

## **FIRST AMENDED SECURITY AND OPERATIONS PLAN**

NUSRET BOSTON, LLC d/b/a NUSRET STEAKHOUSE  
100 ARLINGTON STREET, BOSTON, MASSACHUSETTS 02116

### Number/Utilization of Security Personnel

Ali Volkan Avci, Manager of Record of Nusret Boston, LLC (“licensee”), will supervise the restaurant located at 100 Arlington Street, Boston, Massachusetts 02116 (the “licensed premise”), together with members of licensee’s restaurant and managerial staff who are responsible for monitoring and patrolling both the interior and the immediate exterior of the licensed premises. The licensee shall have staff members posted at the door for identification checks and observation of patrons both inside and outside of the licensed premises. All staff members will wear clothing and/or tags which will readily identify them as staff and/or security. Staff member(s) shall regularly patrol the restroom facilities on average of once every thirty (30) minutes, and other nonpublic area of the licensed premises.

### Control and Clearance of Licensed Premises

Staff shall regularly patrol the immediate exterior of the restaurant, and shall act reasonably and diligently to disperse loiterers or patrons who attempt to congregate in front of or at the premises, and shall take such steps as are necessary to ensure that patrons do not leave the premises with alcoholic beverages.

### Dispersal Procedures

House lights will come up fifteen minutes prior to closing to allow patrons to settle checks and begin the exiting process. Staff will remain outside at the door as patrons are leaving to ensure that patrons leave the area of the front door in an orderly fashion.

### Unruly Patrons

When a patron acts in a manner that is violent, abusive, indecent, profane, boisterous, or otherwise disorderly, staff will immediately contact the police to have the patron removed from the premises when they are unable to convince the patron to leave the premises voluntarily.

### Patrons Who Are Intoxicated

Licensee, its agents, and employees, may not sell, dispense, or provide alcohol to any person who is intoxicated, nor shall such a person be permitted on the premises. When a customer has been “cut off” or denied the service of alcohol, the server will notify the other employees. Management will support the server’s decision to terminate service to any patron. If a patron is too impaired to drive safely, licensee will try to persuade the customer not to drive, and arrange for a safe ride. If the customer refuses, management

will notify the police with a description of the person and the license plate number of the vehicle, if possible.

#### Patrons Presenting False IDs

All forms of identification (“ID”) used to prove age must be valid (i.e., may not be expired), and must be government-issued. If the ID is expired or appears at all questionable to the employee, the employee shall request a second form of ID. The employee shall make sure that the individual purchasing alcoholic beverages resembles the person who appears on the ID. All employees are encouraged to ask purchasers questions relating to their ID in order to verify the information contained therein. If the employee checking an ID has a strong suspicion that an ID is false, altered, or belongs to someone other than the person presenting the ID, he/she shall confiscate the ID and turn it over to management, to be presented to the police.

#### Control/Supervision of Patrons under 21

Licensee will request proof of age from all patrons, and will refuse service to any customer who cannot produce adequate ID. Separate types of glassware will be used to distinguish alcohol drinks from non-alcohol drinks. There will be a limit of two drinks per patron, lowered to one drink per patron when appropriate. All alcohol servers shall be TIPS-trained and certified.

#### Circumstances under which the Police will be called

The police will be called, in a timely manner, any time management or staff has reason to believe a crime has been or is about to be committed and/or whenever a threat of or act of violence occurs on the premises or off premises in areas that would be considered in view or earshot of the establishment. Staff shall not make bodily contact with a patron unless to protect other patrons or themselves from being injured by an unruly patron.

#### Handling of Physical Disturbances, including Fights

Staff or management will ask anyone who is being disruptive, acting in a manner that may result in a fight, or engage in fighting to leave. Staff or management will contact the police for assistance in the event of an assault.

#### Compliance with COVID-19 Guidelines

The licensee shall comply with all regulatory measures, governmental mandates, and other requirements and/or orders issued by the Commonwealth of Massachusetts, City of Boston, and all other relevant agencies, concerning the novel coronavirus COVID-19 as related to restaurant services and the sale and services of alcoholic beverages at the licensed premises in the City of Boston. These measures include, but are not limited to, the following:

***DRAFT 9-30-2020***

1. Licensees will abide by all terms of both the Massachusetts Restaurants COVID-19 Checklist and the Massachusetts Restaurants Safety Standards issued by the Commonwealth concerning social distancing, staffing, operations, cleaning, disinfecting, hygiene protocols, and other safety standards.
2. Licensee will complete the self-certification process mandated by the state prior to commencing indoor or outdoor table service and the COVID-19 poster will be signed and conspicuously posted in an area visible to both patrons and employees.
3. Licensee will ensure that there is a minimum of six (6) feet of separation between tables and high foot traffic areas at all times and that each party consists of no more than six (6) individuals. Tables may only be positioned closer only if separated by protective non-porous barriers at least six (6) feet in height installed between tables and high foot traffic areas.
4. Licensee will not exceed the approved capacity listed on its Certificate of Inspection issued by the Inspectional Services Department.
5. Licensee acknowledges that neither standing nor sitting at the bar area is permitted.
6. All patrons must be seated at tables and food service must be available.
7. Licensee may only operate pursuant to their existing hours of operation approved by the Board.
8. All alcohol for on-site consumption at the licensed premise shall be accompanied by food prepared on-site;
9. Licensee may only operate pursuant to their existing approved entertainment by the Board and the Mayor's Office of Consumer Affairs and Licensing ("MOCAL"), but no live entertainment will be permitted inside of the licensed premises (to the extent applicable) until Phase 4 of Commonwealth's reopening plan.
10. Licensee will abide by any and all other rules, regulations, advisories, orders, guidance, or laws promulgated or adopted by City, state, or federal government as the same may be amended from time to time including but not limited to the General Rules of the Board, the Commonwealth's Guidance, and the Center for Disease Control's standards regarding social distancing.

The licensee's Manager of Record and staff will regularly patrol the licensed premises to ensure that patrons and other members of licensee's staff remain in compliance with these measures. In addition to licensee's staff ensuring that patrons are leaving the licensed premises in an orderly fashion, staff will also regularly monitor the number of guests attempting to enter and/or queuing in front of the door for entry, and shall ensure that all such patrons entering the licensed premise maintain social distance requirements (6 feet), do not become unruly, and wear a face mask or covering upon entry to the licensed premises. If a given patron fails or refuses to comply with these requirements, the licensee will not allow the guest entry to the restaurant and will ask the guest to leave the licensed premises immediately.

The licensee acknowledges that it must ensure that no "lines" of patrons form inside or outside of the licensed premises. To that end, staff shall regularly monitor the entry to the licensed premise and the area(s) immediately outside of the licensed premise. Licensee

will encourage guests to make reservations or call ahead for seating prior to visiting the licensed establishment. In the event a line begins to form or no additional patrons may be admitted to the restaurant at a given time, staff will ask additional persons to return to the licensed premise at a later time, and ask said persons to disperse the area and not loiter outside and/or inside of the licensed premise, and not to queue in front of the door. Members of licensee's staff shall regularly patrol the area(s) immediately outside of the licensed premises to the best of its reasonable ability on a regular basis in order to ensure that no members of the public are attempting to form a "line" outside of the premise, either for picking up food to-go or waiting to be seated. In the event a patron or member of the public refuses to comply with licensee's requests or these requirements, the licensee shall ask all such persons to disperse the area immediately and deny entry to the licensed premises.

The licensee understands that the foregoing measures and mandates relative to COVID-19 are fluid in nature and change on a regular basis, and therefore the licensee shall regularly review all new, revised, or altered governmental mandates and orders in order to ensure that licensee at all times remains in compliance with all of the various requirements and mandates necessary for licensee's operation as a restaurant with alcohol service in the City of Boston during the ongoing public health crisis.

#### Additional Internal Operational Guidelines During Public Health Crisis

Licensee held a training session for managers on Saturday, September 26, 2020 and a second training session with the participation of all restaurant staff on Monday, September 28, 2020 concerning the City and State's various COVID-19 regulations, and the Licensee's internal procedures to ensure compliance with same for the duration of the public health crisis in the City of Boston, including but not limited to no lines, social distancing, and the wearing of face masks. These measures that the restaurant has implemented and staff has been trained to comply with, in addition to the other measures set forth in this Security and Operations Plan, include but are not limited to the following:

1. Not to permit entry to the restaurant to any patron not wearing a face mask;
2. To monitor capacity of the restaurant with a designated manager in charge at the entry to ensure that only the number of permissible guests are inside at any given time and to limit the number of reservations and walk-ins above a given number;
3. To not allow guests to congregate inside the restaurant without masks at all;
4. To regularly monitor the exterior of the premise to ensure that no lines are forming and shall place markers on the ground ensuring that any guests outside remain at least 6-feet apart;
5. To regularly monitor the exterior of the premise to ensure that no guests, patrons or other general members of the public that are not patrons are gathering, standing, mingling or otherwise congregating around the licensed premises;
6. To temporarily cover the photo-wall inside the licensed premises so as to not encourage patrons taking photographs together inside the licensed premise;
7. Not to accept parties of more than six (6) persons and to monitor the restaurant regularly to ensure that guests are not mingling together with other seated parties;

8. In the event guests congregate or mingle together with other parties or tables, despite warnings from members of restaurant staff otherwise, restaurant staff will immediately ask the guests to leave the restaurant and will refuse service thereafter; and
9. While Nusret Gokce, the celebrity chef and founder of the restaurant, is in Boston and/or visiting the restaurant on a limited basis, the restaurant shall assign a manager to escort the chef around the restaurant at all times to ensure compliance with the restaurant's rules and security procedures, and in the event patron(s) approach him to take photographs themselves, staff and his escort will ensure that patrons do not congregate, take their photograph and quickly return to their seat or otherwise continue on with their personal business.
10. Mr. Gokce, himself, will not engage with patrons or other members of the public gathering outside of or attempting to enter the licensed premises, and will not himself approach guests inside of the restaurant for photographs and will not post any photographs or videos of himself with patrons at the licensed premises on his personal Instagram account for the duration of the public health crisis in the City of Boston.