

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.

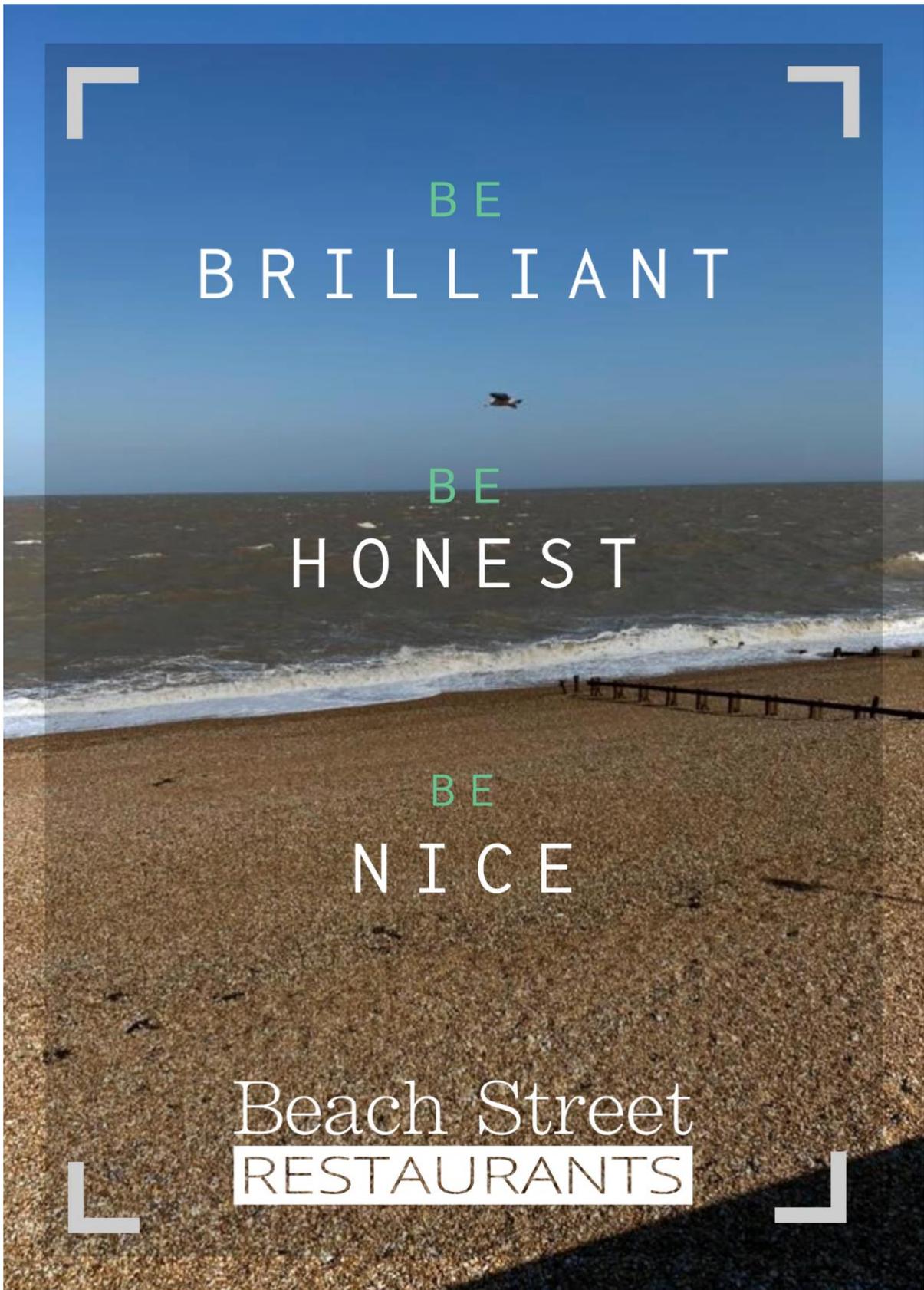
They have been built using risk assessments for each of our restaurants & pubs and with the intention to be fully compliant with government guidelines. We are doing our best with only good intentions, there may be elements of our guide that conflict with updated guidelines so we will monitor and adjust 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

POLICY UPDATED – 1st April 2021



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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 regularly before, during & after shifts.
- 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.
- 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 1 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 1 hour with a record kept. Paying particular attention to frequently

touched areas and surfaces, such as taps, grab-rails and door handles. Where possible, one person per shift will be responsible for this.

- 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 or wipe clean menus will be in used for the time being.
- Tables will be deep cleaned & sanitised after each sitting.
- Fabric upholstery should be sanitised at the end of every day.



Face Coverings

- Front of House Team members are now legally required to wear face coverings in areas that are open to the public and where they come or are likely to come into close contact with a member of the public.
- Kitchen team currently do not need to wear face coverings in the kitchen but must wear them when walking through the restaurants.
- Team members who are exempt must speak to their line manager and provide written confirmation of their exemption so this can be retained on their personnel file

Guidance for the correct use of face coverings

- 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.

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

We will come against different situations over the next few months and here is a list of possible scenarios which may occur and how our team members should respond:

1) A team member demonstrates symptoms of COVID

They must notify the duty manager and they will be instructed to return home, book for a COVID test and self-isolate until the results.

2) A team member gets a positive result

They must contact the duty manager as soon as possible. The team member must self-isolate immediately. If they had a test because they had symptoms, they must keep self-isolating for at least 10 days from when the symptoms started. If they had a test but have not had symptoms, self-isolate for 10 days from when they had the test. You may be contacted by the NHS and asked for information for test & trace. The Duty Manager will need to check the rota and notify those who may be considered a 'Contact' (see below). Depending on time of their last shift, an additional deep clean may be required. The virus is known to last for 72 hours. All areas are sanitised regularly & thoroughly throughout all and at the end of shifts.

3) What happens to the team who worked with the member who has tested positive.

They will be contacted by a Duty Manager. They only need to self-isolate if they can be described as a 'Contact' of the person who tested positive. What is meant by a 'Contact' is as follows:

- people who spend significant time in the same household as a person who has tested positive for COVID-19
- sexual partners
- a person who has had face-to-face contact (within one metre), with someone who has tested positive for COVID-19, including:
 - being coughed on
 - having a face-to-face conversation within one metre
 - having skin-to-skin physical contact, or
 - contact within one metre for one minute or longer without face-to-face contact
- a person who has been within 2 metres of someone who has tested positive for COVID-19 for a prolonged time - more than 15 minutes
- a person who has travelled in a small vehicle with someone who has tested positive for COVID-19 or in a large vehicle or plane near someone who has tested positive for COVID-19

4) What does a team member do if they are a 'Contact' or have been notified through Test & Trace that they need to self-isolate

They must notify their Duty Manager and self-isolate at home for 10 days from the date of the last contact with the positive tested individual or from when they were notified via Test & Trace. They could be fined if they do not stay at home and self-isolate, if contacted by NHS Test and Trace and instructed to do so.

They must stay at home for 10 days and follow the self-isolation guidance.

5) If a Team Member is a 'Contact', do the other people in their household need to self-isolate?

If the Team Member does not have symptoms of COVID-19, other people in the household do NOT need to self-isolate at home.

6) What happens if a Team Member develops symptoms after 10 days of isolation?

If after 10 days of self-isolation the Team Member then begin to develop symptoms of COVID-19, self-isolate again and arrange to have a test.

At this stage, if they live with other people, they will also need to self-isolate while awaiting the test results. If the result is positive, they must self-isolate for 10 days.

7) Someone in a Team Member's household has been informed they are a 'Contact' or been notified via test & trace but they have NO symptoms

The Team Member does NOT need to self-isolate

8) Someone in a Team Member's Household has been informed they are a 'Contact' or been notified via test & trace and they HAVE symptoms

The team member must self-isolate as per number 4 above.

9) A Team Member shares a home with someone who has symptoms of COVID-19

The team member must notify their managers and they will be asked to self-isolate until the results of a COVID test are available. If a positive result see number 4 above, if the result is negative the Team Member can return to work.

10) When does a Team Member need to have a Covid test?

You should only arrange for a test if you develop symptoms of COVID-19. The most important symptoms

are: a new continuous cough, a high temperature, a loss of, or change in, your normal sense of taste or smell (anosmia). There is no need to have a test if you have no symptoms.

11) Do Team Members need to tell Duty Managers if they are having a test or that a family member is having a test?

Yes, as they will need to amend the rota and be notified that the team member is self-isolating.

12) How will Team Members be paid during self-isolation or after a positive test result.

Team members who have a positive test result and those who are self-isolating will, as long as they are eligible for, receive Statutory Sick Pay. Or alternatively you can take this period as 'Holiday'.

Social Distancing at work

- 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
- We will not pre lay tables with cutlery or glassware

- Drinks, cutlery, and condiments will be served via waiters' tray
- 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

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.
- PPE is available to wear for receiving deliveries.

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



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.

- We will be displaying the official NHS QR code poster. Every guest aged 16 and over has to check in to our venue via scanning the QR code or provide their contact details to us. We will use our booking system to ensure that we can collect information from our guests who do not have a smartphone or do not want to use the NHS COVID-19 app. Unfortunately we will have to refuse entry to those who refuse to check in or provide contact details.
- 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.
- From the 12th April our venues with Outdoor seating will be open. Guests can be seated in groups of 6 or two households (this will be confirmed at the time of booking). These venues may allow customers to use toilets, baby changing rooms or breast feeding rooms located inside.
- Guests will be asked to wear face coverings except when they are seated at a table to eat or drink.
- Single use menus will be printed on recyclable paper or in some venues we will have wipe clean menus, which will be sanitised after every use. We will have dedicated recycle bins for the single use menus.
- 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 are increased to allow our teams to undertake a deep clean of all tables, chairs and floor areas before the next guests arrive.
- Please note our operating hours might be slightly different across 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.
- 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, it will all be table service.
- 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

Guest Communications

All our email communications will be updated to inform guests about our new measures and processes including Social Distancing requirements. A current version of this guide will remain on our website with regular 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 host has greeted you before sitting at a table.

- 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 ahead 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.