

COVID-19

Safe Operating Procedures

We have produced this document to provide clarity for our teams, and to be accessible for our guests, on the Safe Operating Procedures that are either existing or being brought in to place in relation to Covid-19.

We hope that this document will help ease any concerns regarding the safety of returning to our restaurants.

GOVERNMENT GUIDANCE

On the 23rd June 2020 the government released guidance for;

Keeping workers and customers safe during covid-19 in restaurants, pubs, bars and takeaway services.

We have reviewed this, and its updates, and believe that the operating procedures being implemented within this document act as risk mitigation in circumstances where maintaining social distancing or 2m is not viable, but 1m is.



Site Hygiene

All surfaces in the restaurant and kitchen areas will be thoroughly cleaned every 60 minutes.

This is in addition to existing strict cleaning measures already applied to Paragon kitchen areas.

Using dedicated software we can ensure that 'tasks' are prompted for completion at correct times throughout the day, whilst also keeping a record of completed tasks.

Surfaces must be cleaned following our Food Hygiene Policy guidelines, which stipulates:

Our disinfectant/sanitiser, used to control cross-contamination, meets the requirements of one of the following published standards at the recommended use, dilution and contact time; **BS EN 1276; or BS EN 13697**

These standards assure that the disinfectant (or sanitiser) is capable of reducing a range of harmful bacteria, including coronavirus.

Chemical disinfection will always be carried out as a two-stage process

Stage 1: general cleaning using a detergent.

This involves the physical removal of visible dirt and food particles from surfaces and equipment, followed by a thorough rinse to ensure the removal of all residues from the surface before moving to stage 2.

Stage 2: disinfection.

This involves the use of a disinfectant following the manufacturer's instructions for its dilution rate and contact time. Disinfectants will not be effective if used on dirty surfaces, or if applied at the incorrect dilution or for the insufficient contact time or the incorrect temperature.

Chemicals will be purchased from reputable suppliers

Team members are trained to ensure Chemicals must always be used in accordance with the manufacturer's instructions regarding dilution, contact times and rinsing.

Team members involved in cleaning procedures will be supervised, instructed and/or trained as required.

In line with our existing working practices, all team members work to 'clean as you go' standards to ensure that work areas, utensils and equipment are kept to the required levels of hygiene during the working day.

Our Externally operated, daily site cleaning programmes will be placing extra focus on ensuring there is dedicated disinfecting measures on all key contact points and high traffic areas before opening to the public.

Doors will be wedged open where possible to reduce touchpoints (Excluding Fire Doors).

Toilet checks and cleaning will be increased to every 30 minutes (with a record kept on-site). 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 handwashing guidance after cleaning surfaces.



Team Safety & Hygiene

Hand washing must take place every 30 minutes on the hour and half past the hour observing social distancing measures throughout the process where possible.

Team members must wash their hands for a minimum of 20 seconds with soap and water.

Team members must wash their hands for a minimum of 20 seconds with soap and water immediately after coughing or sneezing.

Sanitiser stations will be available for all team members at their stations throughout the restaurant, bar and kitchen.

Our hand sanitiser is a 70% alcohol-based hand disinfectant which passes EN14476 and is effective against coronavirus (COVID-19)

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.

Certain jewellery restrictions remain in place in line with our staff handbook.

Temperature checks using non-contact thermometers will be carried out before the start of each shift. **Records of these will be kept.**

Any team members who record a temperature above 37.5 degrees will be asked to return home and follow self-isolation government guidelines for those who experience symptoms of COVID-19.

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.

Our teams will work within rota-partnering shift patterns, so that should a team member demonstrate symptoms we can immediately look towards the safety of those that they have worked with and readjust our rotas to ensure that our guest's experience remains unaffected.

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 with government guidelines found here: [gov.uk/government/publications/covid-19-stay-at-home-guidance](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance)

Start and finish times will be staggered where possible to avoid times of congestion.

Team members must strive to achieve social distancing measures when arriving to and leaving work.

Key areas of congregation including break areas, staff rooms and locker rooms are clearly signed with hygiene procedures and carefully maintained. Social distancing measures will be followed where possible.

Breaks will be encouraged to be taken outside when the weather permits in safe ventilated locations, observing social distancing measures.

Cellars, storerooms, walk-in fridges and dry stores are limited to one person access at a time with clear signage to indicate this policy

Till points will be allocated to a maximum of 2 team members to prevent crowding of waiter stations. Sanitiser stations will be located close to the tills. Use of waiter stations must comply with social distancing measures where possible.



Team members will work side to side or back to back (rather than facing opposite) where possible.

Minimal contact is in place at 'handover' points with other staff, such as when presenting food to serving staff.

Throughout our back of house areas government signage will be in place for 'checking for symptoms' and 'increased handwashing' and proper handwashing techniques.

Team member 'Clocking in' tablet to be sanitized after use, wipes have been provided.



Face Coverings

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 for us to manage risk in the workplace and the government would therefore not expect to see us relying on face coverings as risk management.

However, there is also growing evidence that wearing a face covering in an enclosed space helps protect individuals and those around them from COVID-19.

By law, staff and customers of venues that provide food and drink are required to wear a face covering, unless they have an exemption.

We will remind customers and team members to wear a face covering where required.

Gloves and face coverings will be provided for the team, although we will highlight that the use of gloves is no more effective than the regular handwashing procedures that we have introduced.

Face coverings will be required for all customer facing team members and team members working in spaces where social distancing may not always be possible.

If a team member is not asked to wear a face covering but chooses to wear one, we will supply them.

We will provide two types of face coverings for the team, a single use mask and a visor. Our team member may choose whichever they feel most comfortable wearing.

We ask that you please respect their personal decisions in this difficult time.

Any team member who is asked or chooses to wear a face covering will be 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.
- ❖ Continue to wash your hands regularly.
- ❖ Our face coverings are single use and will be disposed of carefully after use in our usual waste.



Uniform

Team members who use public transport to get to work, must change into their uniform at work.

Washing uniform is currently completed by team members. This is under instruction to wash and store the uniform separately to other items of clothing.

Uniform will be washed at a temperature above 60 degrees.

Managers will check that employee's uniform is clean before starting their shift.



Operational Changes

We will offer table service only.

Our pacing limits are in place so that customers are booked in throughout day/hour parts, within 15 minute slots, this helps ensure no peaks of traffic of guests entering and leaving the restaurants at the same time.

Our sites will operate a cashless policy to avoid unnecessary contact.

Delivery drivers are requested to place the delivery in a 'holding area' unique to each site. This will NOT be within the kitchen.

All deliveries for the kitchen will be washed, sanitised or decanted before being placed in storage. This includes the packaging of items that may come in tins, bags or boxes. Alternatively, an item may be safely decanted into a clean container before storage.

Maintenance schedules for essential services and contractor visits are being revised to reduce interaction and overlap between people, for example, carrying out services outside of our opening hours, if possible.

Maintenance contractors will not be required to get a manager to sign them in on their app upon arrival. Instead, the manager will log this via the back office PC. The manager will also sign off the job on the back office pc.

Dedicated collection bins are in place for all kitchen laundry, these must be filled with care using provided protective gloves and face coverings.

Laundry must not be shaken to avoid dispersal of particles. Laundry bins must be cleaned out with disinfectant after each collection.



Customer Safety

Guests are reminded that the current government guidelines for social distancing should be adhered to when visiting our restaurants.

Gatherings are currently limited to 6 guests per table, indoors or outdoors.

Due the government stating that *"It remains the case that you should socially distance from anyone not in your household or bubble."* we are unable to guarantee that bookings from two households will be able to sit together in a manner that keeps them socially distant. Therefore, we request that reservations are made for single households only (including support bubbles)

Table turn times have been increased by at least 15 minutes for every party size to ensure guests can be seated on arrival with no holding areas in use. This will also allow tables to be deep cleaned after each sitting.



Customer Safety

We will remind customers that they are expected to wear a face covering before entering any of our restaurants and must keep it on until you are sat at your table. Guests face coverings should be placed back on to visit restrooms and to leave the premises, unless there is a reasonable excuse for removing it.

Social Distancing notices will be allocated in key areas to ensure guests observe safe measures where possible.

We have created areas to queue outside our guest toilets and request that when the toilets are occupied guests use the designated areas until they become available.

Where possible "Main " toilet doors will be left open for additional ventilation.

Bar areas will remain closed and act as dispense only as a temporary measure.

Sanitiser stations will be located, for guest use, at all entrances, exits and restroom entries.

Recyclable, environmentally conscious single use menus will be in use for the time being.

Our policy of table service only will ensure that we can maintain a capacity that ensures customers can safely socially distance.

In the event of adverse weather conditions, we must be clear to our guests that customers cannot seek shelter indoors unless social distancing can be maintained.

There will be dedicated waiting area in site for guests arriving to collect takeaway food 'Parogon Pick Up' . this will be of an appropriate size for the number of arrivals due.

We will assist in Track and Trace by taking the details of one person from every table/party. This will happen either when a reservation is taken, via a team member requesting details to store on EPOS or via a dedicated online portal.

We will provide the QR code at our host station to government backed test & trace system for guests to check in.

Guests with a "Reservation" will be able to dine at this time, the exception to this rule is if the Host or Manager on Duty decides we can accommodate a walk-in table.

In such cases Full DETAILS of that Guest is taken for track and trace and added to the reservation system.

This is at discretion of the Host or Manager and only where it is safe to do so.

If a walk-in is taken they will not be able to wait in the venue (unless safe to do so by observing social distancing) but will be called to return when there table is ready

Tables may be reserved for drinks only, specific tables in our venues have been set aside to be available to book via a phone call to the venue.

Guest asked not to turn up early for their booking but to turn up promptly for their booking



Review Process

Team members will be trained in the new Safe Operating Practices before commencing work.

Covid-19 Online training module to be completed by team

Guest Safety Measures will be released on our webpage and social media platforms so they know what to expect on their return

Signage will be in place in BOH areas to remind the team members of any new measures within their '10 stages of service' or working practices that will be required to undertake. This will include direction on placing drinks, meals, cutlery & condiments on the table with a guests comfort and safety in mind.

A Daily checklist is in place that reviews whether the practices in this document are being followed.

This document and the risk assessments used in conjunction with it will be reviewed at least every two weeks after opening to the public. This will allow us to react to government advice and guest feedback.

COVID-19

TEST & TRACE GUIDANCE

We have produced this document to provide clarity for our teams, on our operating procedures should a member of our team develop coronavirus, its symptoms or if one of our guests reports that they came to our premises whilst suffering from Covid-19.



TEAM MEMBERS

An individual should not come to the workplace if they:

- have coronavirus (COVID-19) symptoms
- are told to self-isolate by a government test and trace service, because they've been in close contact with someone who's testing positive
- need to self-isolate because someone in their household has symptoms
- need to self-isolate because they've returned to the UK after a holiday or business travel

If they're already at work, they should:

- tell their employer immediately and go home
- avoid touching anything, and wash their hands regularly
- cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow
- use a separate bathroom from others, if possible
- avoid using public transport to travel home, if possible

IF WE SEND A TEAM MEMBER HOME WITH SYMPTOMS

Due to our current operating procedures, and the cleaning schedules within it, we will abide the current government advice that it is not necessary to close our venue in such circumstances.

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19#prevention-and-management-of-outbreaks-the-role-of-employers>

If a member of staff has worked with another team member who has developed symptoms of COVID-19, they do not need to go home unless they develop symptoms themselves.

They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.

We will immediately sanitise all surfaces that the team member has come into contact with, or the vicinity of, since they were last sanitised within our new stringent cleaning methods.



GUESTS

We are asking our guests not to attend our restaurants should they have coronavirus (COVID-19) symptoms

If a guest(s) develops symptoms at one of our restaurants we will ask that, if possible, they immediately leave the premises

Due to our current operating procedures, and the cleaning schedules within it, we will abide the current government advice that it is not necessary to close our venue in such circumstances.

We will immediately sanitise all surfaces that our guest(s) has come into contact with, or the vicinity of, since they were last sanitised within our new stringent cleaning methods.

CONTACT TRACING IS AN IMPORTANT STEP IN STOPPING THE SPREAD OF COVID-19.

When a team member develops symptoms of COVID-19, they should order themselves a test, at which point they will be encouraged to alert people they have been in close contact with in the 48 hours before symptom onset.

If any of those close contacts are fellow team members, the person who has developed symptoms may wish to (but is not obliged to) ask Paragon to alert those co-workers.

At this stage, those close contacts should not self-isolate, but they:

- must avoid individuals who are at high-risk of contracting COVID-19, for example, because they have pre-existing medical conditions, such as respiratory issues
- must take extra care in practising social distancing and good hygiene and in watching out for symptoms
- will be better prepared if the person who has symptoms has a positive test result and if they (the contact) receive a notification from the NHS test and trace service explaining they need to self-isolate

If the person who has symptoms has a positive test result for COVID-19,

The NHS test and trace service will follow up with people who need to self-isolate because they have had close recent contact with someone, who has tested positive for coronavirus. It will do this through:

- dedicated contact tracing staff
- local public health experts
- online services
- the new NHS COVID-19 app, which will be rolled out nationally after the trial period in the Isle of Wight

They will receive a formal notification (either a phone call, letter, email or text message) setting out how long they need to self-isolate for.

Team members can use this notification to inform us that they have been told to self-isolate. We will need this evidence if we are going to process Statutory Sick Pay.



PUBLIC HEALTH EXPERTS

If someone who has tested positive has recently visited or attended a food business, the contact tracing process will be escalated to the local Public Health England (PHE) health protection team, who will liaise as necessary with the manager of that facility.

We will ensure that we are readily available to local authorities,

We will encourage local authorities to contact the General Manager of the appropriate restaurant. Our General Manager will immediately escalate this to our Business Leaders.

If appropriate the contact tracing process will be escalated to local public health experts, who will liaise as necessary with us and advise on appropriate actions. Therefore we **will not take the decision to close the business or send any staff home unless we are advised to do so .**

If we become aware of more than one case of COVID-19 associated within our workplace, we will contact our local PHE health protection team to report the suspected outbreak and seek advice on appropriate actions.

We will keep monitoring the government response to COVID-19 for further updates.