



Diet in a Box

COVID-19 Operating Manual

Modified Operating Rhythm



Covid-19 Health and Safety Guideline

Since we first began navigating COVID-19, Diet in a Box's goal has been to lead our employees and clients with care, transparency and decision-making based on science.

After a much-needed hiatus, which our back-of-house team used to develop an operating model that will swiftly and safely arm our system amid this uncertain time, Diet in a Box is ready to resume operations this 18th of May, 2020.

Our new safety protocols, for every possible scenario, as well as the proactive actions we are taking out of abundance of caution, are all grounded in employee safety, customer care, facts, and science. In the interest of transparency, this manual is created for us to know the things we have modified in our operating rhythm.

Covid-19 Health and Safety Guideline

The purpose of this manual is to provide a clear and actionable guidance for all Diet in a Box employees in navigating new company protocols aligned to the Covid-19 prevention campaign.



Covid-19 Health and Safety Guideline



- ❑ All Diet in a Box employees must maintain a clean and hygienic workplace. Kitchen and Admin personnel may refer to day 1 company orientation guideline to review details on this regard.
- ❑ Surfaces like desks, tables, door knobs, and other common to use objects inside the commissary and office are round the clock wiped clean with disinfectant pre, whilst, and post operations.
- ❑ Hand sanitizing dispensers accredited by the DOH are prominent around the workplace. Employees and contractors must strictly observe sanitation flow for every foot traffic, end to end, process wise

Covid-19 Health and Safety Guideline



Digital Know-How and other communication measures materials, including posters promoting Covid-19 guidelines are mounted around the commissary.



Less human to Human interaction - the use of radio to contact a personnel in each department must will be observed.

Covid-19 Health and Safety Guideline

- ❑ All employees are strictly prohibited to use public transportation. Employees without personal vehicle will be picked-up by the company service from home to office, vice versa. Kindly refer to the coaster schedule below:



Up South	3:00 PM
Mandaue	4:00 PM
Mactan	4:00 PM
Talamban	4:30 PM

Covid-19 Health and Safety Guideline

Physical distancing is challenging to impose in the production floor. The use of Personal Protective Equipment is highly observed. Each Diet in a Box employee, from kitchen, to admin, packing, purchasing, down to delivery and dispatch team is given the following:

- A. Face Shield
- B. Face Mask
- C. Protective Suit/Lab Gown
- D. Protective Shoe Cover
- E. Gloves





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- ❑ Employees are discouraged to work should they feel unwell and is required to call their immediate supervisor to further assist on the situation. Virtual instructions to reporting are given on the separate guideline.
- ❑ Diet in a Box will be providing a city sealed certification allowing our employees with their own service to transit, exempting them from the ongoing vehicle coding.
- ❑ Temperature check that should not exceed to 37.5 degrees celsius is required prior entrance. Immediate supervisor has the right to deny entry of employee given any negative situation. Virtual instructions to reporting are given on the separate guideline.
- ❑ Admin and Marketing team is required to work from home.

Covid-19 Health and Safety Guideline

Employee break-times are in skeletal, limiting to 4 heads per break and in scheduled with the strict protocol of

- A. 5 meters away from each other
- B. No kissing, hugging, or any forms of body contact
- C. Smoking is strictly not allowed
- D. Disinfect prior re-entry to the workplace

Batch 1 Break	Batch 2 Break	Batch 3 Break
Angie	Justen	Ian
Joven	Ludy	Alnaseem
Tawing	Carlo	Isabelle
Victor	Luchie	Archie
Ian Patrick	John Lloyd	Josephine



Covid-19 Health and Safety Guideline

- ❑ All deliveries and/or receiving are facilitated on a security area. Third party suppliers are not allowed to enter beyond the security entrance. These items received are disinfected prior distribution in the workforce. Packaging including paper boxes are kept in a secured area for proper disinfecting before distribution.
- ❑ Delivery and Dispatch crew are no longer allowed inside the back of house premises. There is a designated point of reach for them to collect their daily deliveries. The use of mobile phone or radio is advised for cases where staff needs to verify something from the front of house office.
- ❑ Diet in a Box is now observing a **NO-TOUCH DELIVERY** program. Drivers are no longer allowed to receive any tokens from clients and payments are now done through online. In case client ops for COD, the No-Touch delivery SOP has to be observed.

Covid-19 Health and Safety Guideline

Covid-19, NO-TOUCH DELIVERY Program by Diet in a Box

- ❑ Back of House team will notify all customers through SMS and media of the newly implemented delivery program. Rider will also reinforce this message to the customer once he is already on site.
- ❑ Rider will ask the customer where he will place the package as he steps back 5 meters away from the customer.
- ❑ Customer will review the package and will leave payment in the box/pouch right next to the paper bag.
- ❑ Customer will step back 5 meters away from the rider as he claims the payment. Wash your hands after everything is settled.

Riders will be wearing gloves and has their own disinfectant. Package disinfection is facilitated prior leaving the HQ. Riders have already gone through temp check prior dispatch and will be monitored round the clock.

DIET IN A BOX NO-TOUCH DELIVERY



1



Rider will notify customer of the NO-TOUCH delivery program and will ask where he'll place the package.

2



Rider will place the package on the agreed spot. Allow him to station 5 meters away before reviewing the package

3



Review package and leave payment in the box/pouch right next to your paper bag.

4



Step back and keep distant from rider until he confirms your payment. Wash your hands once settled.

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ONLINE PAYMENT

Apart from Cash on Delivery, clients are encouraged to facilitate payment through BDO and G-cash:

BDO Account Details:

Account Name: Chime Bell Osabel

Account Number: 0069 9010 6319

Gcash Account Details:

Account Name: Chime Bell Osabel

Account Number: 0922 478 1282

Please send proof of payment at chime@dietinaboxinc.com



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To my Diet in a Box team, to put our customers and community first, and doing whatever it takes to support one another is a clear validation of how anchored you all are to our company Values and Purpose. Diet in a Box has navigated many complex, ever-changing situations in our past, and every single time, we've emerged stronger because of our collective strength, resilience and compassion.

I continue to be proud of all the work the team does, and look forward to serving our clients again in the New Normal.

Warm Regards,

Chime Bell Osabel