

SOP: COVID 19

INTRODUCTION

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The current COVID-19 pandemic is unlike anything our industry has ever had to face in our time. It poses a huge threat to livelihoods, our well-being and the future of our sector. This document is our guide on how we are trying to navigate the situation, what processes we will be putting in place to comply with health and safety guidance, and more importantly how we come out of this at the other end together as a team with our core values intact. As the situation is fluid with new information released every day we must make it clear that this document will constantly evolve. This has been built using risk assessments for each of our restaurants and with the intention to be fully compliant with government guidelines. We are doing our best with only good intentions, there may be elements of our guide that conflict with updated guidelines and we will therefore monitor and adjust where it is necessary to do so. Our only goal is to create a safe and hospitable environment for our loyal teams and customers, so that we can return to a place of normality and create many more special memories together. The road back is looking long and more perilous than the journey so far. We have a duty to all our team members to do everything we can to protect their jobs so that they can afford to live and operate in the industry that they have given so much to over the years. We will make mistakes and lessons will be learned but we will give careful consideration to every decision we make for the protection and well-being of others.

New mandatory hygiene practices must be implemented and monitored across the business:
Monitoring responsibility – General Managers Who does it apply to – All team members

CLEANING & HYGIENE

PERSONAL HYGIENE

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- Hand washing must take place properly and regularly. Team members must wash their hands for a minimum of 20 seconds with soap and water. Please follow the hand washing guide posters.
- Team members must wash their hands for a minimum of 20 seconds with soap and water immediately after coughing or sneezing.
- Sanitiser stations will be located at all entrances, exits and restroom entries.
- Key touch points such as waiter stations and reception areas will also contain sanitiser stations.
- Good personal hygiene as always is an important requirement for all of our team members.
- In this climate all hair must be tied up and staff must change into work clothes in allocated locations at work where possible. Certain jewellery restrictions remain in place in line with our staff handbook.
- Gloves will be provided and mandatory whilst receiving deliveries and handling products, this will include our kitchen teams and runners.

SITE HYGIENE

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- All surfaces in the restaurant and kitchen areas must be regimentally cleaned regularly.
- Surfaces must be cleaned with disposable products where possible including blue roll. Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.
- Full site cleaning programme will be implemented on all key contact points and high traffic areas before opening to the public.
- Hand washing must be implemented in accordance with hand washing guidance after cleaning surfaces. Paper towels will be added to washrooms to avoid use of hand dryers where commercially viable. Bins will be provided for these.
- All bins must be emptied using PPE including the provided disposable gloves.
- Recyclable, environmentally conscious single use menus will be in use for the time being.
- Tables will be deep cleaned after each sitting with turn times extended 15 minutes across all bookings to allow for a more thorough breakdown and disinfecting process.

PPE – SEVEN POSITION ON PPE

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It is important to note that according to the current government guidelines evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and the government would therefore not expect to see us relying on face coverings as risk management. Please be aware that wearing a face covering is currently optional and is not required by law, including in the workplace. At the same time, we desperately need our teams to feel safe and confident whilst at work therefore we have given everyone the discretion to wear a face covering or gloves should they choose to. We ask that you please respect their personal decisions in this difficult time.

- Any staff who are asked or choose to wear a face covering have been provided with the following guidance for the correct use of them.
- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering, you could contaminate them with germs from your hands. Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.
- Gloves and face coverings will be provided for all staff members involved in the handling and production of food in accordance with our risk assessments which recognised these as higher risk transmission areas.

TEAM HEALTH

TEAM WELL-BEING

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The health and well-being of our staff is and has always been our number one priority as a family business. Now more than ever this is crucial to create comfortable surroundings for our teams. Hospitality is not a work-from-home industry and therefore as we slowly reopen our doors we will have to expose ourselves to a certain level of risk when working with others and waiting on customers. It is our mission to ensure that risk is minimised to the lowest possible level and that we have considered every angle to mould our strategy through this. As always we ask our teams to be respectful of each other and sensitive of the fact that people will have genuine concerns.

- All our team members will be required to complete refresher training and training on COVID 19 additional controls
- We will ensure our team complete our “Staff Health Declaration On Returning To Work” form prior to returning to work.
- All our staff will have to complete training prior to returning to work to ensure they know how to work safely for themselves and for our customers.
- If it is possible to avoid public transport alternative methods should be taken.
- Any team members who demonstrate symptoms of COVID-19 will be instructed to return home self-isolate for 7 days in accordance with the current guidelines.
- Any team members who share a home with someone who has symptoms of COVID-19 must notify their managers and they will be asked to self-isolate for 14 days in line with government guidelines found here: [gov.uk/government/publications/covid-19-stay-at-home-guidance](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance)
- We have carried out an internal staff assessment to identify who is vulnerable/extremely vulnerable/living with someone who is.
- Moral will be a key focus for us and we want everyone to feel protected as a team.
- We will monitor our employee’s mental health and wellbeing. Many of our staff will have been stuck at home for 4 months or more. They may be anxious, struggling financially, or have been affected by the virus directly.

SOCIAL DISTANCING AT WORK

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Note– some of our new processes go against our usual service standards where the delivery of our product is designed to be highly interactive and informative. We are all having to adapt to the current situation and whilst hospitality and good service is embedded into our ethos, this crisis has forced us to adopt more streamlined measures in the short term until it is deemed acceptable for us to return to a setting that allows our high service standards. We ask for your consideration of this during this difficult time. Hospitality doesn't work without personal touches and we can't wait for the day this will return as normal.

- Start and Finish times will be staggered where possible in 10 minute blocks to avoid times of congestion.
- Team members must strive to achieve social distancing measures of 2 metres when arriving to and leaving work.
- Team members will be encouraged to arrive through a dedicated entrance and leave through a separate exit to avoid cross overs between shifts.
- Key areas of congregation including break areas, staff rooms and locker rooms will be clearly signed with hygiene procedures and carefully maintained.
- Social distancing measures will be followed where possible.
- Back of House stairways and corridors will operate directional flow rules to prevent unnecessary contact points. These will be marked with signage. Breaks will be encouraged to be taken outside when the weather permits in safe ventilated locations, observing social distancing measures.

KITCHENS

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- Kitchen sections will be clearly marked by an X on the floor to assist with social distancing.
- Each section will be operated by one member of staff only where possible. In situations where more than one staff member is required 'rota-partnering' will be in place to ensure the same people work together.
- Back to Back and Side to Side working will be implemented in our kitchens to prevent direct Face to Face operations. Our facilities are already designed to cater for this. X markings on the floor will further support this.
- Walk in fridges and dry stores will be limited to one person access at a time with clear signage to indicate this policy.

SERVICE

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- We will have a host who will welcome and inform our guests of house rules.
- FOH staff on pass should not stand opposite the chef, instead they must stand a 2 metre diagonal distance apart throughout service.
- Till points will be allocated to a maximum of 2 team members to prevent crowding of waiter stations. Tablets will be used where possible. Automatic sanitiser stations will be located in close proximity to the tills. Use of waiter stations must comply with social distancing measures where possible.
- Our sites will operate a cashless policy, where possible, to avoid unnecessary contact. *(Note – we appreciate this may pose an inconvenience, but we believe it is an appropriate measure for safety. Please accept our apologies.)*
- We will monitor our capacity during service.
- We will utilise our outdoor space wherever possible.
- Our staff will be trained so they have confidence in implementing our guidelines.

DELIVERIES

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- There will be one person per site dedicated to receiving deliveries.
- Suppliers will be asked to leave deliveries in the same location for each site with delivery times spaced out appropriately from 7am – 11am.

TEAM COMMUNICATIONS

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- Staying connected with our teams has been essential in developing this guide. Their safety is our number one priority and we welcome input from every level of the business.
- We are doing all we can to ensure our team understand the importance of communication and that they will never be penalised for honesty. We need to keep an open flow of information to remain in the strongest position and knowing our teams are safe and fit for work is crucial.

GUEST EXPERIENCE

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At this moment in time we have used the available government guidance with regards to reopening our sites for customers. Therefore, we have attempted to determine how this may be transferred to our daily operations now we are in a position to reopen our doors to customers. Once more this is our interpretation only and should not be considered a definitive guide. We will continue to update our policies in line with scientific and government advice.

Our experience is a concept built around atmosphere, engagement, building connections and going over and above to deliver exceptional service at every step of the guest journey. Current restrictions may make it harder for us to follow our usual service model but we will approach every change with compassion and understanding to make the experiences we provide as comfortable, safe and memorable as possible.

HYGIENE

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- QR Codes for Menus and Single use Menus printed on recyclable paper.
- Automatic Hand Sanitiser dispensers will be located at all main entrance lobbies for use on entry and exit and at the entrance to washrooms.
- Branded signage will request guests follow guidance hygiene procedures in washrooms.
- Turn times on tables will be increased by 15 minutes for all party sizes. This will allow our teams to undertake a deep clean of all tables, chairs and floor areas before the next guests arrive. *(Note – Government guidelines recommend the use of standard disinfectants already in use in our restaurants, however products should be checked for their individual effectiveness)*

SOCIAL DISTANCING

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- We will offer table service only.
- Our pacing limits will be reduced so that less customers are booked in for peak times and there will be less traffic of guests entering and leaving the restaurants at the same time. (Note– peak service times drive our business and therefore this approach will likely reduce our trade by more than the spacing of tables.)
- 2 metres distancing applied between tables.
- Table turn times will be increased by 15 minutes for every party size to ensure guests are able to be seated on arrival with no holding areas in use.
- Social Distancing notices will be allocated in key areas such as washrooms to ensure guests observe safe measures where possible. (Note – this poses an operational issue in smaller venues with no space to hold queues.)
- Bar service will remain closed and act as dispense only as a temporary measure.
- Our sites will operate a cashless policy to avoid unnecessary contact. (Note – we appreciate this may pose an inconvenience but we believe it is an appropriate measure for safety. Please accept our apologies.)

CUSTOMER JOURNEY

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- We will have a host who will welcome and inform our guests of house rules.
- Our guests will be asked to sanitise their hands before being seated.
- The customers will be taken to a fully cleaned table with no cutlery, napkins or glasses on.
- They will either use a QR code for the menu or be given single use disposable menus.
- The waiter will be clean and presentable and will take the order using our tablets and keeping 2m away.
- Our dedicated runner will bring out the food.
- Once finished, the table will be cleared and payment will be taken at the table via contactless.
- Once the customer has left, one of our team members will fully clean the table and remove everything from it ready for the next customer.
- We will monitor our capacity during service.
- We will utilise our outdoor space wherever possible.
- Our staff must be well presented and have confidence.

TAKEAWAY

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The World Health Organization (WHO) advises that the likelihood of an infected person contaminating packages is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also very low. Whilst food packaging is not known to present a specific risk, efforts will be made to ensure it is cleaned and handled in line with usual food safety practices.

- 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 2 metre social distancing. In instances where this can be managed by a member of the team this will be implicated depending on the requirements. We will operate a “no cash payments” system for delivery where possible.

GUEST COMMUNICATIONS

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- All our email communications will be updated to inform guests about our new measures and processes including Social Distancing requirements.
- Our phone confirmations will also be altered to include new process information.
- A current version of this guide will remain on our website with monthly updates in line with new scientific information and government guidelines.
- Guests with symptoms of Covid-19 will be asked not to visit the restaurant for any services.

EXAMPLE CONFIRMATION EMAIL

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“Thank you for booking with us at Seven/The White Hart, we greatly appreciate your kind support.

Please note our restaurants are currently operating a no cash policy wherever possible. .

COVID- 19 Statement – Our restaurants have implemented a number of new processes and measures in order to maximise the safety of our teams, guests and families. Whilst some of these measures may impact on your experience, we want to assure you that all decisions have been made following government guidelines and with only good intentions.

If you are experiencing symptoms of COVID-19 please refrain from visiting our restaurants until it is safe for you and your guests to do so.

When arriving at our restaurant/pub please kindly wait until our host station is free from guests before entering.

Please notify us of any guests with dietary requirements/allergies.

We cannot guarantee our dishes are 100% free from traces.”

The New Normal

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It is clear that the road back to normality will be filled with challenges. The unity and support that is being shown between businesses across the sector is unlike anything we have seen before and it is incredible to see. We are very proud to be a part of this amazing industry.

Hospitality is resilient and adaptive which has always been the key to its survival as operating has become ever more challenging. We at Seven/The White Hart are relatively new and have been inspired by the thousands of incredible operators across the country sharing their battles and ideas in these traumatic times, always looking to help others and work selflessly.

People love people and experiences; pubs, restaurants and cafes hold memories that have shaped our lives and will continue to do so in the future even with temporary restrictions in place. Anything built with so much heart will not fade away for as long as people are people.

Our thoughts are with everyone who is facing their own personal struggles, stay safe and well and thank you for your kind support.