



## UPDATE ON COVID-19.

Welcome back everyone!

We are thrilled to be doing what we love again. You have been missed

We would like to assure you that we are taking the Coronavirus pandemic very seriously and that we are committed to maintaining the safest possible environment for customers and staff. We are confident that the measures we have put in place will significantly reduce the risk of transmission of coronavirus. We have conducted a thorough Risk Assessment, identified risks, and made many changes. We will continue to review the situation as it evolves.

Here's what you can expect when you visit us next:

### On arrival

- There are instructions to come in if nobody is waiting inside (wait with the party you are dining with) If someone is waiting inside, wait in a marked box outside the front door, or outside some of our neighbouring shops if the box is occupied. We will seat you at your table when it is safe to do so. There is a doorbell to ring if you feel you have been forgotten.
- We have changed our booking system to stagger arrival times to avoid overcrowding, so please try to keep to allocated times.
- There is hand sanitiser fixed to the wall to your left by the front entrance for you to use.
- If you are a customer without a booking, and we have a table free, we will be happy to seat you. We will need to take some contact details from you to assist with the government contact tracing scheme.

### Once inside

- There are floor markings spaced 1 metre apart to help you maintain a safe social distance. Bar stools have been removed for the time being to create a clear walkway for customers to use. Please help us by waiting until your path is completely clear before passing through.
- We have removed some tables to reduce capacity and create more space for social distancing. This amounts to 30 – 40% of our seating.
- Where tables are closer, we have installed plastic screens to create barriers between diners.
- We have excellent ventilation systems both front of house and in the kitchen, which constantly circulate the air present in the restaurant. These have been checked, approved, and will be kept in good working order.
- We have replaced all our menus with disposable menus. Drinks will be displayed on specials boards. Our menu is also available on our website.
- We have replaced our tablecloths with disposable ones.
- Your table will not be laid ahead of time. Instead, cutlery will be provided after you order food.
- We have removed all our sauce bottles. We have sauces in sachets instead. Your waiter will ask about these when you place your order.
- Welly boots, kids' books and toys won't be available; but don't worry kids, we'll give you some crayons you can keep!
- No sharing newspapers for the time being.

- Card payments only. Contactless is preferable and we are happy for you to tap multiple times.
- You will find a summary of these changes on your table to refresh your memory and guide you during your visit.

### Toilets

- The last cubicle is for staff only.
- The remaining two have their own sink and hand dryer to use.
- A maximum of one person will be permitted to wait inside for a cubicle. There are clear instructions to guide you in maintaining a safe social distance whilst using the toilet facilities.

### What we're doing

- Staff will be subject to mandatory temperature checks on arrival at work and sent straight home if necessary.
- Staff displaying any other symptoms of Covid-19 will be sent home immediately and asked to isolate for the appropriate length of time.
- We have introduced mandatory hygiene practices for staff upon arrival at work.
- We have a clear protocol for staff to follow should they become ill at work. They will be sent home immediately in these circumstances and asked to isolate for the appropriate amount of time.
- We have displayed, and will continuously update, a list of the most recent symptoms of Covid-19 to keep all staff informed. Staff have also been trained on methods of transmission of the virus and ways to prevent it. We know that the best way to reduce transmission of Coronavirus is to stay well informed, so this training will be ongoing as the situation changes.
- Staff have been trained in new ways of working to help aid social distancing in less spacious areas. We have encouraged the use of back to back and side to side working and have introduced systems of movement within working areas which avoid unnecessary close contact.
- We have an additional due diligence cleaning schedule which will run alongside our normal cleaning schedule. This will be displayed in the toilets and actioned at regular intervals throughout the day.
- We have clear system to sanitise tables both before and after they are used.
- Face masks and visors have been provided for all staff and delivery people.
- All staff have received updated training on personal hygiene standards.
- We have communicated with all staff on management of mental health during this time and encouraged a healthy perspective on Covid-19 to reduce stigma.
- We have staggered shift times for staff to aid with social distancing.
- Deliveries have been restructured to avoid overcrowding.

We hope that you will feel satisfied with our efforts to reduce the risk of transmission of Coronavirus in Banner's. We appreciate this is an unparalleled situation, and that we are all adjusting to it as best as we can. If, after your visit, you feel we could do more, we wholeheartedly welcome your feedback. We will listen to you and adapt wherever we possibly can.

We can't wait to see you again and hope you have a lovely time with us!

See you soon

Love from all of us at Banner's. x