



**CUTLERY WORKS**

**COVID SECURE  
POLICY STATEMENT**

**MILESTONE GROUP**

First Issue July 2020

Updated September 2020

Updated October 2020

Updated April 2021

Last Updated July 2021

## Updates of 17th July:

Working safely guidance also sets out a range of mitigations employers are carrying out:

- encouraging staff and customers to clean their hands regularly and providing facilities for them to do so
- cleaning surfaces that people touch regularly
- identifying poorly-ventilated areas in the venue and taking steps to improve fresh air flow
- ensuring that staff and customers who are unwell do not attend the workplace or venue
- communicating to staff and customers the measures you have put in place
- reducing contact between people, particularly between customers and workers
- We are encouraging customers to use outside space where practical, and to consider the supply of fresh air to indoor spaces.
- Whilst it is no longer a legal requirement to display a QR code, Government advice states that businesses should encourage customers to check in using the NHS COVID-19 app. We also still provide an alternative method for collecting details for those that are not using the NHS COVID-19 app.
- The legal requirements to wear a face covering have been lifted in all settings from 19 July. Government advice states that wearing a face covering is advisable in settings where you come into contact with people you do not normally meet in crowded places.

### Overview:

We have stepped up additional precautionary measures across all of our businesses.

- As always our site maintains the highest possible level of hygiene and are as always, cleaned regularly and meticulously with sanitisers, now so more than ever. We have installed extra hand sanitiser so please make use of this.
- Our team has been fully briefed & trained with current government requirements and are undertaking extreme levels of health and safety procedures to ensure that guests and other staff members are safe.
- We have reduced the number of tables in our restaurant to maximise space around diners and have changed our standard service procedures around cutlery changes, drinks service and napkin folding to reduce contact.
- Our team will be standing at a further distance from our guests and minimising close contact where possible.
- Independent vendors will be responsible for completing site-specific risk assessments and submitting these to the building management prior to reopening the site on 17th May. These will be updated in line with government guidelines. *As of 17th May, all Cutlery Works vendors have completed their own site-specific risk assessments.*

Our full COVID SECURE health & safety manual that has full details on all our process and procedure can be viewed below.

Thank you for all your support, and if you have any further questions please do not hesitate to contact us.

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#### EXPANDED HEALTH & SAFETY PROCEDURES

STAYING COVID-19 SECURE IN 2020/2021

CUTLERY WORKS, JULY 2020/ APRIL 2021

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**

1. We have carried out a COVID-19 risk assessment and the results will be shared with the people who work across our businesses.
2. We have additional cleaning, handwashing and hygiene procedures in place according to current government guidelines. All staff and visitors are required to use hand sanitiser located at all door entry points, before entering the building. This procedure must be followed upon every re-entry.
3. We have taken all reasonable steps to assist our team members that are able to work from home. *In addition we have supported vulnerable members of staff to safely re-enter the workplace.*
4. We have taken all reasonable steps to stagger shift start & finish times. Staff are advised to follow HSE guidance in relation to travel to and from work. Where possible staff must try to avoid public transport. We will amend shift start & finish times to avoid peak travel times on public transport, where there is no other option for travel. Where staff share lifts or taxis to or from work, face coverings **MUST** be worn.
5. We have taken all reasonable steps to maintain a distance in the workplace, again in accordance with current government guidance. Staff must keep a distance of at least 1 metre from each other, at all times. Restaurant tables will be clearly marked on the floor at a safe distance to mitigate transmission risk.
6. Front of House staff must not enter the kitchen areas of independent vendors.
7. Where possible, all food and cutlery dispense will be managed by the individual vendor. Floor staff will be responsible for clearing tables (these members of staff will have additional hand-washing requirements).
8. A single member of staff on each floor will be responsible for drinks dispensed from the bar.
9. Where our staff and guests cannot be sufficiently apart, we have done everything practical to manage transmission risk: this includes placing all food and drinks at the near end of the table rather than leaning across or between guests wherever this is practicable.

10. *As of 24th September, all visitors to the Cutlery Works MUST wear a face covering. This specifically should be a face mask rather than a visor wherever possible. For those who are exempt, please just inform us at the door. (Our staff have also received extra training on recognising and supporting those with hidden disabilities or who might otherwise be exempt from wearing a face covering, including learning to recognise and offer support to those displaying a Sunflower Scheme-approved lanyard or badge).*
11. All Visitors to the restaurant will be required to fill out contact details in line with track & trace. In line with our privacy policy details will be stored securely and only shared with the relevant government authority and only if requested. *As of 17th May 2021, we request that all guests who are use the NHS COVID-19 App to comply with Track and Trace guidelines. Where this is unsupported by old mobile phone operating systems, they may instead use the COVID check-in manual sign in at the host stand. As of 24th September 2020, any person contacted by NHS Track and Trace MUST conform to any self-isolation period outlined therein. As of 28th September, any individual not do so after a POSITIVE COVID-19 test will face a fine of up to £10,000. We will not hesitate to contact the police about any member of the public who we believe has breached these guidelines.*

#### **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.
- **No team member should come to work if they are self isolating or if they have COVID-19 symptoms or if they feel unwell. They must remain at home and contact a member of the management team at the earliest possible opportunity.**
- Staff might get sick with the coronavirus infection. People who have symptoms MUST “self isolate” at home for 7 days from the start of symptoms to prevent them from passing the infection on, or until a negative test result for COVID-19 can be proven.
- Those who live with others and where one person has symptoms must self-isolate as a household for 14 days from the day when the first person in the house became ill. If anyone else in the household starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14- day isolation period.
- Arriving for work all team members will be temperature checked daily and asked to complete a short health questionnaire at sign in for COVID-19 symptoms. All staff will be asked to immediately wash their hands before proceeding through any of our buildings using handwash stations at the rear of the building.
- Uniforms & face masks are washed at 60° and worn clean every day.
- All team members will wear face masks when working with food & drinks and when serving guests. Team members are not required to wear masks on breaks. *All team members must now wear a face covering at all times within the building, unless seated at a table for their allotted break, as per the updated government guidelines of 24th September 2020.*
- Gloves & disposable aprons will be used as and when required for cleaning and normal cross contamination risks in line with food hygiene.
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## ENHANCED STANDARD OPERATING PROCEDURES

- A member of the management team will act as a host at all times when the building is open, to assess and control the movement of guests and teams during the day and will record the IN/OUT of the teams & guests and check each area.
- All managers and supervisors will be responsible for monitoring alcohol consumption and its consumption effect on social distancing measures. If we feel that our procedures may be compromised, we reserve the right to refuse the sale of alcohol to guests.
- Printed menus will no longer be offered to guests. All menus will be available to the customer via an app, through which they will also order and pay for items.
- We will be reducing the number of team members attending each table and have a strict area for each team member and their section.
- No cutlery or napkins will be provided on tables.
- After every interaction with a guest which results in contaminated contact (e.g. removing plates/glasses from a table), staff are required to wash/sanitise their hands.
- Hand sanitisers are made available for both staff and guest to use in all areas.
- Face masks will be available and mandatory for all team members.
- Scheduled sanitising of all shared surfaces every 60 minutes.
- The following equipment will be issued to staff members and are not for shared use:

Individual Sanitiser Sprays

The following items will be permitted for shared use, but must be fully sanitised by the user immediately following use:

Shared Fridge Door handles  
Bar equipment  
Tills  
Cleaning Materials  
Cleaning checklists - laminated and sanitised after each use.

- No physical contact such as handshakes, high fives, hugs etc will be permitted
- Guests will have access to hand sanitizers throughout their time with us

## WELCOMING OUR GUESTS

**Upon entering our restaurant we will kindly ask our guests to;**

1. Sanitise hands with provided hand sanitisers
2. *Remind all customers (unless exempt) to wear a face covering within the building at all times unless seated at a table, as per updated government guidelines of 24th September 2020.*
3. *Ensure that all adults, wherever possible, have completed NHS Track and Trace or iBe COVID check-in, as per the updated government guidelines of 24th September 2020. Where an adult does not have a smartphone, but is from the same household as another member of the party who has completed Track and Trace, we may allow entry to the venue. Refusal to admit entry, or to ask a guest to leave, if a customer does not follow any of the government or our COVID secure*

*guidelines is at the discretion of the management team, and where applicable, the security team.*

4. To confirm that they are not experiencing any COVID symptoms
5. We may on occasion take the liberty to check our guests' temperature. If we notice a high temperature it may result in the reservation being cancelled with our team to follow up the next day to reschedule.
6. We will verbally reiterate our social distancing procedures once our guests are seated, including use of toilets and hand sanitiser at re-entry points.

#### **DELIVERIES ACROSS ALL OUR BUSINESSES**

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

#### **General Housekeeping:**

In addition to our usual high cleaning standard we follow the below procedures:

- All cleaning staff will be required to wear a face mask and gloves at all times while cleaning the bathrooms. They will be changed in the event of cross contamination with each room at each point and hands are washed frequently.
- Carts, trolleys and equipment are sanitized at the start and end of each shift
- In accordance with our standard procedures all doors and windows are opened during cleaning to ensure adequate ventilation.
- Cleaning is done in a clockwise movement around the room to avoid retouching any surfaces.
- Disinfectant is sprayed on all surfaces, including items like laptops, door handles, light switches, toilet flush buttons, taps. Disinfectant sits for the recommended period to ensure it has time to kill any bacteria.
- All hard surfaces in the room are dusted and wiped with sanitiser.
- Remove Personal Protective Equipment before exit. Dispose/contain properly to avoid cross-contamination. Place it into a specific and identified waste bag. Tied tightly and set to one side in a separate bin provided to be stored for 72 hours before collection.
- Perform hand washing for at least 20 seconds.
- We will perform a weekly STERI-7 XTRA Fogging spray application, to provide extra disinfection of all areas. This application also provides a reactive barrier to all surfaces to help prevent contamination. This is scheduled for Mondays before we open.

#### **Tills**

Till screens will be accessed by a single member of staff throughout their shift, during which time they will be sanitised regularly.

Drinks checks will be accepted & produced by a member of the bar staff and distributed by a dedicated member of staff. Both staff will follow regular handwashing procedures to reduce the risk of cross-contamination.

### **Restaurant Operational Changes**

- Queueing systems have been created and marked with tape and spray paint, to stagger entrance to the building.
- Where pinch points are an issue, management will control the flow of customers over radio.
- A maximum of 59 tables may be seated at any one time.
- A designated interval of 15 minutes in between table use has been implemented to allow for appropriate sanitisation.
- A one way system has been implemented. Team members will guide guests to maintain social distancing.
- Bathroom access is restricted to 2 people at a time.
- Tables are allocated for strict times.
- *As per the updated government guidelines of 24th September 2020, these tables must not exceed 6 people, and no bookings will be taken that exceed this number. Since reopening on 4th July, we have found that when two separate groups of customers (for example from two separate households or bubbles) have requested to be sat at nearby tables, they routinely fail to follow social distancing guidelines. For this reason, we will not take bookings of more than 6 across multiple tables. We appreciate customer cooperation on this.*
- *As of 17th May 2021, the operational hours of the Cutlery Works are from 11-10pm, Thursday to Sunday. All guests will be asked to leave the building by 11pm. No alcoholic drinks may be bought on site after 10pm, including by staff or the independent vendors.*

