ServSafe Certification:

- All Shift Leaders within the restaurant will hold a ServSafe certification within 6 months of being promoted.

III. FOCUSED (Consistent and Intentional)

Leaders:

- We will uphold our intentionality standard by communicating Food Safety goals at monthly BOH leader meetings and reviewing a focused list pulled from walkthroughs and assessments each month; these will be communicated to the team via daily huddles and the Huddle Board as well as through intentional daily coaching.

Team Members:

- We will incentivize team members to have intentionality through positive reinforcement (see "Engaged").

II. ACCOUNTABLE (Ownership and Oversight)

Oversight Systems:

- We audit all Food Safety systems; with AM and PM shift leaders holding day-to-day accountability and Directors auditing the lists at the end of every week. Any paper temp chart is saved in a folder to keep track of trends while any dry-erase boards will have a picture taken at EOD before being posted in the BOH leadership group chat for accountability. This allows for peer-to-peer accountability and top-down accountability.

Safety Strikes:

- The "Safety Strike" system records when a process is missed by giving the Shift Lead who missed the system a strike. Three strikes in a single quarter will lead to accountability conversation. These strikes are tracked in a shared spreadsheet to ensure full accountability is given.

IV. ENGAGED (Rallying the Troops)

Reiteration:

- We state our goals clearly for the whole team, update a goal board in the kitchen and keep them informed of our goals and opportunity areas. Transparency is key.

Incentivization:

- We will reward team members who show knowledge of and follow our processes. We will do this by giving Moo-lah to team members who hold leaders accountable in operations as well as answer Food Safety themed questions in the group chat or in operations. This will make it fun and rewarding for the average team member and rally them behind our goals.



GOALS:

- Elite Food Safety Score every single quarter
- Guardian of the Brand
- Self-Sustaining Food Safety culture in the restaurant