

# COVID-19 Guidelines

July 2020



***Ilkley | Sheffield | Wakefield | Halifax | Bradford***

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## Introduction

We have put together a guide outlining the precautions that have been put in place in order to minimise the risk of transmission of COVID-19 in our restaurants.

This guide will be continually reviewed so that it remains compliant with the guidelines set out by the government.

The current guide is accurate at the time of printing (**04/07/20**).

## Employee Safety

To keep employees safe you should:

- Only allow minimum no. Of staff onsite.
- Employees must be made aware of COVID-19 symptoms:

The main symptoms of coronavirus are:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least 1 of these symptoms.

(NHS): <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>)

- If an employee has ANY of the symptoms listed above, they must **quarantine immediately** for at least 14 days.
- All new safety/cleaning procedures must be explained to staff, and training must be provided where necessary.

# Hygiene

## ⇒ *Personal Hygiene*

- Always stay 2m apart from other employees and customers (or 1 metre with risk mitigation where 2 metres is not viable)
- Wash hands and clean surfaces more regularly
- Hand washing must take place regularly.
- Team members must wash their hands for a minimum of 20 seconds with soap and water.
- After coughing and sneezing, staff must immediately wash hands with soap & water for at least 20 seconds.
- Sanitizer stations will be located at all entrances.
- Key touch points such as waiter stations and counter areas will also contain sanitizer stations
- Good personal hygiene is a requirement for all of our team members.
- Gloves will be provided and mandatory whilst receiving deliveries and handling products, this will include our kitchen teams, runners and delivery teams.

## ⇒ *Site Hygiene*

- All bins must be emptied using PPE including the provided disposable gloves.
- Paper napkins & cups will be brought to the table when they are requested.
- Digital QR menus will be available on all tables to reduce contact. Laminated menus will also be available upon request - they will be sanitized after every use.
- All cutleries will be sanitised, and only brought to the table when their use is required.

- Hand sanitizer is available at the entrances, hand washing facilities are available in the toilets.
- All our condiments will be freshly prepared and only brought to the table with the rest of the food.
- All salt and pepper shakers will be sanitised and only brought to the table when their use is required.
- Tables will be sanitised & deep cleaned after each sitting.
- We have also looked at the COSHH manual and checked all the percentages of the chemicals, which eliminate the COVID-19 and other bacterial viruses.

## Social Distancing

- Start and Finish times will be staggered where possible in 10 minute blocks to avoid times of congestion.
- Staff must ensure that they remain compliant with the 2m social distancing rules when travelling to and from work.
- Staff will be encouraged to arrive through a dedicated entrance and leave through a separate exit to avoid crossovers between shifts.
- Key areas of congregation including break areas...etc. will be clearly signed to ensure hygiene procedures and social distancing are carefully maintained.
- Breaks will be encouraged to be taken outside when the weather permits in safe ventilated locations, observing social distancing measures
- Signage will be present throughout the restaurant, requesting customers to follow the social distancing regulations and guidelines, which have been put in place.

⇒ *Guidance specific to Service staff*

- Where possible temporary screens will be installed at reception.
- Our sites will be contactless payment but should you wish to pay with cash this will be all done at the table to avoid unnecessary contact.
- All tables will be spaced 2m apart therefore ensuring that social distancing guidelines have been met

⇒ *Guidance specific to Kitchen Staff*

- We will try to implement Back-to-Back and Side-to-Side working in our kitchens, where possible to prevent direct Face-to-Face operations.
- Walk in fridges and dry stores will be limited to one-person access at a time with clear signage to indicate this policy.

## Takeaway guidelines

All delivery bags and packaging will be handled with gloves and face coverings.

- Each site will have dedicated areas for collection close to the entrance and away from other diners.
- Guests will have the option to call when outside for kerb side delivery.
- Allocated collection times will be provided to the customer to avoid multiple collections at once, this will be clearly marked on the till ticket that is processed for the kitchen
- . Guests will be asked to wait outside observing 2m social distancing.