

WAFFLE HOUSE ASSOCIATE ROSTER

Fill out form below with all hourly Associate's information and keep in Storm Playbook. Remember to update as staff changes.

Unit: Date Updated:

Name	Position	Home Address	City	State	Phone	Alternate #	Primary Mode of Transport	Special Needs (list all that apply)
example: Wilson Waffle	GO	123 Bacon Ave.	Avondale Estates	GA	770-729-5700	wife cell: 770-729-5999	bus	list any circumstance that will need special attention after a crisis, i.e - mom on oxygen, disabled spouse, etc.
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if extra space is needed.

### Utilities Interruption/Emergency Checklist

DO THESE FIRST IN ANY EMERGENCY OR SERVICE OUTAGE / INTERRUPTION:

Notify your Multi-Unit Managers

Turn the HVAC and refrigerator breakers off (for electrical outage so CCTV & Cash Register will come on line more quickly)

#### ELECTRICAL OUTAGE

- Inform up-line and remove exhaust fan filters above the grill. Doors may not be propped open because of the possibility of pests entering the restaurant.
- Perform a line check on all hot and cold held foods. Record the time and temperatures.
  - *NOTE: Continue to perform line checks every hour until power is restored. Once food reaches the Temperature Danger Zone (between 41°F and 135°F) the food is only safe for 4 more hours.*
- Set up the three-compartment sink for dish washing.
- *NOTE: You may want to use To-go supplies to minimize dishwashing*

**MENU:** All items can be served except waffles, toast and carbonated soft drinks (Units with Minute Maid dispensers won't be able to serve juice). Use packaged Coca-Cola soft drinks and water. *(During long term outages, generators can be utilized to provide full or partial power to the unit.)*

#### GAS OUTAGE

**IMPORTANT NOTE:** The gas has an automatic shut-off mechanism that initiates when gas service is interrupted. There is no need to attempt to turn off the main gas valves.

- Call the Maintenance Tech when service resumes to re-light the grills, two-eye burner & water heater.
- If there is no gas and no water the store cannot remain open.

#### WATER OUTAGE

- Division or above contact Purchasing Dept. to deliver ice, sodas and bottled water as soon as possible. Store as much bottled water on the backbar as possible. (Water will be delivered in bulk from our suppliers as soon as possible.)
- Use bottled water for hand washing. (Hand sanitizers are not an approved substitute for hand washing)
- *Use steam table to keep hand-washing water at 100 degrees F.*
- Use clean and sanitized tea urn sitting on a dish rack in the dish pit to dispense water for hand washing.
- Rinse produce and prep foods such as grits and chili with bottled water.
- Use only To-go plates, cups and silverware. Move dishes and silverware to the commissary and store to-go plates over the grill and to-go kits on the condiment stands.
- *NOTE: Wash and sanitize utensils and pans using bottled water in the 3 compartment sink.*
- Use packaged sodas; make coffee using bottled water.
- Close restrooms. Arrange for port-o-let delivery for use by Associates and Customers. Make sure the port-o-lets have a hand washing station.
- Do not use restrooms if there is no water **(The store can re-open when port-to-lets arrive)**
- Place "Do Not Use" notices on appliances that use water (water quality disruption)
- Disconnect the ice machine from the electrical outlet (water quality disruption)
- Stop dispensing and discard all ice (water quality disruption)
- Disconnect water supply line to Coke machine

**MENU:** All items can be served except carbonated soft drinks and tap water. (Units with Minute Maid dispensers won't be able to serve juice)

#### HAND WASHING STATION SET UP:



#### **WATER QUALITY DISRUPTION**

- If you are under a BOIL WATER ADVISORY, please refer to the BOIL WATER ADVISORY instructions in the RED FOOD SAFETY BINDER reference section.
- Division or above contact Purchasing Dept. to deliver ice, sodas and bottled water as soon as possible. Store as much bottled water on the back bar as possible.
- Stop dispensing and discard all ice in the ice bins and ice machine. Turn ice maker off & back line.
- Use boiled or bottled water for handwashing by Associates. A gallon container of water with a spout can be used for handwashing in the restrooms. Associates should also wash their hands when they return to the floor at the tea urn set up in the dish pit. (Hand sanitizers are not an approved substitute for hand washing but hand sanitizer can be placed in restrooms for Customers – turn off faucets in bathrooms)
- *NOTE: Use cleaned and sanitized tea urn sitting on a dish rack in the dish pit to dispense water for hand washing. (Water should be boiled and then let to cool to 100 degrees F. for Associates to use for handwashing, keep sanitized water in steam table)*
- Serve packaged product (cans or bottles) until water quality disruption has ended and equipment is cleaned and sanitized or replaced.
- Contact your Maintenance Tech for sanitizing and/or replacement of contaminated equipment.
- *NOTE: Your Multi-Unit Managers will notify Coca-Cola of the contamination. NOTE: Store bagged ice in your cleaned and sanitized ice machine.*
- Rinse produce and prep foods such as grits and chili with bottled water or water that has been boiled for at least three minutes. Hashbrowns must be hydrated using bottled water or boiled water that has been allowed to cool.

**MENU:** All items can be served except carbonated soft drinks, tap water, Minute Maid products (unless they were prepared with bottled water) and ice (unless purchased from a non-contaminated source). (Units with Minute Maid dispensers won't be able to serve juice) Coffee or tea cannot be served unless prepared with bottled water or water that has been boiled.

#### **AFTER THE WATER QUALITY DISRUPTION IS OVER:**

- Put the ice machine back into service by cleaning the ice reservoir and running three ice making cycles (discard ice made during these three cycles)
- Flush the soft drink dispenser by following the method found in the Waffle House Way or have your Maintenance Tech flush it.
- Begin serving beverages after the dispenser has been flushed and sanitation is confirmed

**IMPORTANT:** Contact your local health department and confirm whether or not you are under “boil water” or a “do not drink/use advisory”. If you are under “boil water advisory”, you may use boiled water for the uses listed above. However, if you are under a “do not drink/use advisory”, you may only use/serve bottled water as boiling the water may cause toxins in the water to be released.

*NOTE: During a “boil water advisory” or “do not drink/use advisory” the dish machine **CANNOT** be used. To-go supplies should be used.*

For more details regarding the items on these checklists and for additional emergency procedures, refer to the "Service Interruption Emergencies Precautions & Menus" in the Production section of the Waffle House Way

# TABLE OF CONTENTS

## STORM BINDER REVISION 2022

SECTION 1 – Pre-Season Planning		
Pre-Season Meeting Agenda	Region/AVP	1-1
Unit Ready Checklist	All Management	1-2
Generator Management & Inspection	Region/AVP	1-3
Generator Verification Checklist	Region/AVP	1-4
SECTION 2 – Pending Storm		
Family Checklist	All Management	2-1
Stress Free Inventory Plan	All Management	2-2
UIS instructions	Unit, District and Division	2-2
Change instructions	Region/AVP	2-2
Management Trunk Kit	Divisions and up	2-2
Unit Closing Checklist	All Management	2-3
Associate Talking Points	All Management	2-6
Hotel Coordinator Instructions	Hotel Coordinator	2-7
Jump Team Captain Instructions	Jump Team Captain	2-8
Jump Team Member Instructions & Packing List	Jump Team Members	2-9
Hourly Associate Jump Team Agreement	Hourly Jump Team	2-10
Jump Team Time Sheet	Hourly Jump Team	2-11
Winter Pending Storm Instructions	All Management	2-12
Winter Pending Storm UM/District Instructions	Unit & District Managers	2-12
Winter Pending Storm Division Instructions	Division Managers	2-13
Winter Pending Storm Region/AVP Instructions	Region/AVP	2-14
Tornado Pending Storm	All Management	2-15
SECTION 3 – Post Storm		
Utilities Interruption/Emergency Checklist	All Management	3-1
Unit Re-opening Checklist	All Management	3-5
“No Water” Menu Best Practices	All Management	3-7
Storm Menu Decision Matrix	Division Manager	3-8
Storm Menu Alternatives	Division Manager	3-9
Sunset Meeting SVP/EVP instruction	SVP/EVP	3-10
After the Crunch Checklist	All Management	3-11
Post Storm People Plan	Divisions and Up	3-12



TABLE OF CONTENTS

STORM BINDER REVISION 2022

SECTION 4 – Control/Food Safety/Corporate
CONTROL - Food Transfer Sheet
CONTROL - Post Storm Unit Control Conditions Report
CONTROL - Meal Voucher Instructions
FOOD SAFETY - Boil Water and Flood Instructions
FOOD SAFETY - FDA Food Safety Guidelines
FOOD SAFETY - Emergency Line Check Log
CORPORATE - Storm Center Roles
CORPORATE - Waffle House Access Letter
<u>Front Pocket</u>
Utilities Interruption/Emergency Checklist
Associate Family Roster
<u>Back Pocket</u>
WE PLAN TO OPEN sign
LIMITED MENU sign

## PRE-SEASON PLANNING

AVPs- Hold pre-season meetings for all management to discuss how to handle all types of storms or emergencies for the coming year.

### Pre-Season Management Agenda

"Create a "ground rules" document to promote safety among team members during the response. Avoid unnecessary risks. Nothing is more important than your safety! Don't drive anywhere within a few hours of storm hitting.

Cover Unit Ready Checklist

Put a copy of the Hourly active and inactive listings in each Unit's Storm Binder

Review Associate & Management show up protocols for after storm.

- Reassure that we will not put people in harm's way. Our goal is to be one of the last businesses closed to serve the people in the community.
  - If an area is under an EVACUATION, we may or may not close the restaurant. That will be the decision of the SVP/EVP.

Make sure to cover where to evacuate in the event of a storm. Try to stay as close as safety permits. Use a People Data Sheet to collect where they are evacuating.

Designate a meeting place after the storm in case of cell service interruption.

After the storm passes, we will try to open quickly to serve the public.

- Do not threaten any Associate with termination if they do not show up.
- Management has a higher responsibility to be in the restaurant as soon as safety permits. Know where Managers will evacuate to and coach any inconsistencies.

Review STORM BINDER protocols.

Show up and build relationships with local hotel owners and staff BEFORE the storm season.

**Divisions and up** – Download GAS BUDDY app. It will show what stations are open post storm.

Also

Download GROUP ME app for phone. This is how the Corporate Storm Center will be communicating during a storm. The app is free and allows you to better share information with the Corporate Storm Center.

PRE-SEASON PLANNING  
STORM BINDER 2022 REVISION

Pre-Season Management Agenda (continued)

**Review Storm Best Practices**

- The hourly workforce is the key asset that we need when reopening.
- The door corps should be well trained on the full house policy.
- Sense of urgency has a trickle effect. Speed of team is speed of leader.
- Consider going to 12-hour shifts right after the storm. (refer to Emergency 12 Hour Schedule form available on UIS)
- If there is a lot of early volume, go to 6 am shift change.
- Expeditor as runner for all food worked very well
- When reopening consider most tenured management team 1st.
- Develop a contact point person for each restaurant for the following:
  - Coke/Water products \_\_\_\_\_
  - Power company \_\_\_\_\_
  - Water company \_\_\_\_\_
  - Gas company \_\_\_\_\_
  - County, city or Parrish government leader \_\_\_\_\_
  - Police contact \_\_\_\_\_
  - Emergency Manager contact \_\_\_\_\_

**UNIT READY CHECKLIST**

<u>Unit Ready Checklist</u>	<u>Sign – off: Initial</u>	<u>Date</u>
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Emergency LED battery lights  
2 Flashlights and extra batteries  
Long lighter  
3-compartment sink stoppers  
Tongs to use to pick up pre-cooked meat

**Additional items to check:**

First Aid Kit is full with proper supplies  
Division & District Managers have keys to the front doors  
Five Days of pull sheets  
Updated Associate contact list including phone numbers and addresses  
Locate front door key and register key – tape to upper left of office window

## GENERATOR MANAGEMENT

REGION/AVPs:

### Inventory Storm Items YOU ALREADY HAVE

Inventory and test all generators: Date \_\_\_\_\_ Initial \_\_\_\_\_

One (1) 20-foot “pig tail” cord of heavy gauge (10 gauge) with a 30 amp, 3 prong twist lock plug

Two (2) 100-foot extension cords. 1 for the exhaust fan and 1 to run behind the counter for the coke machine and cash register

Two (2) 50-foot extension cords. 1 for the ice machine and 1 for the UIS and coke carbonator

Two (2) 10-foot extension cords 1 for the coke machine and 1 for the UIS

Plastic Tote to hold:

- Two (2) 3way splitters
- All above stated cords
- One (1) extra 30 amp 3 prong twist lock plug
- One (1) quart 30w oil
- One (1) combination cable lock for the generator. No keys! They tend to get lost.
- One (1) gas can
- One (1) pack wire nuts
- One (1) combination screwdriver

Fuel bladders

Air compressors

Tire plugs

REGION/AVPS:

### Generator Inspection

Equipment Checklist – You should have the following minimum equipment for each generator:

Chain and lock to secure from theft

Two (2) 12' extension cords

Two (2) 25' extension cords

One (1) 50' extension cord

One (1) 100' extension cord

Three (3) cord splitters

Adequate supply of gas containers

Tire plugs

Air compressors

PRE-SEASON PLANNING  
STORM BINDER 2022 REVISION

**Generator Verification Checklist**

Brand Name: \_\_\_\_\_ Model #: \_\_\_\_\_  
Serial #: \_\_\_\_\_ Located: \_\_\_\_\_  
Person Responsible for: \_\_\_\_\_

**Pre-Season Review Inspection Due 5/31** **Yes or No**

- 1) Verify the battery is charged/Look for loose wires. Charge battery using trickle charger if needed \_\_\_\_\_
- 2) Turn the switch on. Any issues? \_\_\_\_\_
- 3) Check the oil level. (Change oil every even year) \_\_\_\_\_
- 4) Are the filters ok? Gas and Air? \_\_\_\_\_
- 5) Do you have a Ground wire? Is it in good condition? \_\_\_\_\_
- 6) Start-up the generator. Verify any issues? \_\_\_\_\_
- 7) Operate the generator under load \_\_\_\_\_
- 8) Verify the generator passes load test \_\_\_\_\_
- 9) After completion (passed) run the generator out of gas (seasonal storage) \_\_\_\_\_
- 10) Attach a tag that verifies generator is ready (Date and who verified the unit) \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Post Season Review Inspection Due 12/1** **Yes or No**

- 1) Verify the battery is charged/Look for loose wires. Charge battery using trickle charger if needed \_\_\_\_\_
- 2) Turn the switch on. Any issues? \_\_\_\_\_
- 3) Check the oil level. (Change oil every even year) \_\_\_\_\_
- 4) Are the filters ok? Gas and Air? \_\_\_\_\_
- 5) Do you have a Ground wire? Is it in good condition? \_\_\_\_\_
- 6) Start-up the generator. Verify any issues? \_\_\_\_\_
- 7) Are you storing less than 2 weeks? If NO, skip to number 9 \_\_\_\_\_
- 8) Turn fuel valve off and let generator run until fuel in the line is used up. Turn engine  
Storing longer than 2 weeks? Empty all fuel from tank and carburetor by either: A:  
running the generator until all fuel is used up. Then turn the engine switch and gas  
9) line valve to OFF position. **OR** B: Let the generator completely cool and then turn  
the engine switch to OFF position. Leave the gas line valve ON. Remove the drain bolt  
from carburetor and drain all fuel into a container. Put drain bolt back in and turn gas \_\_\_\_\_
- 10) Attach a tag that verifies generator is ready (Date and who verified the unit) \_\_\_\_\_
- 11) Disconnect the battery for storage \_\_\_\_\_
- 12) Use a damp cloth to completely clean the exterior of the generator  
Verify the generator has been returned to original location. \_\_\_\_\_
- 13) If not, where is it now located? \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## HURRICANE PENDING STORM

### ALL MANAGEMENT:

#### Family Checklist:

If area is put under a MANDATORY EVACUATION NOTICE - Consult with up-line management on what the plan is.

Secure your home, property and belongings

Get cash (no power = no ATMs & no credit cards)

Fill gas tank in automobile and five-gallon gas can

Fill sinks, tubs and any containers with water

Get or make extra ice

Turn refrigerator to coldest setting and don't open unless necessary

Store valuables on upper floors, if possible, due to potential flooding

Water – one gallon per person per day for at least three days, for drinking and sanitation

Food – at least a three-day supply of non-perishable food (include can opener if canned foods)

First aid kit (visit [www.redcross.org](http://www.redcross.org) for a list of supplies to include)

Flashlight and extra batteries or candles with matches in a water proof container

Moist towelettes, garbage bags and plastic ties for personal sanitation

Fill up propane tanks

Prescription medications and glasses

Infant formula and diapers

Pet food and extra water for your pet

Important family documents such as copies of insurance policies, identification, and bank records in a waterproof, portable container

Feminine hygiene supplies and personal items

Books, games puzzles or other activities for children

Tarp

Find utility numbers

- Power: \_\_\_\_\_
- Water: \_\_\_\_\_

PENDING STORM  
STORM BINDER 2022 REVISION

ALL MANAGEMENT:

Stress Free Inventory Plan

Heading into storm (1 to 2 days prior) complete a two-person, two signature audit and inventory.

All food drop refrigerated trucks need a sign out log with the food so that food taken can be logged and tracked. In addition, a temperature log must be used if refrigerated food is moved from the truck to various units.

- Sign out log can simply be a clipboard and paper – nothing fancy

Each time you take food from a drop shipment location send an email to [control@wafflehouse.com](mailto:control@wafflehouse.com) detailing the food removed and where it went.

UNIT, DISTRICT AND DIVISION MANAGERS:

If your Unit will be closed, call UIS Technical Services at 1-800-645-8784 because of payroll implications. You will also be given instructions on equipment protection and storage.

If a food truck shows up during a storm, management can only reject the truck with EVP approval

REGION/AVPs:

Assign MUM to go buy change. Let your team know who has the change before the storm.

Notify the corporate office via [control@wafflehouse.com](mailto:control@wafflehouse.com) about deposits that will not be made to allow for change purchases.

All Divisions and up in coastal market must have a credit card with credit of \$20k minimum  
Uniforms for Associates

MANAGEMENT TRUNK KIT

Plan for at least five (5) days for:

Uniforms

Socks, underwear, etc.

Toiletries

Two (2) pair of work shoes

Prescriptions and Advil or other pain reliever

Wash cloth and towel

Snacks – jerky, energy bars, etc.

Flashlight and extra batteries

Cell phone charging cables

USB battery charger/power station and/or extra cell phone batteries

Two (2) boxes of large lawn trash bags (useful for when dumpsters are full and you have to stack trash)

Extra silverware

Storm Binder

Recruiting Cards

## UNIT CLOSING CHECKLIST

Verify Manager storm plans

- If evacuating – where to?

Verify Associate Evacuation list

- Where are people going?

Updated Associate phone contact sheet (active and inactive)

Stocked Unit Kits – Unit Kit checklist is in PRE-SEASON PLANNING section.

Secure staffing commitments for next 24 hours/12 hours shifts

Emergency lights working

Locate key to front door – tape to top left corner of office window

Sufficient change fund plan – Call Control Dept.

Know when banks are closing and opening. Plan to drop deposits if no power.

Deposit Formula:

*Deposit = Gross Sales (1<sup>st</sup> Shift + 2<sup>nd</sup> Shift + 3<sup>rd</sup> Shift) – Payroll – Credit Cards – Cash Payroll*

5 Associate clock in/out sheets

5 floor count sheets

Cash payroll log printed

Ask up line if you need to submit a food order

Thaw complete, prep begun, plan to move food if needed – check limited menu items

Verify post storm deliveries for US Foods and other vendors

Contact numbers for fire, police, water and power

Hotel rooms secured – how many?

Put up all loose debris

Locate spare TSR UPS/surge protector

Put key to TSR drawer with Unit keys

Print and distribute “Waffle House Access Letter” from UIS and distribute a copy to all Management and hourly Associates (Found in Section 4 of Storm Playbook)

Inventory Recruiting Supplies



PENDING STORM  
STORM BINDER 2022 REVISION

Unit Closing Checklist (continued)

ALL MANAGEMENT:

Once the decision is made to close the unit by the AVP and SVP, assign these duties to your Associates:

Food:

Pull all perishable food off the floor. Store perishable food in the freezer or walk-in cooler and all non-perishable food in the commissary.

Important: Never re-freeze meat that has been previously thawed.

Remember to cover all sandwich board inserts with double layers of cling wrap and lids.

Close top of sandwich board area.

Empty and clean OJ and lemonade machines.

Empty and clean coffee pots.

Empty and clean all refrigerators in customer area.

If time permits, do a commissary audit after push back. Forward to Division Manager for post-storm product management.

Equipment:

Wash all dishes, pots and pans. Leave nothing dirty in dish machine area. Clean dish machine area. You will need this area for supplies immediately when reopening.

Leave dishes out front.

Leave all small equipment in place. This will aid in reopening sooner.

Waffle Irons	Sauce Caddies	Napkin Holders
Toasters	High Chairs	Menu Holders
Chairs	Coffee Pots	Silverware bins
Tea Urns		

Leave cash register drawer open.

Unplug TSR from power supply so register doesn't "beep."

If TSR is on a surge protector, turn it "Off."

Cover TSR in garbage bags.

Disconnect battery for TSR and UIS so you can use after the storm, if needed.

Clean floors and refrigerator before closing

Building:

Tape "WE PLAN TO OPEN AS SOON AS THE STORM PASSES" sign (found in back pocket of the STORM BINDER) inside of front door facing out.

Pull blinds/shades all the way to the top.

Secure loose objects outside the restaurant (or store them inside).

Do not board up windows

PENDING STORM  
STORM BINDER 2022 REVISION

Unit Closing Checklist (continued)

Office:

Complete thorough daily reviews right up to time of closure. All Associates should clock out.

Close "Form 4" and bank deposit.

Print the following forms and store in office:

50 copies of NO POWER menu  
(You will be able to print the other  
menus if you have power at re-  
opening)  
2 Commissary Audit Worksheets  
Fill out People Data Sheet

1 Copy of People Data Sheet  
1 Copy of Active Associate Listing  
1 Copy of Inactive Associate Listing  
5 Floor Count/Issue Worksheets  
Prior 2 weeks status of cash receipts

Call UIS TECHNICAL SERVICES (1-800-645-8784) for instructions on computer turn-off and storage. DON'T DISCONNECT BY YOURSELF. If time permits, you may be asked to disconnect and take the computer with you.

Make up the appropriate deposits with deposit slips that correspond to a specific "Form 4".

Keep office door open

Keep commissary door open

If you did not make a deposit today, make sure to email the details to [control@wafflehouse.com](mailto:control@wafflehouse.com)

Deposit all money except change fund, UM secure change fund

Final Checks:

Leave all others on so cameras and TSR will power up.

Lock the OUTSIDE front door only. DO NOT LOCK INSIDE DOOR IN VESTIBULE.

Let your supervisor know it is closed and has been evacuated.

Turn off high-rise and globe lights only

PENDING STORM  
STORM BINDER 2022 REVISION

ALL MANAGEMENT:

Associate Talking Points

Here are some points to cover about concerns your Associates may have as the storm approaches:

Our first priority is always the safety of our Associates.

If your area is placed under a “mandatory evacuation”, please call your upline.

Tell all Associates who to call to check in right after the storm. We want to know they and their families are safe, and you can tell them where they should report.

- Remember, your Associates can’t “guess” where you want them to go after the storm. Designate who is collecting this information BEFORE the storm and let the Associates know who to call.

Reassure Associates that their payroll will still be processed as usual, even if there’s no power.

Thank everyone for coming and remind them that the most important thing is their safety. Get ready early. Have a plan for your family, stay calm and communicate with management.

If evacuation is ordered, your Unit may remain open if deemed safe and may be a good place to shelter.

PENDING STORM  
STORM BINDER 2022 REVISION

Hotel & Jump Team Instructions

HOTEL COORDINATOR INSTRUCTIONS: (Could be in Storm Center instead of field.)

Define area to stage hurricane support (if necessary)

Define target markets for jump teams (based on unit density)

Collect names of jump teams and captains in advance with initial destinations (this will change)

Define on the ground hotel support person and coordinate with Atlanta Storm Center

- Ground support person shows up to check-in and assigns keys to jump team members

Find and secure hotels locally (show up)

- Have someone check into hotel rooms as early as possible. Having the room and keys secured is critical.

Block hotels in priority markets for minimum of 7 days after storm passes

- Always book double rooms
- Book directly with hotel not online
- Get confirmation numbers and room numbers if possible, provide 1 name for all rooms

Set up a hotel spread sheet by city/market (to include hotel name, address, phone number, contact person, confirmation #, whose credit card is used, a line for each room (add names as you know), check in and check out dates. Include a daily cost calculation using an average hotel room cost.

Prior to jump team arrival confirm rooms are still available and provide names of guests (if possible)

- If possible, check into rooms for them and leave keys.

If rooms are not used on first night, the reservation may be cancelled, confirm with hotel not to cancel if no one shows up. Follow up each day.

Be sure that all Recruiting Directors/operators who are booking hotels provide the details to Hotel Coordinator (Name of hotel, address, phone number, check in, check out, # of rooms, type of room, who is staying jump team or hourly Associates, and who booked the rooms/confirmation number if available)

AFTER STORM PASSES - Confirm hotels are open and have power/water after storm hits

PENDING STORM  
STORM BINDER 2022 REVISION

Hotel & Jump Team Instructions (Continued)

JUMP TEAM CAPTAINS INSTRUCTIONS:

Provide Storm Center and Hotel Coordinator your cell phone number.

Provide Storm Center and Hotel Coordinator list of names, positions and phone numbers of all team members.

- Ideal jump team candidate:
  - First choice - high production/leadership MUM (Districts and Divisions)
  - High production Unit Managers
  - Hourly and Manager Trainees are ok, however you must track all of their work and travel hours.

Complete Jump Team Partnership Agreements for all hourly Associates on your team (SP/GO, Mgr Trainee). Time sheets needed for all hourly except maintenance tech who should clock in on ops express. Submit to Sherry Bryant by 3PM each Monday to ensure proper pay.

Download Group Me and Gas Buddy app for phone. This is how corporate will be communicating during the storm.

Notify Hotel Coordinator if moving locations

Do not check out of hotel, if you are leaving ask front desk to change the sheets (since someone new will be checking in)

Create master list of jump team members (hourly and management).

Try to keep jump team members from same market together in the units.

Create jump team bonus list for Management and hourly based on current \$/day

- Include – team captain, name, position, day in, day out, total days, bonus dollars

Create time sheet check off list (to confirm all time sheets are received by close out each Monday)

- Time sheets to Sherry Bryant to enter at home unit
- JE out all OT and jump team cost to Area/Region P&L
- Correct OT on CR for home units (Worksheet to Sandeep w/weekly correction)

Supplies for Team Captain to consider – Check with local team first

- 5 gallon gas cans and funnel
- Water
- Tool Bag
- Extra uniforms, nametags, hats and aprons
- Hat and gloves
- Rubber boots and shovels
- Giant ice coolers and ice
- Operating supplies
- Check with Market you're traveling to for their needs

After the Storm:

Cancel hotels after checking with Corporate Storm Center to ensure we are done in the market

Begin collecting bills (Folios) from hotels that were booked by the Hotel Coordinator

PENDING STORM  
STORM BINDER 2022 REVISION

Hotel & Jump Team Instructions (Continued)

JUMP TEAM MEMBER INSTRUCTIONS:

- Have your Jump Team Captain's phone number
- ALL rooms are nonsmoking. **DO NOT SMOKE in your room.**
- Plan to work long days - possibly 18+ hours/day.
- Be flexible, the plans will change based on where the need is and the impact of the storm.
- Keep your belongings packed and your hotel room neat, you may leave with little notice and someone else may be moving in.
- Speak to your team captain each morning to let them know where you will be and to get new instruction if necessary.
- This is a work event. Do not do or bring anything that will put your job in jeopardy.

JUMP TEAM PACKING LIST:

- Plan for at least five (5) days for:
  - Uniforms
  - Socks, underwear, etc.
  - Toiletries
  - Two (2) pair of work shoes
  - Prescriptions and Advil or other pain reliever
- Wash cloth and towel
- Snacks – jerky, energy bars, etc.
- Flashlight and extra batteries
- Cell phone charging cables
- USB battery charger/power station and/or extra cell phone batteries
- Storm Binder

If you are driving in, you may want to add:

- Sleeping bag
- Cooler
- Case of water
- Angle grinder or bolt cutters

If you are flying corporate planes:

- Pack conservatively (limited cargo space)
- Luggage space is limited (maximum 22"x14"x9") FAA carry-on size. Bags that do not meet the guidelines will not be loaded.
- Soft side bags preferred
- You are responsible for carrying your own luggage to and from the planes



## HOURLY ASSOCIATE JUMP TEAM PARTNERSHIP AGREEMENT

TO BE COMPLETED WITH JUMP TEAM MANAGEMENT LEADER AND ASSOCIATE

AMERICA'S PLACE TO EAT.

Associates Name (Print) \_\_\_\_\_ Cell # \_\_\_\_\_ Date \_\_\_\_\_

Thank you for helping your fellow Waffle House Associates as part of an Hourly Associate Jump Team.



Here's what you can expect from us:



### Pay:

- You will be paid for all hours worked in a Waffle House unit. Your pay rate will be:
  - \$6.00/ hour plus tips for working as a Salesperson
  - \$18.50/hour for any other non-tipped position (GO, EXP, etc.).
- Travel time will be compensated at \$15.00/hour.
- Out of Town/Overnight Pay will be paid at \$50.00/per day (in addition to travel expenses paid by the Jump team Leader, i.e. hotel, meals, etc.)
- Any over time paid will be based on the weighted average of all hourly rates paid (Jump Team rates for Jump Team work and your regular rates for work in units where you normally work).
- All time working in the units and designated travel time will be paid. Free and down time is not paid.
- For each week worked, a Jump Team Time Sheet (attached) will be completed and submitted to the corporate office by your Jump Team Leader for payment and will include Jump Team pay rates, travel time and out of town pay. **Jump Team Associates will NOT clock in at the units or at the home unit upon their return for the Jump Team work.**

### Expenses:

- Jump Team leader will cover expenses for your accommodations and meals while out of town.
- You are eligible to be reimbursed for any work-related expenses incurred during your Jump time assignment pursuant to current Waffle House Expense Policy.
- If you drive your personal vehicle as part of Jump Team duties, you will be reimbursed for mileage at the current Waffle House mileage rate.
- Your Jump Team leader will provide you a copy of current expense guidelines (if needed) and assist you in completing an Expense Report in order to be reimbursed.

### Accommodations:

- Your Jump Team Leader will secure hotel rooms for their Jump Team. Rooms will be assigned by gender. No males and females will share rooms unless married. You will be responsible for any damages or smoking fines incurred in your assigned room.



**As a Jump Team Member, we expect you to:**



- Have a great attitude and realize that circumstances are not normal – that's why you are on a Jump Team helping in another market.
- Be respectful and a good representative of Waffle Houses for your team members and the community.
- Record your Jump Team work on the "Jump Team Time Sheet" (attached). Waffle House will pay you for all hours worked.
- At the end of the Jump Team assignment or pay week (whichever comes first), sign the "Jump Team Time Sheet" confirming the information is accurate and turn into your Jump Team Leader who will ensure you are paid.

I understand these expectations and will do my best to meet them. I also understand that this is not a contract of employment for a definite term and that I am subject to all Company policies and procedures.

\_\_\_\_\_  
Jump Team Member Signature

\_\_\_\_\_  
Full SS # or WH ID #

\_\_\_\_\_  
Jump Team Leader Signature

## EXAMPLE

Jump Team Time Sheet (Hourly) FOR STORMS ONLY					Mon/Tue							Tue/Wed		Wed/Thur		Thur/Fri		Fri/Sat		Sat/Sun		Sun/Mon	
Jump Team Captain	Associate Name *print clearly*	Social Security #	Storm Unit #	Days in field at \$50/day	Jump Team Job code	Hourly Rate	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	MM/DD	TOTAL HOURS Including Travel Time
<small>Don't print</small>	<small>last four</small>	<small>111-11-111</small>	<small>517</small>	<small>Days = #</small>	<small>SP To GO Bonus \$5</small>	<small>SP</small>	<small>1</small>	<small>2.0</small>	<small>2.0</small>	<small>3</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
				<small>Bonus \$500 (if days &gt; 500)</small>	<small>GO</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>Exp</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>Mix Tech</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>Mgr Trainee</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>Other</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>Travel Time</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>SP To GO Bonus \$5</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>GO</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>Exp</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>DC</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>Mix Tech</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>Mgr Trainee</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small>0.0</small>	<small>0.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	<small>12.0</small>	
					<small>Other</small>	<small>5</small>	<small>10.00</small>	<small>10.0</small>	<small>10.0</small>	<small>5</small>	<small></small>												

1. Complete above the sheet each day for all hours work/office time and down the end of your home market is not paid.
2. Please report clearly, so we are able to process the information provided.
3. **DO NOT** clock in at Hurricane/Storm Unit. All time should be included on above time sheet.
4. **DO NOT** clock in time at your home Unit when you return. All time should be included on above time sheet.
5. Sign your time sheet.
6. Return the signed time sheet to your team captain **BEFORE** you leave the Hurricane market or each Monday afternoon.
7. Jump Team Time Sheet will be sent to the Compliance Office to be processed and added to your next paycheck.
8. Complete a new time sheet for each week (Mon 2:00PM to Mon 1:55PM)

1. Collect the above information from your luxury associations from by **Monday afternoon** of each week.
2. Sign each time sheet and submit all time sheets to your group.
3. Scan and email from to [tracygoldsmith@illinoisstate.com](mailto:tracygoldsmith@illinoisstate.com) and [thorntony@illinoisstate.com](mailto:thorntony@illinoisstate.com) by **Monday afternoon** of each week or your travel date whichever is earlier.
4. If May, June or July, the actual flight rate will be greater than \$18,500/year, the actual flight rate will be used.
5. Indicate your luxury association NOT to check in at the conference site or return until after they return.
6. We will reimburse for travel time and only allowance for time out of the home market based on information provided above.
7. Dinner time and time will not be paid.
8. A new time sheet should be completed for each week. (Mon 2020PM, Mon 1230PM).

CORPORATE OFFICE USE ONLY	
<b>Instructions for Payroll Processing:</b>	
1.	Add worked hours, travel hours and out of market bonuses, included above to the Associate's storm unit total.
2.	SR rate is \$6/hour; all others are \$28/hour. Travel Time at \$150/hour and Out of Market \$50/day - all time and bonus dollars are included in OT calculation.
3.	Add hours each day worked at appropriate title.
4.	Add Travel time, 3rd day and last day until/hrs they can be greater than 24 hours' travel/ worked (and travel)
5.	Change total cost to Storm Unit where entering.
6.	We will not longer charge any amounts to home unit. All associates on ramp teams should be on DO/Travel.



## WINTER PENDING STORM

### ALL MANAGEMENT:

During a winter storm event, if it is necessary to carpool or pick up Associates, Region/AVPs should designate management to drive. Associates should not be designated as the drivers of other hourly Associates. Multi-unit Managers are preferred; however Unit Managers may be selected if a Region/AVP deems it necessary.

It is ok to rent a four-wheel drive or AWD vehicle with SVP approval

### UNIT & DISTRICT MANAGERS:

Manpower/Schedules (extra shifts, 12-hour shifts)

Prep- Double weekend par

- Waffle batter, hashbrowns, grits, chili, coffee, onions and biscuits prepped. Ice in freezer. Clean water in bain maries. Quarters, bacon and sausage thawed.
- Dairy, bread and eggs
- Adequate To-go supplies: Ask MUM if you need more
- Enough change from the bank

Shift Huddle before the storm on the Culture of not closing and taking care of each other. How things will go during the storm (hotels, longer hours, personal bags to stay, etc.).

Carry an up to date phone list of all Associates

Unit Emergency kits up to date

- First aid kit
- Flashlight and batteries
- Push-button LED lights for bathrooms
- Long lighter and LED lights
- Rock Salt/Ice Melt – snow shovel or fertilizer spreader to help distribute

Home preparation at least 4 days ahead of time (family, food, heat, etc.). Personal bag packed (toothbrush, socks, extra uniforms, “power bars”, bottled waters, etc.).

Have a full tank of gas

Identify Associates to stay in hotels

## WINTER PENDING STORM

### DIVISION MANAGERS:

Review ALL schedules (keep hard copy with you)

Have extra change (Mainly \$1 and quarters)

Verify that each unit has Ice melt and a square shovel

Ensure all units have “No Power” Menus

Inventory enough food prep and product and have a “Mother Unit” (aka large commissary unit/central unit where other units can “shop or be shopped” during the storm)

Have extra locks

Bolt cutters or angle grinder

Identify Associates and management to stay in hotels.

- Be thoughtful of room arrangements
- Don't overcrowd rooms
- Roll-out beds are ok
- Using rooms in shifts is ok
- Do not share beds. One person to one bed.
- No parties (warn Associates up front)

### Trunk kit

- Have a full tank of gas
- Extra Change fund
- Unit Emergency Kit up to date
- Towels, aprons, extra uniforms (shirts, ties, hats, nametags)
- Full tank of gas & an extra 5-gallon gas can to help others
- Ice scraper and shovel
- Things to keep team going (candy, jukebox money, etc.)
- Extra batteries
- Extra to-go supplies

### Personal bag

- Car charger/phone charger
- Snacks, socks, extra uniforms, etc.
- Hand warmers
- Water

## WINTER PENDING STORM

### REGION/AVPs:

Communication to the Team of change to a blackout day  
Updates on manpower and needs for all shifts each day  
Approve hotel rooms for hourly Associates & management  
Communication with first responders for possible partnership through the storm (feeding them on an open tab at one unit)  
Communication with point person from “jump team” (out of town people, WHU class, etc.)  
Inventory Multi-Unit Managers who have 4 wheel drive (rent trucks if needed) and/or purchase tire chains if needed. SVP approval is needed.  
Discuss with SVP/EVP on menu options for storm. (See “Menu Decision Matrix” in DURING STORM section of STORM PLAYBOOK)  
Bolt cutters or angle grinder  
Trunk kit

- Have a full tank of gas
- Extra change fund
- Unit Emergency Kit up to date
- Towels, aprons, extra uniforms (shirts, ties, hats, nametags)
- Full tank of gas & an extra 5-gallon gas can to help others
- Ice scraper and shovel
- Things to keep team going (candy, jukebox money, etc.)
- Extra batteries
- Extra to-go supplies

Personal bag

- Car charger/phone charger
- Snacks, socks, extra uniforms, etc.
- Hand warmers
- Water

Hasp locks with Master Locks  
Copies of NO POWER menu  
Ice melt and shovel  
Extra uniform supplies  
Items to give out to team to keep morale high  
You ARE the point person for ALL Communication (most will be knee deep in production and most likely short people)  
People needs (included extra resources)  
Product needs and logistics

PENDING STORM  
STORM BINDER 2022 REVISION

## **TORNADO PENDING STORM**

**TORNADO WATCH** - indicates possible tornadoes in your area. Stay tuned to the radio or television news.

**TORNADO WARNING** - means a tornado is on the ground or has been detected by Doppler radar. Seek shelter immediately!

### **ALL MANAGEMENT:**

Get all the Customers and Associates in the back room or the hall way by the restrooms.

**DO NOT GO INTO THE WALK-IN COOLER.**

Do not evacuate the building, go outside or get in your car.

Once the storm has passed, call your up line to report in!

## POST STORM INSTRUCTIONS

After the worst of the storm has passed, try to reopen the Unit as soon as possible. Review each step with your AVP before reopening.

### Utilities Interruption/Emergency Checklist

DO THESE FIRST IN ANY EMERGENCY OR SERVICE OUTAGE / INTERRUPTION:

Notify your Multi-Unit Managers

Turn the HVAC and refrigerator breakers off (for electrical outage so CCTV & Cash Register will come on line more quickly)

Do not use restrooms if there is no water **(The store can re-open when port-to-lets arrive)**

Place "Do Not Use" notices on appliances that use water (water quality disruption)

Disconnect the ice machine from the electrical outlet (water quality disruption)

Stop dispensing and discard all ice (water quality disruption)

Disconnect water supply line to Coke machine

In addition to the above items, take the following steps depending on the emergency you face:

### ELECTRICAL OUTAGE

Inform up-line and remove exhaust fan filters above the grill. Doors may not be propped open because of the possibility of pests entering the restaurant.

Perform a line check on all hot and cold held foods. Record the time and temperatures.

- *NOTE: Continue to perform line checks every hour until power is restored. Once food reaches the Temperature Danger Zone (between 41°F and 135°F) the food is only safe for 4 more hours.*

Set up the three-compartment sink for dish washing.

*NOTE: You may want to use To-go supplies to minimize dishwashing*

### **MENU:**

All items can be served except waffles, toast and carbonated soft drinks (Units with Minute Maid dispensers won't be able to serve juice). Use packaged Coca-Cola soft drinks and water.

*(During long term outages, generators can be utilized to provide full or partial power to the unit.)*

### **GAS OUTAGE**

IMPORTANT NOTE: The gas has an automatic shut-off mechanism that initiates when gas service is interrupted. There is no need to attempt to turn off the main gas valves.

Call the Maintenance Tech when service resumes to re-light the grills, two-eye burner & water heater.

If there is no gas and no water the store cannot remain open.

### **WATER OUTAGE**

Contact Purchasing Dept. to deliver ice, sodas and bottled water as soon as possible. Store as much bottled water on the backbar as possible. (Water will be delivered in bulk from our suppliers prior to emergencies or as soon as possible after the emergency as possible. If there is no water the restaurant cannot open until water is available.)

Use bottled water for hand washing. (Hand sanitizers are not an approved substitute for hand washing)

- *NOTES: Melt ice for water until bottled water arrives. Use steam table to keep hand-washing water at 100 degrees F.*

Use clean and sanitized tea urn sitting on a dish rack in the dish pit to dispense water for hand washing.

Rinse produce and prep foods such as grits and chili with bottled water.

Use only To-go plates, cups and silverware. Move dishes and silverware to the commissary and store to-go plates over the grill and to-go kits on the condiment stands.

- *NOTE: Wash and sanitize utensils and pans using bottled water in the 3 compartment sink.*

Use packaged sodas; make coffee using bottled water.

Close restrooms. Arrange for port-o-let delivery for use by Associates and Customers. Make sure the port-o-lets have a hand washing station.

### **HAND WASHING STATION SET UP:**



**MENU:**

All items can be served except carbonated soft drinks and tap water. (Units with Minute Maid dispensers won't be able to serve juice)

**WATER QUALITY DISRUPTION**

If you are under a BOIL WATER ADVISORY, please refer to the BOIL WATER ADVISORY instructions in the FOOD SAFETY reference section.

Contact Purchasing Dept. to deliver ice, sodas and bottled water as soon as possible. Store as much bottled water on the backbar as possible.

Stop dispensing and discard all ice in the ice bins and ice machine.

Use boiled or bottled water for handwashing by Associates. A gallon container of water with a spout can be used for handwashing in the restrooms. Associates should also wash their hands when they return to the floor at the tea urn set up in the dish pit. (Hand sanitizers are not an approved substitute for hand washing but hand sanitizer can be placed in restrooms for Customers – turn off faucets in bathrooms)

*NOTE: Use cleaned and sanitized tea urn sitting on a dish rack in the dish pit to dispense water for hand washing. (Water should be boiled and then let to cool to 100 degrees F. for Associates to use for handwashing, keep sanitized water in steam table)*

Serve packaged product (cans or bottles) until water quality disruption has ended and equipment is cleaned and sanitized or replaced.

Contact your Maintenance Tech for sanitizing and/or replacement of contaminated equipment.

- *NOTE: Your Multi-Unit Managers will notify Coca-Cola of the contamination. NOTE: Store bagged ice in your cleaned and sanitized ice machine.*

Rinse produce and prep foods such as grits and chili with bottled water or water that has been boiled for at least three minutes. Hashbrowns must be hydrated using bottled water or boiled water that has been allowed to cool.

**MENU:**

All items can be served except carbonated soft drinks, tap water, Minute Maid products (unless they were prepared with bottled water) and ice (unless purchased from a non-contaminated source). (Units with Minute Maid dispensers won't be able to serve juice) Coffee or tea cannot be served unless prepared with bottled water or water that has been boiled.

**AFTER THE WATER QUALITY DISRUPTION IS OVER:**

Put the ice machine back into service by cleaning the ice reservoir and running three ice making cycles (discard ice made during these three cycles)

Flush the soft drink dispenser by following the method found in the Waffle House Way or have your Maintenance Tech flush it.

Begin serving beverages after the dispenser has been flushed and sanitation is confirmed.

**IMPORTANT:** Contact your local health department and confirm whether or not you are under “boil water” or a “do not drink/use advisory”. If you are under “boil water advisory”, you may use boiled water for the uses listed above. However, if you are under a “do not drink/use advisory”, you may only use/serve bottled water as boiling the water may cause toxins in the water to be released.

*NOTE: During a “boil water advisory” or “do not drink/use advisory” the dish machine **CANNOT** be used. To-go supplies should be used.*

For more details regarding the items on these checklists and for additional emergency procedures, refer to the "Service Interruption Emergencies Precautions & Menus" in the Production section of the Waffle House Way.



## UNIT REOPENING CHECKLIST

### ALL MANAGEMENT:

#### Building:

Make sure the restaurant is safe to open:

- Check power and water in Unit
- Check phones
- Check gas. If it's safe, turn it back on
- Light pilot lights on both grills and the two-eye burners
- Check CCTV
- Check TSR

Make a list of any damage including photos and report to your District or Division Manager

Clean up the parking lot

IF UNIT WAS FLOODED AND/OR DAMAGED IN STORM: Clean and sanitize the inside of the Unit using FDA Food Safety Guidelines (Found in FOOD SAFETY reference section) for reopening after the storm.

#### Staffing and Control:

Verify People Data Sheet and only count those available for work or in building

Start calling Associates to check on them and their families, and to create a schedule.

Over staff the Unit for at least two shifts.

- *NOTE: Always stay ahead on staffing two shifts*
- *NOTE: Consider 12-hour shifts.*

Make arrangements to go to the bank EVERY day, even if it's outside the market.

Contact UIS Technical Services (1-800-645-8784) prior to turning computer back on.

To power on the register, computer or CCTV that's connected to an UPS, power on the UPS first by holding down the large power button; then you will be able to power on the connected devices.

If possible, have 1 person always cleaning (sweeping, take out trash, under grill, waffle irons, etc.). The perception of this is positive and helps if health inspector shows up.

#### Food:

If your Unit is under a BOIL WATER ADVISORY, please see the "BOIL WATER ADVISORY" instructions in the FOOD SAFETY reference section.

Use "Commissary Audit Worksheet" (CAW) to create Spoilage List.

Count and discard spoiled food and record it on a CAW.

- Important Note: Any cold-held food that does not test to <41°F must be considered spoiled and must be discarded.

Write 'Spoilage List' on top of your CAW and send it to your Region/AVP for approval.

Create a Commissary Shortage for the spoilage amount and book it to the storm name (STORM NAME: \_\_\_\_\_). Attach to an extra copy of your "Form 4" and send to your AA immediately.

POST STORM  
STORM BINDER 2022 REVISION

Unit Reopening Checklist (continued)

Make sure you have enough supplies and food. If you receive food from another Unit that isn't reopening, use a "Commissary Audit Worksheet" to record the transfer and give a copy to the other Unit.

If your Unit is using a storm menu, place the storm menus on the floor and remove the regular menu mats. Refer to the specific menu for the items to pull to the floor to support the menu. Please refer to "Storm Menu Decision Matrix" on page 7 for more details.

Check with Division Manager or Region/AVP before ordering food over UIS.

*If you don't have electricity and water:*

Check with your Region/AVP regarding the status of generator and water deliveries.

*If you don't have electricity:*

Handling Payroll

- Download your "Cash PR signature log" to a nearby Unit with power.
- Determine where your Associates can get paid (your Unit or a nearby Unit) and PAY THEM!
- Always get a signature for the money you pay!!!!
- Contact your Region/AVP if you don't have enough money for payroll.

No power = No Toast. Don't grill the bread - it takes up too much room.

Use canned Coca-Cola soft drinks and water. (If necessary buy from a local store – keep all receipts.)

Refer to "WAFFLE HOUSE SERVICE INTERRUPTION/EMERGENCY CHECKLISTS" (Page 1 of this section) for further instructions.

How to make coffee without electricity:

- Boil water on two-eye burner or on the grill
- Empty one bag of coffee into filter, place back on machine
- Pour water into coffee pot for exact measurement
- Unscrew small cover on top of coffee maker
- Pour water into compartment and then quickly return pot to hot plate

POST STORM  
STORM BINDER 2022 REVISION

Unit Reopening Checklist (continued)

*If you don't have water:*

Store To-Go plates over the sandwich unit. Store to-go kits on the condiment stand where silverware was. Only use To-Go supplies for serving Customers.

Store as much bottled water on the backbar as possible.

Hang trash liners on menu holders for paper trash. Scrape food from plates into a trash can and put plates and paper into trash bags.

Serve only canned or bottled Coca-Cola soft drinks.

If there is no water you may re-open the restaurant when port-o-lets are in place with a handwashing station.

When water comes back on, you may be under a BOIL WATER ADVISORY. If so, please see the BOIL WATER ADVISORY instructions in the FOOD SAFETY reference section.

Refer to "WAFFLE HOUSE SERVICE INTERRUPTION/EMERGENCY CHECKLISTS" (P1) for further instructions.

If there will be an extended period of time without water, purchase 1 or 2 large garbage cans and the appropriate bags for them for disposal of to-go supplies.

**UNDER "NO WATER" MENU BEST PRACTICES**

**ALL MANAGEMENT:**

During a storm when on the NO WATER menu, use the following set up for behind the counter:

Make room for to-go plates on the shelf above sandwich board. Put extra dishes on clean side of dish machine, if not in commissary.

If using to-go supplies for an extended period of time, get larger garbage cans and garbage bags.

Order extra trash pickups

Stack plate shelf with to-go plates

Put ice tea urns for handwashing on the dirty side of the dish table

Use clean and sanitized tea urn sitting on a dish rack in the dish pit to dispense water for hand washing.

Triple bag each trash cans

Put silverware containers on clean side of dish machine

## STORM MENU DECISION MATRIX

DIVISION MANAGERS or JUMP TEAM CAPTAIN:

In times of crisis, it may be appropriate to utilize a special storm menu. Here is the protocol for making those decisions shown in the below flowchart.

Deciding to use the NO WATER or NO POWER menus is self-explanatory. However, deciding to use the LIMITED or the EMERGENCY menus requires Division Manager approval.

Here are some guidelines:

LIMITED menu – use when volume is high, competition is generally open and staffing is adequate.

EMERGENCY menu – use when volume is high, unit is severely understaffed, AND competition is closed. Due to the circumstances, to-go supplies are frequently used in conjunction with the Emergency menu deployment as the staff does not have enough time to keep up with the dishes.

All four of the most recent storm menus can be found on UIS under Forms and Ops Express

If you are on any of these menus, please post the LIMITED MENU sign (found in the pocket of the STORM BINDER) on your front door to alert customers of the situation.

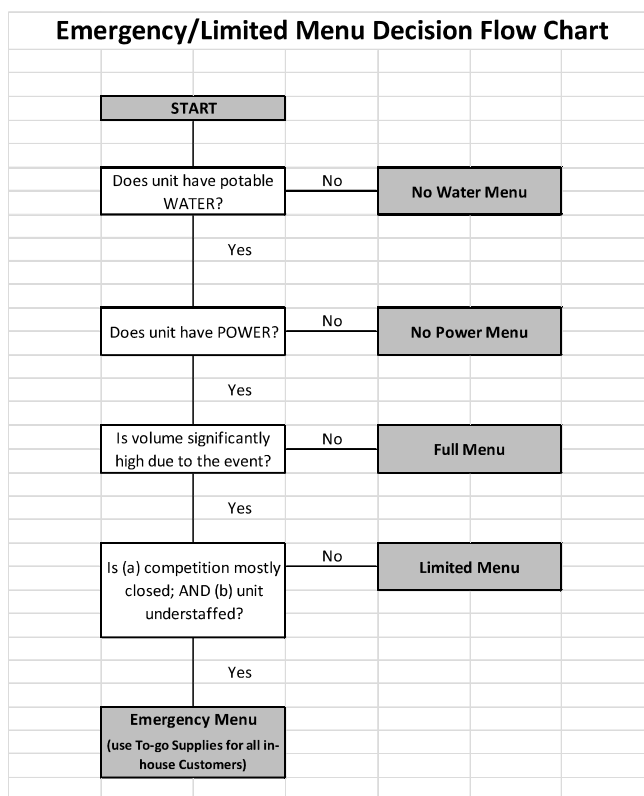
### IMPORTANT:

The most recent storm menus can be found on UIS and Ops Express

If you are on any of these menus, please post the LIMITED MENU sign (found in the back of the STORM BINDER) on your front door to alert customers of the situation.

Make sure all other menus are off the floor while using a storm menu

Instruct Associates to tell customers that during this time we are on a storm menu because of limited resources. Thank the customer for their patience with the limited choices and ensure them we will get back to the full menu soon.



POST STORM  
STORM BINDER 2022 REVISION

Storm Menu Alternatives

	Limited	No Power	No Water	Emergency
<b>Breakfast</b>				
All-Star Special	X			
SEC Hashbrown Bowl	X	X		
Two Egg Breakfast, Scrambled	X	X		
Sausage Sandwich	X	X	X	X
Sausage Biscuit			X	X
Waffle	X			
<b>Lunch &amp; Dinner</b>				
1/4 lb. Angus Hamburger	X	X	X	X
Double Angus Hamburger	X	X		
Grilled Chicken Sandwich (where available)	X	X	X	X
Grill Ham Sandwich	X	X	X	X
Grilled Cheese Sandwich	X	X	X	X
<b>Sides</b>				
Sausage	X	X	X	X
City Ham	X	X	X	X
Bacon (where available)	X	X		
Hashbrowns	X	X		X
<b>Beverages</b>				
Beverages	X	X	X	X
<b>WHEN TO USE:</b>				
Competition	Few Closed	Utility Dependent	Utility Dependent	Mostly All Closed
High Volume	Yes	N/A	N/A	Yes
Staffing	OK	N/A	N/A	Understaffed
Other Notable Tactics		See Storm Binder for Details	See Storm Binder for Details	Use To-Go Supplies for all In-house Customers

## SUNSET MEETING

### SVPs/EVPs:

Complete each day in conjunction with the Corporate Storm Center and any other relevant parties.

Discuss the appropriate topics based on the stage of chaos.

Communicate down the line what is necessary. Controller should record and report notes to appropriate parties.

Designate a point person to coordinate with the jump team with instructions.

#### OPERATIONS:

What restaurants are closed or are closing?  
What restaurants have no power? Small generators on freezers?  
Plan for keeping small generators gassed?  
Units open on limited power, big generator, or small generator?  
Plan for generator gas?  
  
What is opening tomorrow and when?  
Assign jump team member duties  
Product issues? Update on tomorrow's deliveries.  
Full menu vs. limited? 3 shifts or 12 hours shifts?  
Curfews?  
Competition?  
Gas?  
Generator Update

#### PEOPLE:

All Managers accounted for?  
Affected Managers or Associates? Any to-dos? Any support team help needed?  
Time off getting planned or scheduled? Any jump team help needed for time off?  
Where are the Generals tomorrow? (Generals stay on the move.)

#### PLANNING/FACILITY:

Hotels: Do we need more, does everyone know where they're going?  
Verify late check-ins  
Some sort of meeting to cover banking/schedules/PPQ/A&I  
Any jump/support help needed?  
Damage Plan: Recon list, deadline, to whom?  
Landscape/Dumpsters/Clean up  
MTX Assignments

## **AFTER THE CRUNCH CHECKLIST**

### **ALL MANAGEMENT:**

Thank your Team for the hard work they put in.

As soon as possible an audit and inventory should be completed in every unit.

- Enter all food invoices (US Foods, produce, dairy, etc.) at the unit and complete a thorough Form 4 audit.
  - Book the inventory as is: some will be short / some will be over.
  - Drop shipments, if any, of water/can coke/ice do not need to be entered – those invoices will be paid from the office.
  - Send a camera scan of all A/I's to control@wafflehouse.com so the results can be collated.

IMPORTANT: Once this “reset” A/I is completed it's back to normal: floor count, issue food, keep track of pre-pulls, purchases and sales to other units.

**YOUR MANAGEMENT TEAM WILL NOT HAVE SHORTAGE DEDUCTIONS FOR RESET SHORTAGES.**

Clean parking lots.

Assess damage and report to Region/AVP then to construction.

Exercise normal food controls as much as possible.

- Doors locked.
- Complete a floor count and buildup.
- Track food transfers - each time you take food from a drop shipment location send an email to control@wafflehouse.com detailing the food removed and where it went.
- Keep ticket books locked up.
- Enter US Foods invoices into UIS.

Get your food and operating supplies orders ready so you can re-supply when deliveries resume.

Call your AA with any “Form 4” adjustments that need to be made for transferring of food.

Call / Fax your “Prelist” on Thursday morning.

Coordinate time off for Associates.

Remind your Division Manager to schedule the exhaust fans to be cleaned ASAP.

Establish a training program for new Associates that were hired immediately before the storm.

## POST STORM PEOPLE PLAN

### TRAINING CENTER

- Establish a centralized training location. Open from 8 am- 4 pm.
- Staffing
  - One (1) administrator to process paperwork and make follow up phone calls
  - One (1) DHT to coordinate initial training
    - 1 day for rehires
    - 2 days for new hires
- Stock with uniforms, hiring packets and DVD/TV with videos
- Have humanitarian center for current Associates at same location with its own dedicated staff

### RECRUITING PLAN

- One (1) lead recruiter for each Division.
- Minimum of 4 HRR stations set up every day and staffed by lead recruiter. Determine location by need.

### MANAGEMENT

- Identify critical units (determined by PPQ less than 90%) and update Region/AVP/SVP daily.
- Schedule District, Division and Region meetings on Monday, Wednesday and Fridays at central training location.
  - Agenda:
    - Updating PPQ tracking sheet and DA projections
    - Cover schedules
    - Verify people needs
    - Review PPEs – solve administrative issues

### LESSONS LEARNED FROM PAST STORMS

1. The hurricane people czar should not be a local operator. Local operators are needed in restaurants.
2. The Recruiting Director would be responsible for all people initiatives with the recruiters, trainers and administrators reporting to them. This would give us a one stop shop for information on current needs and direction.



CONTROL SECTION  
STORM BINDER 2022 REVISION

FOOD TRANSFER SHEET

<b>DATE</b>		<b>FROM UNIT #</b>	
		<b>TO UNIT #</b>	
<b>PERISHABLES</b>		<b>NON-PERISHABLES</b>	
<b>Item</b>	<b># CASES</b>	<b>Item</b>	<b># CASES</b>
Quarters		Grill Oil	
Originals		Sugar	
Chicken		Sweet'N Low	
Sliced Ham		Splenda	
Cheese		Pan Spray	
Country Ham		To Go Ketchup	
Pork Chops		To Go Mustard	
Chunked Ham		Jelly	
5 oz Sirloins		Mayonnaise Packets	
10 oz T-Bones		Syrup	
Sausage		To Go Syrup	
Cheesesteak		Mustard	
Bacon		Ketchup	
Eggs		Onions	
½ Gallon Chocolate Milk		Coke (Syrup)	
Orange Juice		Diet Coke (Syrup)	
Lemonade		Sprite (Syrup)	
Half & Half (1/2 gal)		Hi C (Syrup)	
Milk (gallon)		Other Drink (Syrup)	
PC Half & Half		Waffle Batter Mix	
Margarine		Hashbrowns	
PC Margarine		Coffee	
Biscuits		Decaf Coffee	
Pecans		Ice Tea	
Chocolate Chips		Apple Butter	
Peanut Butter Chips		Sugar Free Syrup	
Pecan Pie		Gravy Mix	
Chocolate Pie		Mushrooms	
Apple Juice		Jalapenos	
Tomato Juice		Pickles	
Lettuce		Dark Roast Coffee	
Raisin Bread		Chili Mix	
		Grits	
		WH Sauce	
		Honey Syrup	
<b>Name</b>		Salad Dressing	
<b>Signature</b>		Pepper	
<i>The non-perishable items should only be moved if needed pre-food delivery. Better to leave them and stock the Units from US Foods.</i>			

CONTROL SECTION  
STORM BINDER 2022 REVISION

Post Storm Unit Control Conditions Report (C.C.R)

Unit: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

YES	NO	NOTES
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Out Front:

Associates condition with family, home, and transportation. (record in notes)


Verify payroll for the prior pay week was accurate. If not notify mgt. and back pay on the spot.

\*If more than simple underpayment (i.e.: possible 10 laws) then probe to get facts and call hotline.

Check current weeks daily review quality; engage management if not good.

--	--	--

Unit Conditions:

Parking Lot: Trash and debris picked up and removed

--	--	--

Any High Rise Issues? (report to John Bridges)

--	--	--

Any missing/broken small equipment? (ask Associates)

--	--	--

Any maintenance issues that need to be addressed immediately? (ask Associates)

--	--	--

Missing or low on any products?

--	--	--

- Food
- Operating Supplies - TOGO
- Operating Supplies - Cleaning
- Paper Towels/ Linens/ Aprons

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Dumpster fullness level? Report to Purchasing if more than 3/4 full.

--	--	--

Spot check dish/silverware levels. Correct on the spot. Add to supplies list if needed.

--	--	--

Any spoiled food? Properly identified and marked

--	--	--

Are we on emergency menus? Are menus on the table?

--	--	--

Any pest control issues? (ask Associates)

--	--	--

Backroom:

Ensure on correct Form 4 date and conduct a thorough Form 4 audit

--	--	--

Document any uncertainty with cash issues.

--	--	--

Basic control behaviors (commissary locked, issue food, door tagged, PRC, etc.).

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Notes:

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## MEAL PROGRAM AND VOUCHER INSTRUCTIONS

During moments of winter weather events or disaster relief efforts, Waffle House will often assist Non Profit, Local, State, and Federal governments and other related organizations (Ex: Red Cross, Department of Transportation, etc...) by offering temporary Meal Programs. These programs typically involve the emergency relief personnel dining in our restaurants for free in a specific area and during specified length of time.

Additionally, there are customers who may present meal vouchers as a form of payment. These meal vouchers are specific for Waffle House and include information regarding the face value of the voucher and the vendor information.

**In both scenarios, AVP approval is required for all new meal or voucher programs for all participating units and must be setup through the Corporate Office, US Foods Accounting Department.**

If your customer is participating in a meal or voucher program, please remember to do the following:

1. Run the sale on the register like any other transaction so that your deposit is not out of balance
  - a. The sale may or may not include tips and/or sales tax. Each program or voucher is designed specifically for the organization's needs/requirements and will need to be handled accordingly
2. Book the amount of the meal program/voucher sales collected for the day in the Meal Voucher Section of the F4 – Sales & Bank/select F4 date/select Credit Cards, vouchers, & misc.
  - a. The sale amount should be equal to the amount that was ran on the register
3. Attach guest check to all meal vouchers or yellow tickets. Please do not staple.
  - a. Yellow tickets are often required for meal programs
4. Staple copy of F4 to meal vouchers (or yellow tickets) and present to the Division Manager at the weekly meeting

Division Manager "to do":

1. Complete a Blue Meal Coupon envelope weekly (envelopes available from Custom Graphics)
2. Mail the blue envelope to your AA weekly

**Following the above steps will aid in preventing shortages related to missing backup.**

If you have any questions pertaining to starting a new meal/voucher program or a current program, please contact Ruth Ramos at (770) 729-5778

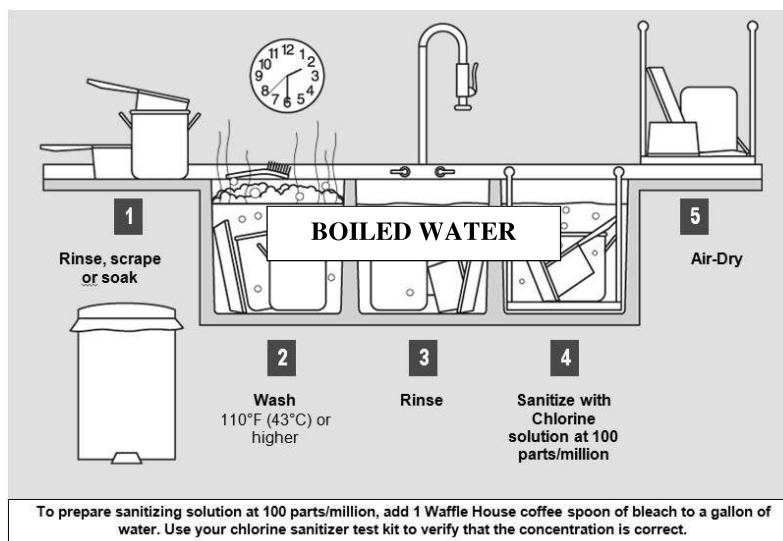
## Boil Water Advisory Instructions

€ Use To-Go plates, cups, lids, and tableware in place of regular dishes.

- ✓ Clear dish pit area and stock up on To-Go supplies easy access.
- ✓ Bring extra trash cans out front.



€ Wash, rinse and sanitize pots, pans, bain maries, and other kitchenware in the 3-compartment sink using boiled water and the instructions in the Waffle House Way:



€ Stop using appliances and equipment that use drinkable water, such as dish machine, ice machines, faucets, coke machine, and coffee makers. Instead, use bottled water or boiled water.

€ Prepare **all** food using water that has been boiled, or use bottled water (grits, coffee, and iced Tea – gallon water works great for hashbrowns).



€ Wash hands with water that has been boiled and cooled, or purchase large drinking water dispensers from the grocery store for convenience.

### **Flood Checklist**

1. Maintain current information for emergency contacts such as repair companies and service providers, cleaning/sanitizing company, and local regulatory authority.
2. Monitor the National Weather Service and NOAA websites to determine potential tidal crests and estimated times of high tide or rivers cresting to plan accordingly.
3. Develop a plan to move food items and packaging materials to an alternate location to avoid contact with flood water.
4. Identify equipment/supplies needed to handle a flood incident.
5. Identify emergency cut-off valves, back-flow preventers and water supply lines.
6. Maintain an inventory of cleaning/sanitizing supplies, disposable gloves, hand soaps, hand sanitizers, disinfectants and emergency personal protective equipment. [Note: Disinfectants identified by the food establishment for use during vomiting and diarrheal events (e.g. norovirus) would be suitable for these situations. Reference: Supplement to the 2013 FDA Food Code §2-501.11 – Clean-up of Vomiting and Diarrheal Events.]
7. If possible, have a drainage schematic that identifies how the waste drainage system is designed. This will help identify drains and equipment that may be impacted by a flood.
8. Site access and safety. Submerged electrical equipment may create an electrocution hazard.
9. Food and packaging materials that may come in contact with flood water.
10. Areas where equipment and supplies could potentially come in contact with flood water.
11. Procedures such as handwashing, warewashing, cleaning and sanitizing that may be disrupted. Other systems that may be disrupted such as electrical power, potable water supply, sewage drainage and waste disposal.
12. Special removal procedures of nonfood hazardous waste items affected by flood waters such as batteries, fluorescent lights, and chemicals.

#### **Food Safety Considerations**

1. Can you implement your food safety plan under the circumstances of the emergency?
2. Are food and/or food equipment and surfaces exposed to flood water?
3. Is there an imminent health hazard that would not permit a safe operation?
4. Could Associates and/or customers be exposed to flood water or safety hazards such as submerged objects or electrical hazards?
5. Has the Regulatory Authority been consulted as appropriate?
6. Are specific steps identified to address food, packaging materials, equipment, surfaces, supplies, and hazardous waste that are no longer safe to use or sell?
7. Are back-up or temporary systems available?
8. Can flooded areas be isolated?
9. Can a safe food environment and operation be assured?
10. Does remaining open provide assistance to the community and those in need?
11. Can alternative procedures be used to meet food safety or other applicable requirements?

These may include critical infrastructure and services such as:

- a. Food handling or preparation practices and procedures
- b. Equipment used for sanitation
- c. Utensil sanitation
- d. Linen use and laundering
- e. Single service/use item supply and practicality including waste handling
- f. Associate health and hygiene practices
- g. Temporary dumpsters for waste removal

## FDA FOOD SAFETY GUIDELINES: REOPENING AFTER THE STORM

Prior to reopening, the Person-in-Charge should conduct a complete inspection to ensure that normal operations can be resumed safely, without compromising food safety. This will include, if there is no water, ensuring port-to-lets with a handwashing station are in place and that potable water has been delivered prior to re-opening.

When sanitizing or disinfecting is called for, use a 100-200 ppm chlorine/water mixture (1 table spoon of bleach p/gallon of potable water).



### Pest Control

Ensure that any rodents/pests that may have entered the restaurant are no longer present. Remove dead pests and sanitize food-contact surfaces that have come into contact with them.

Seal all openings into the restaurant to prevent future entry of pests/rodents.

Dispose of contaminated or spoiled solid foods in closed containers to prevent rodent and fly harborage.



### Damaged Food Products – **WHEN IN DOUBT, THROW IT OUT!**

Discard all food and packaging materials that have been submerged in flood waters, unless the food is in a hermetically sealed can that has not been damaged.

Can damage is indicated by swelling, leaking, punctures, holes, fractures, extensive, deep rusting or crushing/denting severe enough to prevent normal stacking or opening with a manual wheel-type can opener.

Undamaged foods in all-metal cans can be saved. Remove labels that can come off, thoroughly wash, rinse and sanitize the cans and re-label them with a marker. Be sure to include the expiration date.

Do not recondition products in containers with screw-caps, snap-lids, crimped-caps, twist-caps, flip-top, snap-open or similar type closures that have been submerged in flood waters. Complete the safe disposal of condemned food in a manner consistent with federal, state and local solid waste disposal regulations to ensure these products do not reappear as salvaged merchandise for human consumption.

### FDA FOOD SAFETY GUIDELINES



#### Physical Facilities

Thoroughly wash, rinse and sanitize all interior surfaces (floors, walls and ceilings) using potable water.

Mold contamination is a concern. Structural components (walls, piping, ceiling and HVAC systems) affected by flood waters or other damage from the hurricane should be cleaned, repaired and disinfected.

Thoroughly clean exhaust systems and hoods and remove any debris. Replace all ventilation air filters.



#### Equipment

Thoroughly wash, rinse, sanitize and air dry all food-contact equipment, utensils, countertops and other non-food contact surfaces.

Ensure the correct set up for the 3-compartment sink according to Waffle House Way.

If using the dish machine, ensure a water temperature of 180°F (160°F at the surface of the plates) for the final rinse/sanitize cycle. Run the empty dish machine through its complete cycle three times to flush the water lines and make sure that the unit is cleaned and sanitized internally before washing equipment and utensils.

Keep chlorine test strips to verify chemical sanitizer concentration levels. Also keep an “irreversible thermostat” to verify hot water temperatures in the dish machine.

Thoroughly wash, rinse and sanitize refrigerated storage equipment. Special attention should be given to lighting, drainage areas, vents, corners, cracks and crevices, door handles and gaskets. Replace all insulation, gaskets, hoses, etc. that have been damaged by flooding. Also replace all liquefied food items.

Remove and replace all filters on equipment not designed to be cleaned in place.

Replace ice machine and beverage dispenser filters and flush all water lines for 10-15 minutes.

Discard all ice in ice machines. Clean and sanitize interior surfaces. Run the machine through three cycles and discard the ice with each cycle.

Clean and sanitize all sinks before resuming use.

Inspect all equipment for operational integrity.

### FDA FOOD SAFETY GUIDELINES

☐ Maintaining Food Temperatures

Verify cold-holding equipment is maintaining cold-holding temperatures (41°F or less for refrigerators or in a frozen state for freezers), before food items are placed in those units. Verify hot-holding equipment is maintaining hot-holding temperatures of 135°F or greater. Verify that all equipment used for food preparation is functioning and properly calibrated prior to use.

When using "Time as a Public Health Control," shell eggs may only be out of refrigeration for a maximum of four hours. Be sure to label eggs accordingly, using Waffle House TPHC labeling protocol.

☐ Associates

Soap and potable, running warm water (at least 100°F) should always be used for hand washing.

Hand sanitizers ARE NOT an approved substitute for hand washing. They may only be used after proper hand washing.

Do not handle Ready-to-Eat food bare-handed. Use tongs, deli paper, spatulas or single-use disposable, food-grade gloves.

Associates with open wounds must use bandages AND gloves before being allowed to work with food.

Associates with vomiting, nausea, sore throat with fever, diarrhea or jaundice may not work until symptom free for 24-hours or, in the case of jaundice, until released by a physician.

☐ Receiving Food

Only receive food from an approved source.

Ensure food packages meet temperature requirements and are intact, with no breaks, seams, or other openings. Canned foods should not be swollen or have any dents or punctures. Food requiring temperature control should be received in a frozen state or at temperatures less than 41°F for refrigerated storage.



FOOD SAFETY SECTION  
STORM BINDER 2022 REVISION

## Emergency Line Check Log

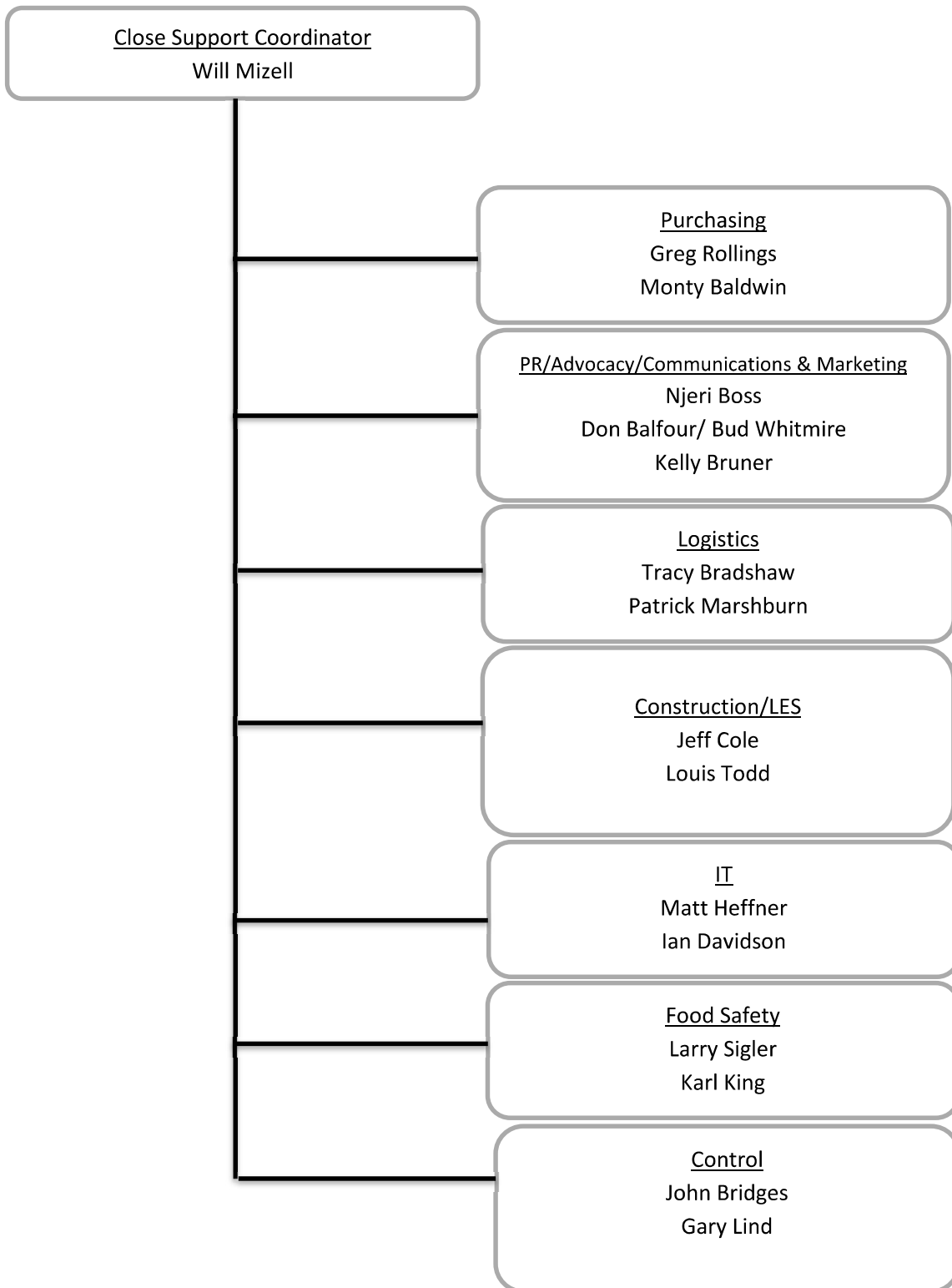
## Use in case of Electrical Outage

\* If you are returning to a unit that was evacuated and if the power has been out for 4-hrs or longer, you **MUST** DISCARD all refrigerated and hot held foods. Perform a line check on the food in the freezer. Write the freezer temp in the column corresponding to the time of day. If power is still out, continue to **perform a line check every hour until power is restored**. Once cold foods rise above 41°F or hot foods fall below 135°F, you have **4 hours remaining** to use that food before it must be discarded.

**\*\*** If power goes out during a shift, immediately perform a line check on all hot and cold held foods. Record the temperatures in the column corresponding to the time of day. Continue to **perform a line check every hour until power is restored**. Once cold foods rise above 41°F or hot foods fall below 135°F, you have **4 hours remaining** to use that food before it must be discarded.

[illegible][illegible]

## STORM CENTER ROLES



**WE PLAN TO OPEN AS  
SOON AS THE STORM  
PASSES. IN CASE OF  
EMERGENCY CALL**

**1-800-432-4365**

**W A F F L E  
H O U S E<sup>®</sup>**

# Limited Menu

We are happy to be open,  
however due to the storm,  
we are using a limited menu.

Some items may not be available  
at this time.

We thank you for your patience!

