

EXPANDED HEALTH & SAFETY PROCEDURES
STAYING COVID-19 SECURE IN 2020
HADLEY'S FISH AND CHIPS, JULY 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19.

MAIN STEPS TO ENSURE WE ARE WORKING TOGETHER SAFELY

- We have carried out a COVID-19 risk assessment and the results will be shared with the people who work in our business
- We have additional cleaning, hand washing and hygiene procedures in place according to current government guidelines
- We have taken all reasonable steps to assist our team members that are able to work from home
- We have taken all reasonable steps to maintain a distance in the workplace, again in accordance with current government guidance.
- Where our staff and guests cannot be sufficiently apart, we have done everything practical to manage transmission risk

STAFF ATTIRE & PROCEDURES

- ALL team members have been contacted and assessed for Personal health concerns
- Familial health concerns which could impact team members returning for work have been addressed and have been eliminated
- Arriving for work all team members will be asked for COVID-19 symptoms and will be asked to immediately wash their hands before proceeding through our building
- Uniforms are washed at 60° and worn clean every day.
- All team members will wear PPE when required as set out by the government guidelines.

ENHANCED STANDARD OPERATING PROCEDURES

- The Shift Manager is to assess and control the movement of guests and teams during the day and will record the details of the teams and guests
- Menus have been placed on the walls or on screens at each table . A QR code will be offered to diners to look at the menu from their own devices through our website.
- We will be reducing the number of team members attending each table and have a strict area for each team members and their sections.
- Tables will be set using gloves
- Hand sanitisers and wipes are made available for both staff and guest use
- Disposable gloves will be used by team members for preparation and cleaning
- Face masks will be available for all team members but are not mandatory in accordance with the most recent government guidelines.
- Scheduled sanitising of all shared surfaces every 30 minutes.
- No physical contact such as handshakes, high fives, fist pumps, hugs etc will be permitted
- Guests will have access to hand sanitisers throughout their time with us

WELCOMING OUR GUESTS

- Upon entering our restaurant we will kindly ask our guests to;
Sanitise hands with provided hand sanitisers
To confirm that they are not experiencing any COVID symptoms
Guests will be reminded of social distancing guidelines on arrival

- People waiting will be requested to stand outside following safe social distancing guidelines.

LEAVING THE RESTAURANT

- We will be encouraging contactless payments at this time.
- A one way entry and exit system has been implemented

TAKEAWAY

- Our takeaway counter will have a screen barrier
- We have put social distancing markers on the floor to instruct our guests where to queue
- We are operating one customer at the counter at anytime

DELIVERIES TO OUR BUSINESSES

- We are fully briefed on all our suppliers processes and hygiene procedures and have approved these
- Deliveries will be dropped by suppliers to a specific area
- Deliveries are checked by a dedicated senior member of the team
- All third-party delivery boxes will be wiped and sanitised