

# COVID-19 SAFETY PLAN

May 2020

This safety plan was developed in accordance with WorkSafeBC, Interior Health, and the Wine Institute guidelines. This plan covers the six-step process and checklists that need to be addressed before resuming operations.

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## SAFETY PLAN HIGHLIGHTS

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*As posted on website.*

We are so grateful for the continued support and patience of the community during these tricky times -- thank you! We have been working hard to ensure that the safety of both guests and staff are met with the regulations of Work Safe BC and Interior Health.

On June 17<sup>th</sup>, our wine shop will be opening once again for tasting and wine sales, and our bistro will be opening the same day for dinner service.

Not ready to visit us quite yet? Curbside pick up is available through our website for no-contact purchase. If you are getting a little peckish, our bistro will still be offering their take-away menu! #hillsideathome

### **Our Plan during reopening**

- In our wine shop, bistro, kitchen, cellar, and office we have
  - identified all places where people gather, share equipment, and share surfaces
  - addressed each hazard with a way to minimize or eliminate it
  - asked our employees to review the plan, make changes, and trained them even using role playing scenarios to ensure we had thought of everything.
- We are constantly reviewing and improving our Covid-19 policies and procedures.

### **We have put in place the following guidelines to ensure a safe and happy experience for everyone:**

- Hillside is moving to a reservation model for tastings, with our last reservation slot at 4:15pm. To ensure social distancing, we are also staggering our reservation times. Please reserve your tasting prior to arrival at hillsidewinery.ca or through the TOCK booking platform <https://www.exploretock.com/hillsidewinerybistro>. Contact information for one person per tasting or bistro party will be captured and retained for 30 days.
- We ask that groups limit their personal group size to only those who wish to taste and/or purchase wine. Both our wine shop and bistro will have a max capacity of six people to a group. Please note that we have chosen to host adults only for wine tastings this year and we will not be allowing pets in our wine shop or bistro at this time.
- To control the flow of guests in a safe and physically distant manner, we are implementing one-way foot traffic into and exiting the property. A host will greet you at the start of our main walkway by the parking lot to direct you to your tasting area and you will exit on the driveway below.
- We ask that guests wait in their vehicles until their reservation time. Unfortunately, walk-ins will not be accepted, but our friendly host will be able to book you in for our next available tasting time. Wine sales and curbside pickups will also be available from our host stand.
- If you have had any of the following COVID-19 symptoms in the last 10 days (fever, chills, cough, shortness of breath, sore throat, muscle aches or headaches), please stay home for your own health and the safety of others for a minimum of 10 days. We have the same policy for all staff members who also may be showing symptoms.

- Our local partnerships are very important to us, and we will only be working with tour operators who have the necessary licensing in place for our guest and staff safety.
- To comply with strict occupancy limits, our Bistro will be open for dinner service only and will be no more than 50% of the usual capacity of patrons present at one time.
- Hand sanitizer will be made available to guests and staff at the entry and exit.
- Wine tastings will be conducted inside our wine shop as well as outside to maintain occupancy limits and social distance requirements. Tastings will be a 45 minute start to finish experience of tasting and purchasing.
- Footprint decals will be on the floor at bars to emphasize physical distancing for both guests and staff. Distinct tasting areas have been set up so our staff can comfortably and consistently maintain 2m from both guests and co-workers.
- New tasting procedure: 5 pre poured glasses presented upon arrival, washable tasting cards, and disposable spit cups will be provided.
- Pour spouts will be held at a distance above glass to not touch any surface. Staff will be sanitizing the wine shop bar, iPads & payment terminals in between every transaction. Sanitizing includes outside patio tables, chairs, and door handles. Staff will wear gloves while working, and they will be disposed of at the end of each tasting. Glassware for guests will be sanitized in our high heat commercial dishwasher.
- We will also have a dedicated staff member sanitizing frequently touched surfaces and restrooms continuously throughout the day.
- For our bistro, tables will be placed to ensure that guests will maintain two metres between themselves and guests seated at another table.
- For payment, we will NOT BE ACCEPTING CASH. We will be accepting Credit and Debit, and using Tap is encouraged.

Our full Safety Plan, as outlined by WorkSafeBC, can be found [here](#).

Stay safe and healthy and we look forward to seeing you soon!

## STEP 1: Assess the Risks

### Assessment Checklist:

- We have involved frontline workers, supervisors, and the joint health and safety committee.
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public.
- We have identified tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs and light switches.

### Areas Where People Gather

- Break room
- Central office
- Staircase
- Kitchen changing area
- Wine shop and tasting areas – West bar, East Bar, VIP lounge, Patio
- Shipping room and wine storage/fridge area
- Bistro entrance near computer and doors
- Bistro behind the bar/service area
- Host stand
- Kitchen
- Board room
- Parking Lot
- Bistro Patio
- Cellar

### Job Tasks with Close Proximity (Workers & Public)

#### Wine Shop

- Doing tastings – West bar, East bar, VIP, patio
- Processing sales & handing over bottles
- Greeting guests at the host stand
- Washing dishes (coming behind bar)
- Stocking behind bars

#### Bistro

- Greeting guests at host stand
- Taking payments
- Table service
- Bussing
- Service area/dishwasher
- Pick up/drop off - kitchen

#### Cellar

- Delivering wine
- Receiving outside deliveries
- Bottling line

#### Kitchen

- Receiving outside deliveries
- Working at the kitchen work stations, oven and stoves
- Dishwashing

## Shared Tools, Machinery & Equipment

### Wine Shop & Tasting Bar

- Dishwasher
- Laundry machine
- Shipping materials – tape guns, fragile stickers, box cutters
- Enomatic
- Vacuum pump
- Fridges
- Pour spouts
- Pens, staplers, bottle openers
- Printers, iPads, TD machines, swipers
- Phone
- Clocking in computer
- Wine bottles & boxes
- Alarm
- Window grate and locks
- Sinks
- Cleaning materials
- Brooms, dustbins
- Garbage & recycling Bins

### Bistro

- Computer, Phone
- TD machines
- Laundry machines
- Dishwasher
- Coffee/Esspresso machine
- Coffee Grinder
- Soda Stream
- Garbage and recycling
- Sinks and fridges
- Alarm pads
- Service trays
- Water cooler
- Cleaning materials, brooms

### Kitchen

- Stoves, Oven, fridges, freezer
- Dishwasher & Sinks
- Knives & kitchen utensils
- Laundry machines
- Alarm
- Slicer
- Cleaning materials
- Garbage and recycling bins

### Cellar

- Forklift
- Bottling Equipment
- Barrels
- Truck
- Alarm
- Tools

### Office

- Printer
- Paper cutter
- Shredder
- Coffee machine, microwave, toaster oven & water cooler
- Fridge/Freezer
- Safe
- Filing cabinet
- Paperwork
- Alarm
- Cleaning Materials

## Bathrooms

*Public bathrooms outside, second floor & third floor office bathrooms*

- Sinks
- Counters
- Dispensers
- Doors
- Stall doors
- Toilet seats

## Board Room

- Server
- Tables
- Chairs
- Fridge
- Counters

## Maintenance and Grounds

- Cigarette pales
- Garbage cans
- Rakes
- Brooms
- Hoses and watering cans

## Staff Room

- Fridge
- Chairs
- Tables
- Counters

## 3<sup>rd</sup> Floor Storage

- Boxes

## Frequently Touched Surfaces

### Wine Shop

- Bar surfaces
- Window openers
- Air conditioner
- Door handles – front door (and locks), interior door, shipping room door, VIP lounge door
- Locks and key for window
- Light switches – Behind west bar, east bar, white wall, red wall, downstairs (basement, shipping room, lock up area)
- Vacuum pumps & wine spouts
- Cupboard doors
- Banisters outside
- VIP furniture – bench, chairs, tables, cushions
- Outside tables and stools
- Glasses and tasting planks
- Drip trays and dirty glass trays
- Window ledge
- Sinks
- Wine bottles for pouring
- Spittoons
- Step stool
- iPads, Debit machines, swipers, printers



### Bistro

- Doors – front, back, patio, kitchen, shipping room, main employee entrance, gate, parking gate
- Light switches and alarm pad
- Cutlery and dishes
- Glassware
- Glass trays and drip trays
- Countertops
- Table and chairs
- Wine bottles for service
- Fireplace
- iPads, Debit machines, swipers, printers, POS system

### Office

- Alarm pad
- Back entrance door of gallery, both doors to office,
- Office table and chairs
- Tower railings
- Board room door, table & chairs, wine fridge, sink, countertop
- Upstairs bathrooms (2<sup>nd</sup> & 3<sup>rd</sup> floor) – counters, sinks, dispensers, light switches, and door knobs
- Light switches

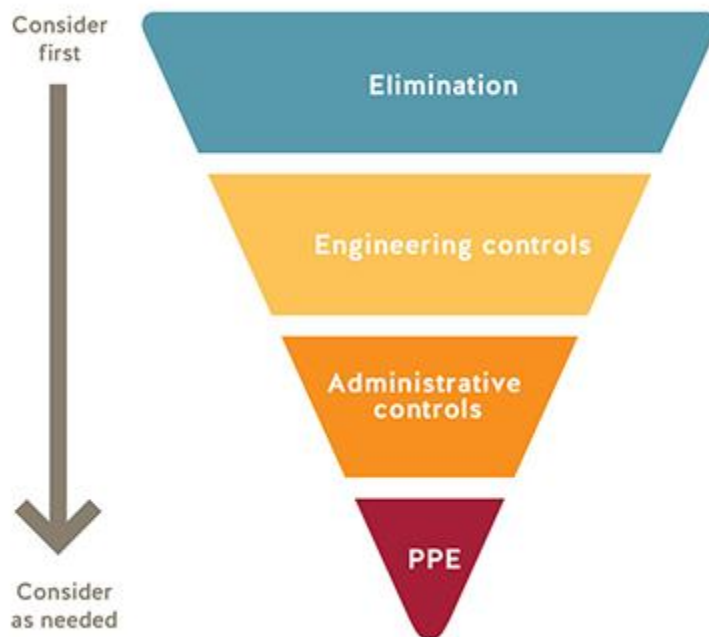
### Cellar

- Cellar door – front, back, large receiving door
- Light switches
- Countertops

### Kitchen

- Counters
- Knives & Tools
- Dishwasher
- Door handles
- Equipment & Small Appliances
- Light switches

## Step 2: Implement Protocols to Reduce the Risks



### Fist Level Protection (Elimination)

**Look for the following for information, input, and guidance:**

- Review industry specific protocols and implement
- Frontline workers, supervisors and the joint health and safety committee
- Orders, guidance, and notices issued by the provincial health officer and relevant to your industry
- Your health and safety association or other professional and industry associations

*Use policies and procedures to limit the number of people in your workplace at any one time. Implement protocols to keep employees at least 2 metres from coworkers, customers, and others.*

## Measures put in place for maintaining social distancing

- We have established and posted an occupancy limit for our premises.
- To reduce the number of people at the worksite, we have considered work-from-home options, virtual meetings, rescheduling work tasks and limiting the number of customers and visitors in the workplace.
- We have established and posted occupancy limits for common areas such as breakrooms, meeting rooms, change rooms, and washrooms.
- We have implemented measures to keep workers and others at least 2 metres apart whenever possible.

### *Wine Shop*

#### *Limiting the Number of People On-Site*

- Posted signs for occupancy limits, proper handwashing techniques, and signs of illness.
- Switching to a reservation system that restricts the number of guests/tastings. The wine shop occupancy limit will be 34.
- Not allowing any walk-up customers – there will be a host stationed below the winery to stop any customers before they reach the wine shop or bistro. Any guests without a reservation made in advance will be either turned away or booked for another time. At this time, customers only wanting to pickup a wine order can also do so with the host. The host will be able to grab the wine from the lockup without having to go into the wine shop. No one will enter the property without contact information taken.
- By limiting the number of tastings, we can cut down maintain a reduced occupancy in the wine shop. Each worker will have their own designated station which will provide the necessary distance between coworkers. One employee will be on West Bar, one on East Bar, one on the patio (with their own wine stock to avoid going behind the bars), two stations providing tastings on the grass, and a host.
- Limits will be put into place for who can enter washrooms. Washrooms will only be available to guests with reservations and will be cleaned hourly. Signs will be put up indicating no public washroom.
- We will have a designated staff member who cleans continuously around the building.
- No groups larger than 6 will be allowed for tastings.
- There will be no events held at the establishment that include more than 50 people.
- No pets allowed in the wine shop or bistro .

#### *Maintaining Social Distance During Tastings*

- There will be identified pathways for entrance and exit off the property (Exit on driveway, enter on pathway.) Ropes will also be placed within the wine shop to direct traffic.
- We will stagger the tasting times so that they do not all show up at one and clog the host area.

- We will have decals installed on the floor to identify where guests can stand to maintain 2 metres within the shop and outside. Decals will also be placed for staff to indicate where to stand while giving tasting.
- Parties will be held downstairs until their table is ready, and then guests will be guided to their table by the host.
- Members of a tasting will all arrive at the same time and leave at the same time – this discourages wandering.
- Patrons seated at a counter will be seated so that they can maintain a distance of two metres from other patrons, unless they are in the same party.
- In all locations, guests will be seated, which will minimize wandering around the room.
- For tastings, we will have the wines pre-poured for when the guests arrive.
- Water will be pre-poured for guests and each guest will be given a paper cup as a disposable spittoon if asked for.
- Breaks will be staggered so that 2 people will not be off together at any one time, which reduced congregating in the breakroom.
- When taking payment, only one guest will come over to the payment area at a time. For payment, we will NOT BE ACCEPTING CASH. We will be accepting Credit and Debit, and using Tap is encouraged.
- Through the reservation system, we will retain contact information for one member of every party of patrons for thirty days in the event that there is a need for contact tracing on the part of the medical health officer.

## *Bistro*

### *Limiting the Number of People On-Site*

- Reservations will be mandatory, and we will no longer be accepting walk-ups.
- The bistro will move to a Dinner Only Service – both eat in and take away. This will limit the number of overall staff needed on premise at one time.
- Limits will be put into place for who can enter washrooms. Washrooms will only be available to guests with reservations and will be cleaned regularly. Signs will be put up indicating no public washroom.
- There will be no more than six patrons seated at a table.
- There will be no events held at the establishment that include more than 50 people.
- There will be no more than 50% of the usual capacity of patrons present at one time.

### *Maintaining Social Distance During Dining Service*

- Decals indicating where guests can stand to maintain social distance - patrons must be able to maintain a distance of two metres from one another, unless they are in the same party, and from staff.
- Patrons will be seated in such a way that there are two metres between the patrons seated at the same table, unless they are in the same party, and there are two metres between the patrons seated at one table and the patrons seated at another table, unless they are in the same party.
- Take away meals will be picked up at the bistro host stand.

- Through the reservation system, we will retain contact information for one member of every party of patrons for thirty days in the event that there is a need for contact tracing on the part of the medical health officer.

### *Office*

- Changes to work schedules - alternating days working from home for office staff so that the number of employees working in the office at one time is limited.
- Meetings can be conducted virtually.
- If a meeting is taken place in person, the number needs to be limited, employees attending will maintain a distance of 2m between themselves.
- We have removed all communal dishes and cups.

### *Kitchen*

- Chefs needing to get food from the downstairs fridge and freezer will be required to go to the outside door instead of through the wine shop.
- Reduced staff and staggered shifts to reduce number of employees onsite.
- Assigned and separated prep stations
- When distancing can not be maintained, PPE has been provided and required.
- Deliveries personnel must wear a mask and gloves if entering the kitchen.

### *Cellar*

- When receiving deliveries, employees will be wearing gloves and will maintain a social distance from delivery personnel.

## Second Level Protection (Engineering Controls)

*If you cannot always maintain physical distancing, install barriers.*

### Measures in Place:

At this time, the winery will not be using barriers. We will be implementing protocols and procedures that ensure 2m social distancing in all winery areas. The use of PPE will also aid in employee safety.

## Third Level Protection (Administrative Controls)

*Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.*

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through the combination of training and signage.

## Cleaning & Hygiene

- We have reviewed the information on cleaning and disinfecting surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessible.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers.
- We have implemented cleaning protocols for all common areas and surfaces including frequency items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use etc.)
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process.

## Wine Shop Cleaning

### Glass Polishing Protocol

- When many glasses are being polished pre-shift, gloves and mask are recommended.
- When glasses are being polished singly as needed, standard protocols can apply.
- Glasses should be held by stem or base.
- Polishing cloths changed frequently; machine-washed and sanitized, not just rinsed.

### Cleaning Materials

- The cleaning agent used in the wine shop is the Pink Spray (Neutral Cleaner). The concentrate neutral cleaner is located downstairs at the basement sink. To refill the spray bottle, use 1 oz of solution per standard spray bottle, fill remainder of bottle with water.
- Gloves will be located at each tasting station. Additional gloves can be found downstairs with the other cleaning materials under the work bench.
- Individual face shields will be provided to each wine shop employee. Either a face shield or a mask is mandatory at all times while on premises.
- Clean white cloths and polishing are required daily.
- Dishwashers can be found both behind East Bar and in the basement.
- Laundry machines can also be found downstairs in the basement.
- Wine Shop sinks are located on west bar, east bar, and in the basement.
- All other cleaning materials can be found downstairs under the work bench.

### Washroom Cleaning Protocol

The following surfaces need to be cleaned regularly throughout the working day:

- Sink taps and counters
- Soap dispensers
- Toilet paper dispensers
- Sanitary bins
- Air dryers
- Door handles and light switches
- Toilet seats if no seat liners are provided.

Washroom checks will also need to:

- Empty garbage bins
- Check cleaning supply stock (located under the sinks.)

*A washroom cleaning log will be posted in the wine shop and the bistro to be signed off for every check.*

### Handwashing Protocol

- Staff should perform regular hand washing with soap and water for at least 20 seconds following the official handwashing guidelines. It is suggested that handwashing be done:
  - Before and after breaks



- After touching or cleaning tables any surfaces that may be contaminated
- After sneezing, coughing or nose blowing
- After touching your face or hair
- After using the restroom
- After touching personal phones
- After using shared equipment such as computers, POS systems and debit terminals between different users
- When you arrive at work
- Replace gloves after every tasting.

#### *How to properly wash your hands:*

- Wash your hands often with soap and water for 20 seconds.
- If soap and water are not available, use an alcohol-based hand sanitizer.

#### *Cover Coughs or Sneezes*

- Cough or sneeze into your sleeve, not your hands. Avoid touching your face with your hands OR Cover your mouth and nose with a tissue and put your used tissue in a wastebasket.
- Wash your hands with soap and water for at least 20 seconds OR Clean hands with alcohol-based hand sanitizer.

#### *Hand Sanitizer*

- Hand sanitizer will be located for guests at the front door, on the West Bar pillar, and On the East Bar pillar.
- Surface Spray hand sanitizer will also be available for staff behind bars, at building entrances, and in the shipping room.

#### *Surfaces that require frequent cleaning*

- Door handles
- Light switches
- Washrooms: every hour – Doors, counters, stalls, dispensers, toilet seats
- Dishwasher handles
- Laundry machines
- Bars: After every tasting wipe down the top and bottoms of bars
- TD machine: after every use
- Cabinets – at the end of every shift wipe down all the cabinets (under red wall, behind bars, VIP lounge)
- Break room surfaces
- Window openers
- Door handles – front door (and locks), interior door, shipping room door, VIP lounge door
- Locks and key for window
- Light switches – Behind west bar, east bar, white wall, red wall, downstairs (dungeon, shipping room, lock up area)
- Vacuum pumps & wine spouts

- Banisters outside
- VIP furniture – bench, chairs, tables, cushions
- Outside tables and stools
- Glasses and tasting planks
- Drip trays and dirty glass trays
- Window ledge and opener, locks
- Sinks
- Wine bottles for pouring
- Bathroom surfaces – sink area, doors, stall doors, dispensers
- Step stool
- Alarm pad
- Host desk and front door handles are wiped down in 30-minute intervals with approved sanitizer.
- Between customers: tables, chairs, menus, tablets, coat hooks and any items that have been brought to the table must be cleaned or sanitized between parties.
- For counter service, POS machines should be sanitized between patrons who must touch the number pad.
- When staff switch positions, any shared equipment should be sanitized. This should especially include all repeated contact surfaces such as computer terminals, keyboards, POS machines.
- Remove everything from the table after guests leave and clean the table completely.
- Post at all sinks in kitchens and staff washrooms hand washing instructions.

## Wine Shop Procedures

### Arriving at Work

- Staff need to use hand sanitizer after opening either the entrance door at the bottom or top of building. Hand sanitizer will be left within reach of each doors.
- Before clocking in, staff will check in with the manager on duty for updates.
- Wine shop staff will now clock in downstairs on a tablet and then disinfect screen after use with sanitizer spray on paper towel.
- After clocking in, staff will wash their hands, deposit their bags, and start setting up their individual stations, grabbing PPE equipment.
  - *Each worker will have their own individual face shield*
  - *Each worker will have their own station to set up.*
- Tasting Bar Set Up
  - o Each worker will be responsible for:
    - Disinfecting their station (as per cleaning checklist)
    - Collecting and opening their wine bottles and getting ice
    - Setting up for the first scheduled tasting – pre-pouring glasses, pre-poured water glasses, tasting card.
    - They will check the provided list of reservations for that day.

### During Tastings

- Workers will always maintain a 2-metre distance from guests and other employees.
- Wine shop staff will stay in the area indicated by decals that is a social distance while talking.

- Each station will have their own pouring wine and stock.
- The wines and water will be pre-poured and guests will be provided with disposable tasting cards and spitting paper cups.
- For payment, one member of the group will pay at a time. All transactions will go through on the TD machine so that guests can “tap” to pay.
- All tastings are made by appointment only, 45 minutes long, with 15 minutes in between to clean and sanitize.

### After Tastings

- Staff will change out their gloves after every tasting and wipe off their face shields.
- All the used surfaces will be wiped down – counters, TD machine tables, chairs etc.
- Used glasses will be put through the high temp dishwasher.
- All disposable cups and papers will be thrown in the garbage can, regardless of whether they have been actively used or not.

### Breaks

- Breaks will be covered by the Host or manager on duty.
- Only one team member will be going on break at a time.

### Closing and Clocking Out

- We will not be accepting any cash, so only the TD machine receipts will need to be organised and placed in the cashing out.
- Each person is responsible for following the cleaning checklist and restocking their station.
- Clean windows and sanitize pulls and locks.

### Bathrooms

- A designated cleaning employee will check and wipe down the bathrooms every 60 minutes.
- This employee will also continuously clean the outside and inside surfaces that are regularly touched as identified on the cleaning checklist.

## Bistro Service Protocols & Guidelines

### Handwashing

Upon entering The Bistro, prior to shift or thru service doors, handwashing is mandatory. Handwashing to be completed as follows:

- Before and after breaks
- Touching or cleaning tables or surfaces that may be contaminated
- After sneezing, coughing or nose blowing
- After touching hair or face
- After using the restroom
- After touching personal phones (please keep to a minimum and not during main service)
- After using shared equipment – Pixel point, TD terminals, Coffee/Esspresso machine, water cooler, grinder, soda stream etc.

Hand sanitizer is available at the washroom entrance, Bistro entrance and kitchen service door for staff and guest use.

### Social Distance Measures

- Floor decals have been placed to promote physical distancing for guests and staff.
- Best practice to have doors open for airflow throughout and directional arrows have been placed for entering and exiting. For service, please proceed counter clockwise to avoid bumping into each other.
- All staff must practice 2 meter distancing when possible. There is to be no contact amongst staff.
- Service should be presented at open end of table at all times. Servers to provide distancing and should not be in between seats or reaching into table at any point. Guests expected to distribute amongst party as required.

### PPE Measures

- Aprons and masks, polishing cloths, kitchen rags and black napkins are to be all collected at end of shift for proper laundering procedures, as posted.
- Gloves will be made available for use during service
- Masks to be worn for service at all times. Do not touch face or adjust masks through shift.

### Glass Polishing Protocol

- Masks and gloves to be always used for polishing
- Polishing clothes to be collected and laundered after use.
- When glasses are being polished singly as needed, standard protocols can apply.
- Glasses should be held by stem or base.

### Reservation System

- Reservations are required and available through OpenTable. We will be securing reservations with credit card number (OpenTable, 3<sup>rd</sup> party secure and encrypted STRIPE program.)
- Signage will be posted at the beginning of walkway to welcome reservation guests and provide contact number for anyone inquiring about availability. This will help to control the flow of guests proceeding to the entrance and unnecessary contact.

- Please ensure all reservations have complete guest information. Information needs to be accessible for 30 days should there be need to contact in case of outbreak.

### Sanitizing

- All high touch areas such as doors, phone, computer screens, debit terminals, common use equipment (coffee/espresso/water dispenser/wine fridge/cooler/keyboards) to be sanitized after each use and/or every 30 minutes.
- There will be no cash accepted onsite. Debit or Credit only.

### How to Welcome a Guest:

1. When possible, please keep entrance doors open to minimize touching of door handles. If not able to, please have Host open and close doors as required for guest comfort.
2. "Hello" "Welcome to Hillside" "How are you today" "Good Day"
3. Takeout order or Reservation today?
4. Please do not promote lingering in the courtyard or around property. Benches have been removed. OpenTable has the ability to message when tables are ready.

### Table Set up:

- All tables are to be bare prior to guest arrival. No tent cards, table centers.
- Once seated, server to place menus and service disc (to be sanitized before and after each use), at end of table for guest distribution, with outstretched arms. Please stand back from the table and provide comfortable distancing.
- \*Service discs are a great option for less interaction with guests if they are uncomfortable. Green will indicate service required, red will mean not needed. Please keep an eye on your table for indications from your guests. All service discs to be sanitized after each use before placing on next table.
- "Can I offer you any iced water or sparkling water to start?"
- "We will give you a minute to look over the menu and I'll be right back to collect your orders"
- Bring fresh plates and roll ups, waters to end of table for guest distribution, on sanitized service tray with fresh black napkin. Black napkin must be replaced between table use and sanitized between serving and bussing.
- \*Water service – refill of glasses by server are discouraged. Please provide ½ L or 1L carafe at end of table for guests to top up.
- "Can I offer you any beverages to start?"
- Take orders and remove excess menus. All menus to be sanitized prior to returning to host stand. Ring thru order (sanitize screen after use) and serve beverages within 10 minute time frame if possible.

### Wine Service:

- No glassware is to be preplaced on the tables prior to guest arrival.
- All glassware to be carried by stems or base.
- \*Bottles to be opened on a sanitized service station, not guest table.
- Each server to have their own corkscrew for entire shift. Corkscrew to be sanitized before and after each use.

- By the Glass: 5oz glasses can be pre-poured in sanitized service area for drop off at table. For 8 oz pour, please provide addition 3oz in side carafe for guest to self pour as necessary.
- 1/2L – Pre-pour in sanitized service area, 3/4 up neck of carafe. Present carafe, glassware and chiller if required to table. Offer to each guest and place at end of table for guest distribution. Ask guest if they would like you to not provide top ups, in which case leave the carafe on table. If guest prefers you top, please remove from the table and leave on sanitized service area. Carafe is then to be touched only by the server.
- Bottle Service:
  - o All chillers to be run thru dishwasher and sanitized after each use.
  - o Always use fresh single use napkin for holding bottle to present to table. Please avoid neck area if possible. Bottle to be presented away from body.
  - o \*Server should not pre-taste or pre-nose wine unless requested by guest.
  - o Cut capsule and remove cork. Cork to be disposed of. Use fresh napkin for wiping bottle top.
  - o Guest can be offered a taste, glass placed at end of table.
  - o Provide glassware at end of table, pour first pours and place bottle at end of table. Ask guest if they would like you not to provide top ups, in which case leave on table. If guest prefers you top, please remove from table and leave on sanitized service area. Carafe is then to be touched only by the server.
  - o \*Decanting – to be done at sanitized service station and placed at end of table for service. Pour first pour and ask guest if they would like you to provide top ups which in that case leave on table. If guest prefers you top, please remove from table and leave on sanitized service area. Carafe is then to be touched only by the server.
  - o Ensure rims of bottles/decanter are not touching rims of glassware when pouring.
  - o For screwcaps, open with fresh napkin as buffer between closure and hand. \*Pouring a taste for guest can be eliminated until further notice to avoid unnecessary touches. (Screw cap wine is less likely to be compromised)
  - o \*If white or Rose, please have clean, sanitized chiller available and place at end of the table with no cap.
  - o For additional ordered bottles and glasses required to be changed out, please have guests place dirty glassware at end of table. Use gloves to remove and place in dirty dish area, wash hands and present fresh glassware at end of table for guests to distribute.
- Beer/Cider service – no ice, unless requested. Present glassware and can to table for self pour.
- Pop – Present glassware, with ice and can to table for self pour.
- Coffee/Tea – cup with saucer, small spoon on side (right hand side aligned with handle), sugar, creamers. With tea, do not open tea packet, place on side for guest.
- \*Refills – do not touch cups when refilling; leave on saucer.
- Take orders and remove excess menus. All menus to be sanitized prior to returning to host stand. Ring into POS system and sanitize screen after use.
- Ensure table is set with cutlery and dishware as needed for 1<sup>st</sup> course. Mis en place settings can be placed at end of table if extra utensils required.
- Have your serving utensils for shared plates ready to present with dish: Utensils to be handled only

## Food Service

- Once food prepared, hold plates underneath with the thumb on rim. Do not let utensil handles touch food. Present at end of table for guests to pass out.
- Allow for first few bites and then quality check
- Provide salt and pepper if requested. Please do not offer. (Single use, disposable)
- Allow guests to enjoy and use service disc. Wait till guests are finished with plates, depending on table sizing, never leave one guest eating alone; wait till both done, before removing.
- \*\*Bussing to be done with gloves and sanitized tray. Gloves to be disposed of, hands washed and tray sanitized after use. Please do not overfill cutlery dish with presoak to avoid splashing.
- If 2<sup>nd</sup> course ordered, please reset with mis en place as required for guests to distribute. (dinner fork and steak knife regardless of dish). (nice presentation). Include soup spoon for anything saucy or pasta. Side bowl/Side plates as needed place at end of table.
- Again, beverage check including water. If additional water required, please provide fresh new carafe for service.
- Present 2<sup>nd</sup> course, allow to be enjoyed, quality check same as 1<sup>st</sup> course.
- Leftovers – to go boxes to be presented to table upon request and guest to pack in container.
- Remove all dishware and glassware at end of meal which can be requested to be placed at end of table. \*\*Bussing to be done with gloves and sanitized tray. Gloves to be disposed of, hands washed and tray sanitized after use
- Offer dessert menu and options including Ice wine, port, coffee or tea service.
- For ice wine – prep small taster glass with ice to chill before pouring.
- Reset cutlery for dessert course with fresh mis en place setting at end of table.
- Before presenting check to guest, inquire if there is anything else including retail that you are able to offer.
- If so for retail, provide tasting notes with order form for review. Retail bottles can be presented in paper bag for 1 or 2 bottle purchase, anything more can be green hillside bag.
- Present check on sanitized clipboard and watch for card for processing. (face down)
- \*Debit machine to be freshly sanitized and presented to guest with gloved hand. Tap is available for purchases under \$100. Can use phrase “would you like this to be your final total today?” to prompt gratuity.
- Thank guest for coming in and hope to see again.
- Once guest departed, with gloves, remove any additional dirty dish/glassware. With sanitizer, wipe down tables and chairs thoroughly for next seating.

## Take out Procedures:

- Available 3pm to 8pm via online takeout form or telephone
- \*Orders will be printed directly to host stand.
- Please call guest, confirm order, timing and payment details. Encourage prepaid orders though tap is available at pick up. No cash to be accepted and debit terminal to be sanitized before and after each use.
- Kitchen to buzz when prepared. To be picked up at host stand, ensure proper distancing in courtyard area to avoid gathering.

## Kitchen

- Due to the ongoing threat from Covid-19, PPE masks or face shields are to be worn at all times.
- Gloves are to be used during service.
- Gloves must be worn while dishwashing.
- Kitchen staff are to practice 2 metre social distancing whenever possible. There is to be no contact between staff.
- Kitchen equipment and surfaces are to be sanitized before and after use.
- Hand sanitizer is available for use in the kitchen and outside the service door.
- Delivery drivers are not allowed to enter the kitchen without masks on.
- Kitchen sanitation log is to be followed. Deep clean of the kitchen and floors to be documented as outlined.
- Kitchen receiving and ordering log must be kept for one month for tracking in case of outbreak.
- Proper and regular handwashing is mandatory. You must wash your hands after:
  - Before and after getting changed for work
  - Upon entering the kitchen at start of shift
  - Before and after breaks
  - After using the washrooms
  - Cleaning and wiping food preparation surfaces, or shared equipment
  - Handling soiled objects or garbage/recycling
  - Before and after receiving orders from a supplier
  - Handling raw food items
  - After touching personal phones (keep to a minimum and not during service.)



## Fourth Level Protection (PPE)

*If the first three levels of protection are not enough to control the risks, have workers and customers use personal protective equipment such as masks.*

- We have reviewed the information on selecting and using masks and instructions on how to use a mask.
- We understand the limitations of masks and other PPE. We understand that PPE should only be used in combination with other control measures.
- We have trained workers to use PPE properly, following the manufacturers' instructions for use and disposal.

## Measures in Place

- Wine shop staff will use face shields during their shifts. Each staff member will have their own personal face shield that they will wash before their shift, after every tasting, and at the end of the day.
- Bistro and kitchen staff will use protective masks and during their shifts.
- All employees in the wine shop, bistro and kitchen will wear gloves, when required.
- Wine shop staff will discard and refresh their gloves after every tasting.

## Step 3: Develop Policies

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headaches.
- Anyone directed by Public Health to self isolate.
- Anyone who has arrived from outside of Canada or who has had contact with confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.
- Visitors are limited in the workplace.
- First aid attendants have been provided OFAA for use during the COVID-19 pandemic.
- We have a working alone policy in place.
- We have a work from home policy in place.
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate violence prevention program is in place.

Our policy addresses workers who may fall ill at work. It includes the following:

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. Consult the COVID assessment tool or call 811 for further guidance.
- If the worker is severely ill (e.g. difficulty breathing, chest pain) call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

## COVID- 19 Policies

### Sickness & Absences:

#### What to do if you are feeling sick:

1. DO NOT COME INTO WORK if you have any of the following symptoms:
  - a. Fever
  - b. Chills
  - c. New or worsening cough
  - d. Shortness of breath
  - e. New muscle aches or headaches
  - f. Sore throat

- g. If you have travelled outside of Canada within the last 14 days
  - h. If you are a close contact of a person who tested positive for COVID-19.
  - i. Anyone under the direction of the provincial health officer to self-isolate must follow those instructions
2. Call the winery at 250-493-6274 or contact a manager directly if you are feeling sick even if you are not scheduled to work that day.
  3. If you are displaying symptoms of COVID-19, refer to HealthLink BC at 811 and self-isolate for 14 days.
  4. If a worker starts to feel ill or develop symptoms while at work, the employee will need to notify the on-duty manager immediately and the employee will be sent home.

*Each team member will sign off on this disclosure policy.*

## COVID-19 Leave

You can take unpaid, job-protected leave related to COVID-19 if you are unable to work for any of the following reasons:

- You have been diagnosed with COVID-19 and are following the instructions of a medical health officer or the advice of a doctor or nurse
- You are in isolation or quarantine and are acting in accordance with an order of the provincial health officer, an order made under the Quarantine Act (Canada), guidelines from the BC Centre for Disease Control or guidelines from the Public Health Agency of Canada
- Your employer has directed you not to work due to concern about your exposure to others
- You need to provide care to your minor child or a dependent adult who is your child or former foster child for a reason related to COVID-19, including a school, daycare or similar facility closure
- You are outside of BC and unable to return to work due to travel or border restrictions

The COVID-19 leave is retroactive to January 27, 2020, the date that the first presumptive COVID-19 case was confirmed in British Columbia. This means that if you've had to take time off work because of COVID-19 since January 27, 2020, you're protected from losing your job under the new law. During this public health emergency, you can take this job-protected leave for as long as you need it, without putting your job at risk.

### Canada Emergency Response Benefit

For people who have lost income because of COVID-19, the Canada Emergency Response Benefit will provide \$500 a week for up to 16 weeks. Applications opened April 6, 2020.

#### *Eligibility*

- Reside in Canada
- Be at least 15 years old
- Have stopped working because of COVID-19 (not voluntarily quit)
- Income of at least \$5,000 in 2019 or in the 12 months prior to the date of application
- Be, or expect to be, without employment or self-employment income for at least 14 consecutive days in the initial four-week period
- For future benefit periods, expect to have no employment income

*On the Covid-19 checklist, each team member will sign off on this disclosure policy.*

## Disclosure of Illness/Exposure

At the beginning of each shift, the on-duty manager will check in with each team member how they are feeling. It is the responsibility of the staff member to disclose any illness or symptoms.

*On the Covid-19 checklist, each team member will sign off on this disclosure policy.*

## Travel

If you travel outside of BC, it is the staff member's responsibility to follow instructions from health authorities and government agencies. This means self isolating for 14 days and disclosing this information to management.

*On the Covid-19 checklist, each team member will sign off on this disclosure policy.*

## Hazard Reporting

For any first aid or safety concerns, please contact one of the onsite safety officers - either Shelann or Mike.

## Occupancy Limits

For the safety and protection of our staff and guests, the following occupancy limits have been set within the building:

- The posted occupancy limit for the wine shop and patio is 34 combined.
- The posted occupancy limit for the Bistro and lower patio is 48 combined.
- The posted occupancy limit for the office is 5.
- The posted occupancy limit for the board room is 6.

To manage the influx of guests, the Host will make wine sales and turn away or book in any walk ups.

## Workplace Policies for Entering Building:

- Mandatory hand washing when entering the building from service doors.
- Have a hand sanitizing station for guests and staff when they enter the front door to immediately clean hands.
- Stagger starting time so that staff aren't all arriving at the same time and crowding entrances or bathrooms for changing.
- Commit to having only healthy people working at all times.
- Have all staff complete a brief health questionnaire stating that they understand and agree not to work if they or anyone they live with has COVID-19, have been exposed, have any symptoms or are subject to quarantine because of travel or other exposure to COVID-19.
- When possible, have doors propped open to minimise surface contact with door handles. This will show an investment in sanitation, as less people will be touching the front door.
- Create work "bubbles": Set up work teams so front of house and back of house teams work together and limit their interaction with additional folks.
- Ensure that there are reduced touches between serving and kitchen and serving and clearing/cleaning teams.

- ❑ If you have a patio, allow team members to do part of their shift outside on a patio and part inside in the dining room. People are confident in an open air environment and this may help increase server confidence as well.
- ❑ Through the reservation system, we will retain contact information for one member of every party of patrons for thirty days in the event that there is a need for contact tracing on the part of the medical health officer.

## Removal of any unnecessary items that may elevate risk of transmission:

- We have removed the benches from the front garden.
- We have removed the merchandise from the wine shop shelves.
- The wine shop wine walls will all have DISPLAY ONLY signs hung on them.
- Hand sanitizers will be located for guests at the entrance to the winery, and one at each bar (hung on the pillars.)

## Guest Policies

- Pets will no longer be allowed in the wine shop.
- Reservations are now required.
- No groups larger than 6 people.

## Tour Operator Policy

### 2020 Tour Operator/Group Policy

- 24-hour notice for all tours
- ALL tours will need to book via our website
  - We will not be accepting tours without reservations
  - All reservations will be pre-paid at time of booking (\$10 tasting fee, waived with purchase of a bottle 4ppl = 4btls)
  - Groups cannot be larger than 6 people and they must all know each other
    - We will need the email address of one group member to retain for our records (30 days) for tracing.
    - Please note that due to limited occupancy and size requirements stipulated by the Ministry of Health, if you are bringing a group of 6 to our property, you will not be able to join them in the wine shop or outdoor seated area.
- We have set aside 45 minutes per tasting – this is a start to finish experience of tasting and purchasing
  - Due to sanitizing at end of experience it is imperative that reservations arrive on time.
  - If you are late (15 min) your reservation will be forfeited, and your fees will not be refunded.

- No refunds on no shows or reservations cancelled same day.

Please complete the attached Partnership Agreement. We will only be working with tour operators who have the necessary licensing and COVID19 safety plan in place.

## Step 4: Develop Communication Plans & Training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

### Best Practices for Orientations & Training

- Have personal conversations with all your front of house team members when you are ready to bring them back to work. Ask them about their concerns and work to address their concerns and speak directly to the increased health and safety practices being put into place in your operation.
- Address key questions brought up during individual phone calls.
- All serving teams complete a fresh training or orientation on new Covid-19 procedures prior to returning to work.
- Create new guidelines and signage for entering, exiting, queuing, and seating that will help both staff and guests with traffic flow.
- Focus on separating staff roles into those who touch prepared food versus those who touch dirty dishes, cutlery, and glassware.
- Review the brand specific sanitizer or cleaner instructions. Make sure your teams are following the usage instructions. Some brands vary from 20 seconds to 60 seconds or longer.
- Transparency: Talk to all your staff about your expectations and the new work environment. Make sure they understand the process and know who they can go to for questions or concerns. Sometimes having someone to answer a question makes the difference.
- When possible, natural airflow increases confidence of guests. Open windows or open blinds to make space feel open and airy.
- Communicate your plan of action to both customers and employees. Reassure them that you are reopening with heightened hygiene and cleanliness standards.
- Use floor decals to help remind staff and guests about 2 m physical distancing.
- Respect physical distancing from guests and other staff when possible:
  - Respectfully cease to offer hand-to-hand contact with guests (handshakes, fist bumps, high-fives, etc.)
  - Ensure that patrons be able to maintain a distance of two metres from one another, unless they are in the same party, and from staff;

- Maintain respectful distance from coworkers and avoid additional points of physical contact between team members.
- Teams should be encouraged to create separate take-out and dine-in protocols:
  - Takeout will be available at Host stand at specified order time. Prepayment is encouraged to avoid unnecessary contact. No cash will be accepted.

## Training Check List 2020

### Clocking In

- Employee has been set up in the system and has received their employee number
- Parking explanation – gravel parking
- Demonstrate how to clock in and out
- A uniform has been provided
- A Hillside binder has been provided
- The employee has signed their employment papers
- Employee has been introduced to the staff upstairs
- Employee has been shown how to lock/unlock the office door – 1350
- Employee has been shown where to find daily sheets, shipping orders, and floats for opening.

Employee Initials: \_\_\_\_\_

### Building Tour

- Third Floor – staff lunchroom and board room, Kathy’s lab, and offices
- Wine Shop
  - East bar
  - West bar
  - VIP Lounge
  - Where everything is kept in the cupboards
  - Where the light switches are
  - Where to find cleaning supplies
  - Where to find wine club signups and gifts
  - Got through Bar Binders
- Basement
  - Our new cubby area for bags
  - Empties cubby
    - Tall bottles in tall boxes
    - Soirees and Bella bottles in fortified boxes
    - Bottles with no labels are removed
  - Wine club only wines (old lab)
  - Library wines
  - Wine Pick Ups (regular)
  - Wine Club pick ups



- Stock room
- Shipping room
- AC bucket
- Garbage & recycling – indoor and outdoor
- Washing machines
- Broken glass box for the clumsies & cleaning supplies
- Dinosaur dishwasher (keep open to avoid unpleasantness)
- Basement storage area – go over what bits can be found there e.g. stock of books, bags, merch
- Kitchen – Mosaic light, master key, cloths, dirty laundry bin
- Bistro
- Introduction to wine shop, kitchen, and bistro staff
- Safety Tour with Mike

Employee Initials: \_\_\_\_\_

### Covid-19 Procedures

- Completed Covid-19 procedural training
  - Opening and closing procedures
  - Correct handwashing procedure
  - Correct PPE procedures
  - Correct Covid-19 tasting procedures and sanitization
  - Correct social distancing measures
- Employee has read through the Safety Plan for the winery
- Signed employee disclosure form

Employee Initials: \_\_\_\_\_

### Tasting Bar

- Tasting cards
- Explain wine club
- Go through a Portfolio Tasting
- Run through role playing exercises
- Go through Opening Duties (see Opening Duties checklist page 4)
- TOK
  - How to retrieve reservations off TOCK
  - How to book a reservation on TOCK
  - How to refund a tasting fee on POS

**Processing a sale**

- Logging in
- Finding the wine or item
- Tasting Fees
- Wine Distinctions – Single Vineyards, Wine Club Exclusives, Mosaic Vertical
- Go over Wine Club exclusives – Contact info vs “industry” bypass
- Wine Club Packs
- BTG (not available this year)
- Industry discount
- Shipping - within province vs out of province

**Taking payment**

- Cash
- Debit card
- Credit card
- Gift card
- Finding a wine club member in the system
- Paying with or checking loyalty points
- How to issue a refund
- Signing up a wine club
- Processing Tour Groups
- How to handle receipts
- Issuing a gift card
- Tips – cash or card
- Sending an email receipt after the sale is complete or printing another copy

**Sampling Off**

- Tasting room bottles
- Kitchen wine
- Bistro wine
- Donations
- HEW allocations

**Glasses**

- Dishwasher use
- Clean glasses storage vs dirty glasses
- Polishing cloths - where to find them, where to put dirties
- Glass rotation – Make sure hot glasses are on the bottom shelves and cool glasses are rotated to the top to use first
- Dishwasher temperature sheet – fill in minimum 2x per day (am & pm)

**How to put together a box downstairs for shipping**

- 6 vs 12 bottle shipping boxes
- Where to find 1 & 2 bottle boxes
- How to load a box
- Labels
- When to use which tape – e.g. Hillside tape on top but Do Not Use for Ontario, fragile stickers
- Make sure to look at VINTAGES! – Regular wine vs Library & Wine Club Exclusives
- Where to put shipping orders and ATS sheets
- For orders of 12 bottles of a single varietal being shipped **within BC**, you can just stick the label on the Hillside box

**Inventory and Stocking**

- Stock rotation – from red & white walls to behind bars  
*When opening boxes, make sure to avoid nicking the tops of the bottles with the blades*

**Items to review:**

- How to handle groups
- Winery policy for checking IDs
- Enomatic
  - How to use
  - Setting the temperature
  - Replacing a bottle
- How to control the air conditioner
- Using the phone – checking messages, answering, transferring calls, putting a call on hold
- Closing Duties (see Closing Duties checklist)

Employee Initials: \_\_\_\_\_

*Employee Name* \_\_\_\_\_

*Employee Signature* \_\_\_\_\_

*Manager Name* \_\_\_\_\_

*Manager Signature* \_\_\_\_\_

*Date* \_\_\_\_\_



## Step 5: Monitor your workplace & Update your plans as necessary

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- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers.)

## Assess & address risks from resuming operations

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- We have a training plan for new staff.
- We have a training plan for staff taking on new roles and responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of products that have been out of use.







