

# COVID-19 Policy

We have followed direction from the Department for Business, Energy and Industrial Strategy, Government Health & Safety Executive and Public Health England. This in a developing policy as circumstances and advice changes.

## What we are doing to keep our staff and customers safe

We have studied the working practice of the staff and the premises in every format we plan to trade over the coming months to assess the risks involved and plan how to reduce or eradicate these risks. We have risk assessed each activity to reduce the occurrence of unnecessary interaction or transmission between staff and customers. We encourage and practice all the following:

- Increased hand washing and use of sanitiser
- Wearing of PPE - face masks or visors
- Social distancing at every opportunity, with customers and other staff members
- Completion of "Safety during the Coronavirus" course to ensure thorough understanding
- Surface cleaning followed by disinfecting as regular routine
- Use back-to-back or side-to-side working where possible (as opposed to face to face)
- Reducing the number of staff and increase 'partnering' to reduce risk to others
- Reducing the number of kitchen staff to provide separate areas of work
- Only allowing one member of kitchen staff accepting and checking deliveries
- Keeping windows and doors open to provide natural ventilation
- Keeping the entrance door open to prevent customers touching handles
- Enforced an entry queuing system to allow control of customer flow
- Added collection points at opposite sides of the premises

## What we ask our customers to do to help us

- We continue to minimise customer proximity so ask all guests to adhere to the "Please Wait Here" sign to be called forward.
- Hand sanitiser is available at the entrance should you wish to use this, please ensure your hands are clean when entering and leaving.
- Always provide a table that is a social distance from other customers and from our staff.
- Pay using contactless payments wherever possible, this minimises reuse of keypads as a source of transmission.

We are aware that advice is regularly changing and we are doing everything we can to keep up to date and put safety at the top of our priorities. If you do spot an area of improvement, please do make a member of our team aware and we will action accordingly.

***Thank you very much for your ongoing goodwill and support.***