

## **FIVE POINT PLAN**

### **OUR STANDARDS & PLANS**

Our business has carried out a Covid-19 risk assessment and Standard Operating Procedure plan addressing the specific adjustments needed for each part of the business. We have summarised the details in our five-point safety plan below.

### **HEALTH CHECKS**

Staff when returning to work must complete a daily health declaration to ensure they are symptom free and fit to work. All team members will be taking a 'Natural Flow Test' as recommended - twice a week. Any staff member showing symptoms will be immediately sent home and required to self-isolate for 10 -14 days and follow any government guidelines before returning to work.

If you are dining with us, you could expect a phone call prior to arrival to complete a health check ahead of your visit. We ask that if you or any accompanying persons are showing any symptoms of Covid-19 that you postpone your visit. We have increased our flexibility on postponing bookings due to the serious nature and consequences of ignoring any symptoms.

### **TEAM TRAINING, CLEANING & HYGIENE**

Our team have been briefed and trained in our new enhanced cleaning procedures and the responsibility they have to their colleagues and guests. High contact points will be thoroughly cleaned every two hours. Toilets will be 'two in, two out' and single use disposable hand towels will be provided. Toilets will be cleaned at regular intervals. Signposted hand sanitiser stations will be available throughout the restaurant and we request you use them when you enter the building. You are welcome to use them at any point during your time with us. If you would prefer your own personal sanitiser 100ml bottle, these will be available for sale at a reduced price. Extra sanitiser is located at all entry and exit points for our teams to use when entering and leaving work. Hand washing will be for a minimum of 20 seconds every hour. We will ask of all our guests to drop off their used napkins in the laundry bin, located at the exit door. This is for the protection of our staff and for the prevention of further spreading of Covid-19 within the restaurant.

### **PERSONAL PROTECTION**

Personal protective equipment is provided for necessary tasks and to use in accordance with government guidelines. Perspex screens have been installed in areas where possible for the additional protection for you and our team. All team members will be wearing face masks and all customers are expected to do the same when not sitting at a table.

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### SOCIAL DISTANCING MEASURES

We have taken all reasonable steps to maintain a safe and social distance within the workplace and a 1m+ social distancing will be observed. Floor markings will be used for queue management systems and clear signage asking people to help observe the 1m+ social distancing measure. We have reduced seating capacity and extended seating into additional areas, including our outside space. We will be promoting a directional flow for guests and staff, some of which may involve a 'one-way' direction, which will be clearly marked or signposted. We ask that everyone observes these.

### TECHNOLOGY

We're mainly only accepting card payments to avoid the handling of cash and taking online bookings to help control crowds forming at any one time. An introduction of QR codes are in place for guests to receive a contact free menu. All guests and staff will need to check in using the 'NHS Test and Trace' QR Code, (if you do not have the technology capabilities for this, you will be required to leave your full name and contact details before entering the premises). We will be increasing our technology capabilities to provide guests with a reduced-contact experience. We plan to introduce these services for our guests in the future.