

## Supplant Covid-19 Policy

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### Purpose

To set out the standard rules according to which Supplant Vegan Bistro and Bar will ensure that it can safely deliver services in a way that is safe to our customers, staff and general public, and in support of the Government's 23 June 2020 Guidance<sup>1</sup>.

### Scope

This policy applies to ALL Front of House staff, kitchen and delivery staff, the Bar Manager, and the Restaurant Manager working at the Supplant Vegan Bar & Bistro, 23 Park Road, London, N8 8TE. All staff within the scope of this policy will be made aware of this policy and any associated procedures.

### Covid-19 Risk Assessment

This policy should also be read in conjunction with the Supplant Covid-19 Risk Assessment.

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<sup>1</sup> <https://assets.publishing.service.gov.uk/media/5eb96e8e86650c278b077616/Keeping-workers-and-customers-safe-during-covid-19-restaurants-pubs-bars-takeaways-230620.pdf>

## **OUR POLICY IS:**

### **To manage risk**

#### **Taking preventative measures (1.1)**

- ❖ We will ensure all staff increase the frequency of handwashing and surface cleaning.
- ❖ We will use screens to separate workers from customers at points of service.
- ❖ We will reduce interactions by a strict separation between Front of House and Kitchen.

#### **Sharing the results of risk assessments (1.2)**

- ❖ We will publish our risk assessment on our website.
- ❖ We will share our risk assessment with our workforce.

### **To keep our customers safe**

#### **Protecting our customers and visitors (2.1)**

- ❖ We will keep a temporary record on our booking system of all our customers for 21 days to assist NHS Test and Trace and make it clear to customers why we are doing this.
- ❖ We will lower restaurant capacity by introducing screens and removing the use of the previous window stool area.
- ❖ We will stagger customer booked entry times and ensure any queues outside the restaurant adhere to 2 metre social distancing (or 1 metre with mitigations).
- ❖ We will manage entry and exit, so that people wait until others have left before entering/leaving to avoid congestion of any kind.
- ❖ We will encourage customers to use hand sanitiser as they enter the restaurant.
- ❖ We will remind customers with children that they are responsible for supervising them at all times to follow social distancing guidelines.

#### **Front of House Interactions within the restaurant (2.2) (4.2) (4.3)**

- ❖ We will assign a single Front of House Lead to manage tables and deliver indoor table service.
- ❖ We will ensure staff are able to maintain social distancing as far as possible by keeping staff within designated work areas.
- ❖ We will keep Front of House and Kitchen staff separated during service.
- ❖ We will only provide cutlery and condiments when food is served to minimise customers touching these.
- ❖ We will provide disposable condiments and clean condiment containers after each use.
- ❖ We will ask customers to remain at their tables to reduce the number of surfaces touched.

#### **Cashless Payments**

- ❖ We will only take card or online payments and remain cashless.
- ❖ We will put up a screen for customers and staff interacting to make a payment.
- ❖ We will clean the Point Of Sale screen continuously during service.

### **Takeaways and deliveries (2.2.)**

- ❖ We will encourage customers to order online for deliveries and pick-ups.
- ❖ We will ensure all delivery drivers wait outside for collecting food and that there is signage to indicate this.
- ❖ We will have limited access for customers waiting for collections or take-aways, limiting this to waiting in this area per transaction – with any subsequent waiting customers having to wait outside the restaurant.

### **Customer toilets (2.3)**

- ❖ We will put up signage in customer toilets of good handwashing techniques.
- ❖ We will mark areas for waiting for customer toilets to prevent queues.
- ❖ We will increase the frequency of customer toilet cleaning in line with customer usage.
- ❖ We will increase the frequency of rubbish collection in the customer toilets.

### **Providing clear guidance (2.4)**

- ❖ We will ensure that there is clear printed safety guidance in the form of signage in the restaurant.
- ❖ We will provide verbal updates to customers of the latest guidelines where these change and are not otherwise indicated on signage.
- ❖ We will inform customers, when required, that they should be prepared to remove face coverings for the purposes of identification if asked to do so by staff, or the police.

### **Music (4.5)**

- ❖ Music volume will be kept to a moderate level to avoid people needing to unduly raise their voices to each other.

### **Handwashing, sanitation facilities and toilets (5.4)**

- ❖ We will provide up to date signage for everyone to maintain hygiene standards.
- ❖ We will provide an additional hand-washing facility for staff at the dishes stacking point.
- ❖ We will increase cleaning for busy areas, including the deliveries section.
- ❖ We will ensure that staff wash hands after handling customer items.

### **Face coverings (6.1)**

- ❖ We will allow staff and customers to wear face coverings should they want to.
- ❖ We will ensure that all staff using face coverings wash their hands thoroughly before putting it on.
- ❖ We will advise staff using face coverings to avoid touching their face.

## **To maintain a hygienic environment**

### **Food preparation areas (4.4)**

- ❖ We will ensure that kitchen access is allowed to as few people as possible and that any Front of House requests are done over the steel counter only to ensure social distancing.
- ❖ We will ensure that interaction between Front of House and Kitchen staff is minimised including when staff are on breaks.

- ❖ We will minimise access to the storage and freezer areas to Kitchen Staff only.
- ❖ We will minimise contact at the handover point of the steel counter and keep the counter clean during service.

**Cleaning the restaurant (5.1)(5.2)**

- ❖ We will wedge doors open (weather permitting) to reduce touchpoints.
- ❖ We will frequently clean the door handles, incoming windows and counter.
- ❖ We will clean all surfaces between each customer use, including table, chairs, laminated menus, screens and card machines.

**Keeping the kitchen clean (5.3)**

- ❖ We will increase the frequency of cleaning and disinfectant used in the kitchen.
- ❖ We will ensure that all staff wash their hands before handling glasses, plates and cutlery.
- ❖ We will ensure that cleaning gloves are not shared by staff.

**Handling goods coming into the venue (5.6)**

- ❖ We will ensure that all staff wash their hands before and after receiving external goods (such as food deliveries).
- ❖ We will ensure that staff wash their hands after leaving their overalls in the laundry for washing.

**Inbound and outbound goods (8.)**

- ❖ We will plan to have deliveries done at a time when there are not staff and customers at the restaurant as far as possible.
- ❖ All deliveries will be accepted by staff with gloves on and all deliveries will be cleaned thoroughly.

## To keep our team safe

### Protecting vulnerable staff (3.1), self-isolation (3.2) and equality (3.3)

- ❖ We will ask clinically vulnerable staff to take extra care in observing social distancing.
- ❖ We will offer clinically vulnerable staff the safest available on-site roles.
- ❖ We will make sure that any members of staff who need to self-isolate do not physically come to work.
- ❖ We will make sure that we put in place measures or adjustments to ensure that nobody is discriminated against and that there is equality in the workplace.
- ❖ We will make reasonable adjustments to avoid disabled workers being put at a disadvantage.

### Staff entering and leaving work (4.1)

- ❖ We will stagger the arrival and departure times for staff to prevent crowding.
- ❖ We will provide hand sanitiser, or handwashing facilities, for staff on entry and exit.
- ❖ We will provide a storage place for staff clothes and bags.
- ❖ We will collect and wash staff uniforms after every service.

### Staff meetings (4.6)

- ❖ We will ensure that all staff briefings are done using remote working tools to avoid in-person meetings.

### Use of common areas (4.7)

- ❖ We will stagger break times to ensure social distancing is maintained
- ❖ All common areas used for breaks will be cleaned after use

### Accidents, security and incidents (4.8)

- ❖ We will brief and train staff to pay particular attention to sanitation measures when providing any form of assistance.

### Changing areas (5.5)

- ❖ Staff will keep changing to a minimum and will clean the area after use

### Shift patterns and working groups (7.1)

- ❖ We will ensure shifts are staggered to avoid staff congestion entering and leaving the restaurant.
- ❖ We will split staff into shift groups so that where contact is unavoidable it happens between the same people.

### Work related travel (7.2)

- ❖ We will ensure that delivery drivers maintain good hygiene, wash their hands regularly and use disposable gloves when handling food items.
- ❖ We will ensure that staff delivering food minimise person-to-person contact by leaving food at doorsteps or customer-identified areas.

### Signage and training of staff (7.3)(7.4)

- ❖ We will provide staff with regular staff updates to improve their understanding of Covid-19 and be more consistent in their ways of working.

- ❖ We will develop and maintain training materials which we will provide to all staff electronically.
- ❖ We will ensure all messaging is clear, in plain English.
- ❖ We will review staff practice and give feedback or make changes where required.

## Changes, Approval and Review

This policy has formally been adopted by Supplant Limited's Directors and is subject to continuous review and improvement.

| Date       | Version | Author      | Status                     |
|------------|---------|-------------|----------------------------|
| 30.06.2020 | 0.1     | Jeremy Tuck | Draft                      |
| 30.06.2020 | 0.2     |             | Reviewed by Joanne Ridgley |
| 14.07.2020 | 1.0     | Jeremy Tuck | FINAL                      |