



## What control and safety measures are we taking to ensure the safety of employees and customers?

As a business we have consulted closely with our external advisors, government guidelines on re opening and followed a meticulous business re opening plan and structure to ensure we are doing everything to ensure the health, safety and welfare of our employees, visitors and customers.

We have created a Pandemic Policy which describes in detail our responsibilities to maintain confidence in this business re opening which can be found within this folder.

Thebe Ringner, Human Resources is the current person who is appointed by the company who will be responsible for identifying and keeping up to date with current measures and advice.

Relevant Risk Assessments have been reviewed and considering the new Government Public Health bodies we have created a new COVID-19 specific Risk Assessments which are kept on site and have been communication to all employees.

We have created specific training regarding new operational activities, focusing on social distancing and safety during a pandemic. All of our control measures, information, instruction and training will be readily available to all employees and such training will be undertaken on a daily basis to ensure employees understand the measures to be taken to protect themselves and others.

Our control measures will be reviewed on a weekly basis during the pandemic.

An overview of these control measures is as such:

### Prior to Re-Opening

Prior to opening, a 'Return to Work' email was sent out to all staff to ask their current situation. This was in consideration that some employees now have restrictions such as self – isolating due to family, childcare responsibilities etc and these team members will remain on furlough until their situation changes. This is the same with those who are vulnerable or have underlying health conditions.

Each staff member has undergone ROSPA accredited E Learning Training Prior to returning to work. Modules include Pandemic Procedures Awareness, Personal

Protective Equipment Training, Risk Assessment Training as well as managing & working with Health and Safety in the Workplace.

Our employees are invited to a pre-opening induction whereby they are given a copy of our updated COVID 19 Risk Assessments (TBC Week 17<sup>th</sup> August) Control Measures as well as revised Steps of Service which will have been approved by our Health and Safety Advisors at Nat West by opening date. Communication and an understanding of these risks and our control measures is paramount to the success of opening within a pandemic. Information is shared with our teams and their feedback is **welcomed**.

Our team will return on **a phased return to work** so that they're start steadily and on a planned programme – due to restricted in house numbers - this will ensure a strong knowledge of new health and safety procedures as well as omitting the risk of exhaustion after a period of absence from work whilst ensuring a small and confident team. During their back to work inductions our operating hours, their rotas, roles and responsibilities will be communicated to them and any changes to daily responsibilities will be discussed and reasoned also. Any new procedures and processes will be written out and communicated verbally and in writing to them.

We have a **team in the workplace** that are able to maintain social distancing and also a safe working level. As we will have a smaller capacity for guests, we will have a smaller team on shift which fits well with our phased return to work. This will not compromise our enhanced cleaning procedures as well as managing our customer flow to avoid bottlenecks at toilets or entrances.

We have created **COVID 19 Induction Training Checklists** for all employees to be taken through as a Pandemic Induction Training Program. They are taken through our Control Measures, both back of house and during a working day.

### Day to Day Control Measures being implemented

Each shift will have a **Coronavirus Officer**. Their role will be to oversee the enhanced cleaning and hygiene procedures as well as our Health and Safety procedures that follow and adhere to government guidelines. All employees have undertaken Pandemic Procedures E Learning.

Staff will **wash their hands** every 30 minutes at the staff hand washing basins provided. Each basin has clear instructions for a thorough hand washing procedure. There are hand sanitization stations placed frequently throughout the venue for extra diligence and after any touch contact scenario. Hand sanitization stations are at all entrances and exits and transition zones.

**Social Distancing** will be adhered to throughout the venue. 2m distance will be adhered to wherever possible and we will exercise the 1m plus rule wherever necessary or

through transition zones. Social Distancing Floor Markers, Posters and Coronavirus Officers will be on site to remind and enforce this separation.

**Personal Protective Equipment** will be used where necessary. PPE is the final line of defence against the virus and visors/masks will be used by all our staff who are working on 'the floor' or delivering food and drinks to guests. Staff will be trained on the correct disposal or cleaning of this equipment. All employees have undertaken PPE ROSPA E Learning.

**Section 'Cleaning Checklists'** to be completed and filled out every 1 hour – these are predominantly for shared surfaces such as telephones, tills, staircase banisters, poolside doors & behind the bar [fridge handles, beer taps – major contact zones]. Cleaning caddies assigned to each section to ensure least cross over of hands.

**Use of Disposables** – We will not have anything on the tabletops all of the time, they will be as guests sit and any condiments will be given on request in single use glass or ceramic containers.

**Ordering** – Our menus will be printed on single use recyclable paper. All ordering will be table service whilst maintaining social distancing. A reduced single use drinks/ wine list will be offered. Contactless payments are encouraged where possible.

Tables, chairs and individual customer areas will be cleaned and sanitized **after each table turnover** by the person managing that section.

**Shifts Times will not overlap** to ensure limited social interaction and teams will be on shift for the entire day & breaks will be staggered.

**Information Posters** highlighting the symptoms and the risk of COVID 19 is placed on entry, both at front and side doors. Symptomatic individuals will not be allowed entry and be advised to self-isolate and refer to 111.

**Daily Team Coronavirus Tool-Box Talks** - Each morning the Coronavirus Officer will have a brief with the team on shift and go through;

- Steps of Service, one-way customer flow systems, booking procedures, walk in procedures, payment and exit procedures.
- Main Risks Assessed and their Control Measure in place will be communicated i.e. if a staff member is feeling sick to not come into work but to stay at home and isolate with any of the symptoms; new continuous cough, temperature, loss or change in sense of taste and smell.
- Fire and Emergency Scenarios

**Mental Health and a Healthy Mental State** is so important to us & prior to lockdown we as a company had been working closely with NatWest Mentor holding in house training

on stress management amongst others. We have a Mental Health First Aider within the company, and they will work closely with the managers so to be able to spot the signs of stress and what to do in these circumstances especially during our initial weeks of opening.

We will endeavour to update, evolve, listen and change in accordance with government guidelines and advice from our Health and Safety providers, NatWest Mentor.