

Beach Street

RESTAURANTS

Introduction

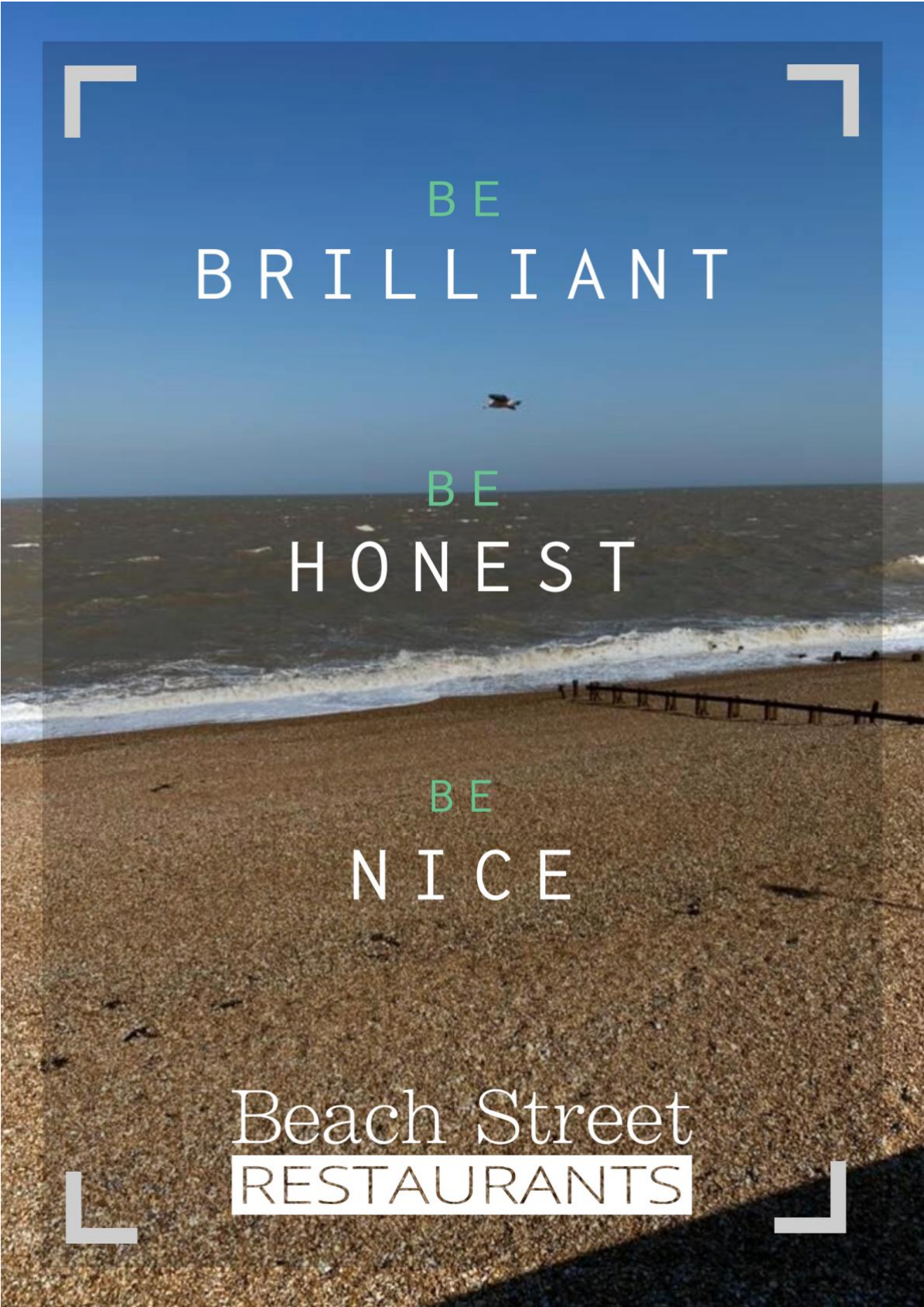
The current COVID-19 pandemic is unlike anything our industry has ever had to face. It poses a huge threat to livelihoods, our well-being and the future of hospitality. This document is our guide on how Beach Street Restaurants are trying to navigate the situation, what processes we will be putting in place to comply with health and safety guidance, and importantly how we come out of this at the other end together as a team with our values intact. As the situation is fluid with new information released every day, we must make it clear that our plans are liable to adapt, and the details change.

They have been built using risk assessments for each of our restaurants & pubs 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 so we will 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 an environment where we can relax and enjoy the hospitality we're known for. The road back is looking long and perhaps even 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 and well-being.

We will make mistakes and lessons will be learned but we will give careful consideration to every decision we make for the protection and consideration of others. Together we will overcome this as individuals, as teams, and as a company. Now is a time more than any other for us to live our core values, be honest, be brilliant, and be nice.

Jim & Charlotte



BE
BRILLIANT

BE
HONEST

BE
NICE

Beach Street
RESTAURANTS



New Mandatory hygiene practices must be implemented across the business.

*Monitoring responsibility – General Managers
Who does it apply to – all team members*

Personal Hygiene

- Hand washing must take place every 30 minutes on the hour and half past the hour.
- Team members must wash their hands for a minimum of 20 seconds with anti-bacterial soap and water.
- Hands must also be washed immediately after coughing, sneezing, or touching the face.
- Contactless sanitiser stations will be located at all entrances and bathroom entries/exits.
- 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.
- Gloves will be provided and mandatory whilst receiving deliveries

Site Hygiene

- All touch points in the restaurant and kitchen areas must be regimentally cleaned every 60 minutes at 30 minutes past the hour. A daily record of this must be kept on sites.
- This is in addition to strict cleaning measures already applied to our kitchen areas.
- Surfaces must be cleaned and sanitised with disposable products including blue roll.
- Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.

- Wash room maintenance will be increased to every 60 minutes at 15 minutes past the hour with a record kept. Paying particular attention to frequently touched areas and surfaces, such as taps, grab-rails and door handles.
- Hand washing must be implemented in accordance with hand washing guidance after cleaning surfaces. Paper towels will be used in wash rooms. Bins will be provided for these.
- All bins must be emptied using PPE including the provided disposable gloves.
- Paper napkins will be used Front of House to reduce customer/staff contact.
- Recyclable single use menus will be in use for the time being.
- Tables will be deep cleaned & sanitised after each sitting with turn times extended 15 minutes across all bookings to allow for a more thorough breakdown and disinfecting process.
- Fabric upholstery should be sanitised at the end of every day, cushions will be removed.



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.

We have undertaken various risk assessments in the different areas of our business and have determined the areas we feel there should be the requirement or added benefit of PPE equipment. 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.

- Anyone who is asked or chooses 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 those involved in the receiving of goods in accordance with our risk assessments which recognised these as higher risk transmission areas.



The health and well-being of our team is and has always been our number one priority. 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 serving our customers. It is our mission to ensure that risk is minimised to the lowest possible level and we at Beach Street Restaurants 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. *'be nice'* is one of our three core values and through compassion towards other we will emerge from this crisis stronger than ever.

- Our Office team have been instructed to work from home where possible.
- Travel has been suspended between sites until further notice.
- If it is possible to avoid public transport alternative methods should be taken
- The physical health of our working team members is more important than ever, so regular scheduled breaks & convenient access to water healthy food and drink on duty is paramount.
- Regular communications are maintained between all staff members through our weekly Workplace updates and through Workplace chat applications.
- Temperature checks using digital non contact thermometers will be carried out before the start of each shift. A daily record of this will be kept and stored on site by the Duty manager.
- Any team member showing a temperature of 37.8 degrees or more will be asked to return home to self-isolate.

- 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
- We have carried out an internal staff assessment to identify who is vulnerable/extremely vulnerable/living with someone who is.

Social Distancing at work

- Teams will be formed to allow the same people to work together as often as possible.
- Key areas of congregation including break areas, staff rooms and changing rooms will be clearly signed with hygiene procedures and carefully maintained.
- 2m distancing measures will be followed where possible.
- Be extra cautious when using back of House stairways and corridors, directional flows to prevent unnecessary contact points aren't always possible. 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

- Each section will be operated by one member of staff only, something that is normal for our kitchens anyway
- Back to Back and Side to Side working will be implemented in our kitchens to prevent direct Face to Face working..
- Walk in fridges and dry stores will be limited to one person access at a time with clear signage to indicate this policy.

Service

- A host/duty manager will stand by the entrance to welcome our guests, check them in, and briefly talk through our Covid 19 service.
- Food and drink orders will be taken at the table, or for guests who find it convenient, via our table order and pay portal
- We will not pre lay tables with cutlery or glassware
- Servers should not stand opposite the chef on the pass, instead they must stand a 2M diagonal distance apart throughout service.
- Drinks, cutlery, and condiments will be served via waiters' tray, to be left on the table

- Till points will be allocated to a maximum of 1 team member to prevent crowding of waiter stations and reduce touch points
- Sanitiser stations will be located at all tills & screens.
- Use of server stations must comply with social distancing measures where possible.
- Temporary sneeze screens will be installed in some bar areas.
- Our sites will operate a cashless policy to avoid unnecessary contact.
- Any salt/pepper/ condiments must be single use only
- Tables will be cleared using trays and visits to the table kept to a minimum

Receiving Deliveries

- There will be one person per site dedicated to receiving supplier deliveries.
- Suppliers will be asked to leave deliveries in the same location for each site with delivery drivers asked to wait in their van should there be a queue.
- All deliveries must be received wearing PPE.

Team Communications

- 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.
- Workplace will be used to update any changes to procedure or policy



Guest Experience

At this moment in time we do not know what the government direction will be with regards to reopening our restaurants for customers. Therefore, using the available guidance with regards to hygiene processes in kitchens for take away services and current social distancing measures we have attempted to determine how this may be transferred to our daily operations should we be in a position to reopen our doors to customers. Once more this is Beach Street Restaurant's interpretation only and should not be considered a definitive guide.

We will continue to update our policies in line with scientific and government advice. 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.

- The government requires us to take contact details of one person for each table.
- we will actively encourage guests to ensure they do not have a temperature or other symptoms of COVID-19 before visiting our restaurants through our booking confirmations.
- Tables will be limited to 6 people per table if from one "support bubble"
- Single use menus will be printed on recyclable paper. We will have dedicated recycle bins for these.
- Automatic Hand Sanitiser dispensers will be located at all main entrance lobbies for use on entry and at the entrance to washrooms.
- 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.

- Please note we may be initially operating different hours in each site depending on demand, please refer to our website for up to date opening hours
- 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. (
- 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. (Note from us – this will further reduce our trade capacity.)
- Social Distancing notices will be allocated in key areas such as bathrooms to ensure guests observe safe measures where possible.
- Bar areas will remain closed to customers and act as dispense only as a temporary measure.
- Our sites will operate a cashless policy to avoid unnecessary contact.
- Our gardens will now be totally no smoking to improve the air quality for all our guests
- Commercial viability and productivity will become more crucial than ever for our business under trading restrictions or reduced demand. Therefore we have reviewed our current food and drink menus and streamlined them to ensure they minimise waste. We have reduced our menus by around 20% whilst we rebuild supply chains and return to more stable periods of trade. We have tried to ensure we maintain all our most popular items and offer a varied and exciting dining experience. We have even thrown in a few new dishes for good measure. You can see our up to date menus on our website.

Take Away and food collections

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. Please note our takeaway service has not yet launched, updates will be available on our website and socials as we develop this area of the business

- Our takeaway service will soon be available to order and pay via an app linked to our till system
- All delivery bags and packaging will be handled with gloves.

- 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, with the food being placed by us in the boot for a fully contactless collection.
- During busy times 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 observe 2 metre social distancing whilst waiting.
- We will operate a “no cash payments” system for delivery with prepayments paid through our ordering app.

Guest Communications

All our email communications and email signatures will be updated to inform guests about our new measures and processes including Social Distancing requirements. Our phone answer service 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.

- Example Confirmation Email SOP: “Thank you for booking with us at Beach Street Restaurants, we greatly appreciate your kind support. Please note our restaurants are currently operating a no cash policy.
- 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 venues please observe our one way system and kindly wait until our reception is free from guests before entering.
- Allergens - Please notify us of any guests with dietary requirements/ allergies. Detailed information on the 14 legal allergens is available on request.



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 hospitality sector is unlike anything we have seen before and 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 are 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. We hope to see you all soon, we miss you.

The Teams at 81 Beach Street, The Coastguard, & The Granville.

Supporting Documents to accompany the Covid Policy

1. Site Risk assessment
2. Vulnerable team member risk assessment
3. Staff arrival daily temperature check
4. Daily touch points cleaning signoff sheet
5. Appropriate front and back of house signage.