



## COVID-19 STATEMENT, OCTOBER 2020

The safety and wellness of our staff and customers has always been a vital part of the way we run our restaurants. In light of the current pandemic, this has never been more important.

We have been working hard to implement a number of new processes and measures in order to ensure the safety of our teams and customers. We hope these measures don't impact your experience however we want to assure you that all decisions have been made following government guidelines and with only good intentions and the safety of our customers and teams in mind.

The most important aspects outlined in the Government's guidance are that any relevant risks associated with Covid-19 are mitigated. We plan to do this by observing social distancing measures, carrying out enhanced cleaning standards and staff hygiene training, implementation of specific risk assessments and considered management of our workforce. We will be asking all customers that visit our restaurants to check-in via the NHS Covid 19 App with the QR code provided for the for the purposes of Track & Trace. All data will be handled in accordance with GDPR to protect the privacy of our customers. For more information on how your data may be used for track and trace, please visit <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

Our team will also be carrying out customer temperature checks on arrival however these are not mandatory and any temperatures will not be recorded or kept on file.

As well as following the guidelines we have also been working with our specialist cleaning contractors and health and safety consultants to create a Covid-19 safe environment. This includes regular sanitisation of tables, surfaces and key hand contact areas such as door handles throughout the restaurant. We will provide single-use menus to avoid cross contamination and will also provide instructions on how to access our menus online for those customers who wish to do so. We want our customers to feel comfortable and with this in mind we will do everything we can to accommodate any additional requests that reflect our customers view on Covid-19 related risks.

When it comes to our teams, we are also taking several measures to look after their well-being such as providing masks to wear on shift. Sanitiser dispensers and stocked handwashing facilities are available in all staff areas to ensure high levels of personal hygiene. Everyone in our team will complete a Covid-19 health questionnaire and temperatures checks will be mandatory before the start of every shift. We will also be providing specific support to staff members who are more vulnerable.

We would of course like to welcome you all back, however if you are experiencing symptoms of Covid-19, please refrain from visiting our restaurants.

Thank you for your understanding and co-operation in what we hope will be short-term measures.