

# EXPANDED HEALTH & SAFETY PROCEDURES

## STAYING COVID-19 SECURE IN 2020 The Grey Lady, JULY 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19.

### MAIN STEPS TO ENSURE WE ARE WORKING TOGETHER SAFELY

1. We have carried out a COVID-19 risk assessment and the results will be shared with the people who work across our businesses and on our website
2. We have additional cleaning, handwashing and hygiene procedures in place according to current government guidelines
3. We have taken all reasonable steps to maintain a distance in the workplace, again in accordance with current government guidance.
4. Where our staff and guests cannot be sufficiently apart, we have done everything practical to manage transmission risk

### STAFF ATTIRE & PROCEDURES

- ALL team members have been contacted and assessed for Personal health concerns
- Familial health concerns which could impact team members returning for work have been addressed and have been eliminated
- Arriving for work all team members will be temperature checked daily, asked for COVID-19 symptoms and will be asked to immediately wash their hands before proceeding through any of our buildings
- Uniforms are washed at 60° and worn clean every day. If on a split shift, aprons will be steam sanitised in-between each service.
- All team members will always wear face shields and gloves as and when required.

### ENHANCED STANDARD OPERATING PROCEDURES

- The Duty Manager present will assess and control the movement of guests and teams during the day and will record the IN/OUT of the teams and check each area.
- Every menu is now printed for each table and disposed of after use.
- We will be reducing the number of team members attending each table and have a strict area for each team members and their sections.
- Tables will be set using gloves and facemasks
- For still, sparkling or tap water, the first glass will be poured, and the bottle left on the table for the guest to refill. There will be no more jugs or topping up of water by our front of house team.
- Linen napkins will be replaced with paper napkins on the tables and are not replaced / folded when a guest leaves the table.

### ENHANCED STANDARD OPERATING PROCEDURES (Continued)

- After every interaction with a guest which results in contaminated contact (e.g. removing plates/glasses from a table), staff are required to wash/ sanitise their hands
- Hand sanitisers and wipes are made available for both staff and guest use in all areas
- Disposable gloves will be used by team members for preparation and cleaning
- Scheduled sanitising of all shared surfaces every 30 minutes.
- No physical contact such as handshakes, high fives, hugs etc will be permitted
- Guests will have access to hand sanitizers throughout their time with us

### WELCOMING OUR GUESTS

Upon entering our restaurant, we will kindly ask our guests to;

1. Sanitise hands with provided hand sanitisers
2. To confirm that they are not experiencing any COVID symptoms
3. No guest coats will be taken from them

### DELIVERIES ACROSS ALL OUR BUSINESSES

- We are fully briefed on all our supplier's processes and hygiene procedures and have approved these
- Deliveries will be dropped by supplier to specific area for the restaurant
- Deliveries are checked by a dedicated senior member of the team
- All third-party delivery boxes will be wiped and sanitized
- Remove Personal Protective Equipment before exit. Dispose/ contain properly to avoid cross-contamination. Place it into a specific and identified waste bag (coated or lined bag)
- Perform hand hygiene for at least 20 seconds
- We will be accepting card and cash payments at this time. Contactless is preferred where possible.
- Payment machines will be cleaned at sanitised after every transaction
- Only 1 table booking will be allowed to enter the restaurant at a time. People waiting will be requested to stand outside following safe social distancing guidelines.
- A one-way system has been implemented and we encourage guests not to touch surfaces unnecessarily.
- Our reception desk will have a screen barrier and staff will wear protective facial equipment.