

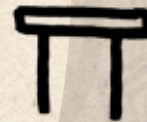
# COVID19 <sup>V1.0</sup>

26.6.2020

## BEST PRACTICE ⊕ GUIDELINES



Z I M



THE WONKY TABLE

# INTRODUCTION

The Covid (19) Pandemic is an unprecedented crisis and will have an ongoing impact on the Hospitality Industry unlike anything we have ever seen.

It will be up to Restaurant Operators to ensure that they do everything in their power to ensure that they are trading as carefully and responsibly as they are able, guests will almost certainly gravitate towards businesses whom they feel safest dining with on re-opening.

The following Guide will outline Zim Braai's protocol in dealing with Health & Safety, Food Safety, Social Distancing, Staff Welfare, Guest Welfare and New Operational Procedures Post Covid (19). The Guide will be made publicly available for download and will also have a Zim Braai; Covid (19) Staff Training Counterpart.

**NB:** This is a working document. As we enter Phase 2 of the Governments Covid (19) Plans there are likely to be regular additions to information and new legislation outlined for Hospitality Businesses to follow. All references in the Guide regards Government Legislation will be re-written with any new updates and re-released.

VI.0 26/06/2020

Expected Opening Date no earlier than 4th July 2020

**BEST PRACTICE** ③

**SOCIAL DISTANCING MEASURES** ④

**RESTAURANT OPERATIONS AND STEPS OF SERVICE** ⑥

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# BEST PRACTICE+

## STAFF H&S & HEALTH MONITORING

Staff required to have PPE on their person whilst on shift and can wear a mask on request.

Absence and sickness reporting to continue with the "off work" protocol in line with gov guidelines

All absence and sickness health with by site's most senior manager, return to work docs essential for track and trace.

All staff data to be checked & updated

Holiday & leave requests to be detailed with travel plans for sign off

Limited levels of staff on shift; rota management

Dispense bar only and Servers to look after their own tables

## SOCIAL DISTANCING

Separation screens

Table distancing (1.5/2m, arms length tbc)

Reduced capacity (50% or as per table distancing allowance)

Booking times; in and out times with intervals for entrance & exit to avoid bottle necks

Pre-Orders can be taken where necessary

Signs and guidance for flow to seating. (Vinyl arrows and instructions)

Guest numbers  
**6 PEOPLE MAX** per table

## RESTAURANT OPERATIONS & STEPS OF SERVICE

Pre orders for table numbers/ booking names inc drinks

Online reservation systems to record track and trace info

Restaurant roles re-defined to make way for minimal contact service procedures

Opening times to encourage service spreads throughout the week and the avoidance of the weekend climax

Cashless service model; payment via pre-orders where possible

Pre orders to allow reduction in FOH & BOH operations

Booking slots amended to ensure no cross over of guests on entry & exit.

Temperatures taken on entry, health declaration forms completed

## FSA, HEALTH & SAFETY & CLEANING PROTOCOL

Hand sanitiser stations available for all staff and customers

Updated HACCP/health & safety protocol

Staff training on additional covid19 methods

Incident reporting; track & trace on all customers via booking tool and the CAPP (Capacity Management System) (Guests to scan QR Code on arrival)

Disposable menus in place in all sites

Covid (19) methodology for all suppliers

Update all RA to include covid (19) measures

Deep cleaning using a 2 step cleaning process must be completed daily

## SOCIAL & PR

Weekday promo

Guest safety

"Covid Careful" pr

Newsletters & subscriptions

Covid safe posters & internal marketing

# SOCIALDISTANCINGMEASURES

One of the major differences that a Restaurant Premises will experience, is the design and layout of its dining space in order to facilitate Social Distancing procedures (For Guests and Visitors) as laid out by the Government for Phased Re-opening. In the hope that these measures will be eased over time, making temporary or reversible amends to the site seem sensible at this stage. The other priority for operators to consider is how to make the space both compliant as well as appealing to guests wanting to relive their favourite restaurant experience.

Updates of Res Diary - Cover Capacity, Booking Time Slots, duration periods and service breaks will need to be amended via the Res Diary online Portal. This will have to reflect the dining area once the tables have been organised to reflect safe Social Distance Guidelines.

- Tables must have a max capacity of 6 covers  
(This may go up on sign off of the Operations Director/MD only)
- Tables must be 2m/1.5m apart from one another (Social Distance Screens may be used to assist in protecting the customer or to make the distance lesser as guests will be completed separated by a branded Perspex screen; Please see Appendix 1)
- The Entrance and Exit pathways must be emphasised and should remain a safe distance from tables (Signage should be used to highlight which Exits Guests should use- particularly where different exits will be used for entry and exit)
- 2 Sittings which are clearly mapped ( 5.30pm-7.30pm) & (8pm-10pm) these sittings must also incorporate staggered in and out times so 15 minute intervals should be adhered too to avoid all guests within a sitting arriving and leaving at the same time. (Please see the example right)

## Sitting (1)

5pm- 7pm (8 Cover limit)

5.15pm- 7.15pm (8 Cover Limit)

5.30pm-7.30pm (8 Cover limit)

5.45pm- 7.45pm (8 Cover limit)

## SERVICE BREAK 7.45-8.15pm

(This will allow there to be a break prior to the second sitting to ensure that the guests have all left and all tables have been cleared, cleaned & sanitised prior to the arrival of the second sitting.

## Sitting (2)

8.15pm (8 Cover Limit)

8.30pm (8 Cover Limit)

8.45pm (8 Cover Limit)

9pm (8 Cover Limit)

## On arrival

Guests should be able to follow concise instructions on where to wait in order to be seated. Only one table will be able to be seated at a time. This will ensure that there are only ever 4 Guests from the same party to be waiting to be seated and the other 4 Guests from the time slot will be asked to wait outside until the previous group are seated. This will all be demonstrative with the use of vinyl signage.



## Other Aspects to Consider:

- Toilets will be checked every 30 minutes to ensure that they are clean, sanitised and that all soap dispensers and hand sanitiser stations are full
- Delivery Driver Collection Points & Waiting Location
- Restaurant Deliveries (All placed in the Storage Units to the rear of the premises & Delivery Notes Echo Signed For) If a Delivery Driver has to enter the premises they will be required to complete the Track and Trace section of the Kitchen or Management Compliance Diary
- Weather Conditions and Guest Waiting Areas
- Table Numbers visible for Guests for easy navigation
- Smoking Areas & Vigilance on Guest numbers for use. This will be best placed at the rear of the property in order that Social Distancing measures can be adhered to and the entrance is not obstructed for guests entering the building

## On Exit

From the premises Guests will be informed that they are safe to do so following payment/the end of their meal by the Duty Manager to ensure that there the exit is not obstructed. (Payment procedures will be dealt with in the Operational Procedure Section).

Appendix (1) Zim Braai SD Screen:



# RESTAURANT OPERATIONS AND STEPS OF SERVICE

Operators must consider the impact of Covid (19) on the Operation and Steps of service to ensure that guests feel as safe as possible on visiting and that steps are taken to maintain an accurate Track and Trace system. The service structure should be updated so that communication remains fluid whilst adhering to minimal contact guidelines.

## Booking & Ordering:

On booking, each guests will be required to give their Full Name, Email Address and Contact number in order that adequate Track and Trace data is captured by the restaurant. This data will be stored according to GDPR Rules and regulations in Res Diary and accessible only by the Restaurant Management and SMT. Customers will also be asked to Scan the CAPP QR Code so that their data is within the capacity management system.

- A Pre-Order may be placed at the customers request in order to minimise contact with the table from the server during the booking. (On request)
- Servers will be given specific sections and tables to look after to limit contact with other members of the team
- Table Water will only be available on request
- No Salt and Pepper shakers will be placed on tables
- Tables allocations must be adhered to and guests cannot request to move tables and sections
- Disposable menus will be provided for all diners and discarded immediately after use

## Payments:

All Zim Braai Premises will now operate as Cashless Businesses. Payments required to be made on site will be via the Card Payment Terminals only. This will alleviate the risk of contamination during service as well as during the Cash up procedures at the end of a shift.

These guidelines will be presented to Guests in their Email Booking Confirmation generated automatically via Res Diary.

## Guest Health Declaration:

Infra red Thermometers will be available on site and may be used where needed. It is not compulsory for guests to use, but they are there as a precautionary measure for Guests and Staff should someone feel unwell. This should always be dealt with by the Duty Manager and any incidents recorded in the Compliance Centre portal as well as being notified to the Operations Director.

**NB:** Covid (19) Risk Assessments on the Compliance Centre Portal will be updated to include protocol on Guests who may be unhappy with entry refusal.

## Staffing Levels and Rota Requirements:

In order to ensure that the Staff Social Distancing Measures are followed, it is imperative for a Business to re-model their Rota Requirements.

With the use of Pre-Orders and limited capacity bookings, this will reduce the need for as many FOH team members to be on site at one time.

Bar Operations will be dispense only and floor staff will predominantly act as food runners with minimal interaction with guests. Shifts will require at least an hour for the Duty Manager to organise the service requirements to ensure smooth running.

The movement of guests and staff to ensure that Social Distancing Measures are adhered to may require "Staff Only Areas" to be indicated within the Service Area.

**NB:** Staff PPE requirements and Uniform will be looked at in the Staff H&S and Well-Being Section

Non-Contact Forehead Gun, Forehead Thermometer, Infrared Thermometer



## FSA, HEALTH & SAFETY AND CLEANING PROTOCOL

It is vital that all operators update their Compliance Documentation, Training, Risk Assessments, HACCP, Opening and Closing Checks for both FOH and BOH and also that the Staff receive full Covid (19) Training prior to the restaurants re-opening.

The Compliance Diaries for Both Management and Kitchen will be updated to ensure that Covid (19) measures are adhered to for FOH and BOH teams Daily, Weekly & Monthly alongside the existing FSA and Health and Safety protocol. (Staff PPE Requirements will be dealt with in the Staff H&S and Well-Being Section).

Cleaning Schedules will be updated to ensure that the whole premises is subject to a deep clean at the end of every shift. This will include disinfection of all surfaces and frequent contact areas within a site should be identified and highlighted to teams. E.g.. Door Handles, Card Terminals, Chairs and Tables. A sweep of the premises will also be completed in the Service Break and Staff will be required to wear relevant PPE for the duration of shift.

All Cutlery and Crockery will be subject to a 2 Step Cleaning process and the use of a commercial dishwasher is compulsory.

### Food Supply & Kitchen Operations:

Prior to re-opening all menus will have to be developed in order that Supply Chain is as concise as possible.

The prep cycles should be operable with minimal staff in the kitchen and completed on a cyclical shift basis to ensure that chefs can work whilst adhering to Social distancing measures.

Each working area within the kitchen should be clearly identified and cookline layout adjusted wherever possible to give the kitchen staff plenty of space to work safely.

Any Food Supply which is not coming from a local source should be changed and a new supplier or menu item should be considered.

Any incidents where guests are refused entry or fall ill during their visit must be entered into an online Compliance Helpline Case immediately, this will need to include all relevant Track and Trace data from the Booking. All incidents concerning Covid (19) must be reported to the Operations Director immediately.

Menus will be disposable and each guest who has not pre-ordered will be given a fresh menu. They are to be discarded immediately following the departure of the table.

Areas of the restaurant deemed to be “high risk” will need to be identified and rigorous measures to pay particular attention to these areas will be required. E.g. Toilets; Bins containing hand dry towels will need to be emptied straight into the external waste facilities hourly. All staff members will be required to wear relevant PPE when doing so. Wear appropriate hand dryers may be a more suitable option to reduce risk.

Laundry facilities may also present a risk, the storage of used cloths must be outside of the premises in a storage container, this is to be collected twice weekly by a reputable Laundry Service.




The Kitchen will be accessible by Staff Only at all times and all Staff must be wearing relevant PPE to enter at all times. Only Staff on shift should be present in the kitchen and on the premises.

All Staff will receive COSHH refresher training in order that clear guidance is given on the use of disinfectants and sanitisers on the premises, along with the use of any new products such as Hand Sanitising Stations.

Hand Sanitiser Stations must be available for Guests and Staff at all times, most prevalent on entry and exit of the premises and near toilet facilities.

Where the Entrance and Exits to the premises may have changed to reflect Social Distancing Measures, a review of the Fire Safety Management System should be implemented and Fire Marshal & Evacuation Procedure Training updated.

 CleanedUp

## CleanedUp Hand Sanitising Stations

CleanedUp is a project to provide the necessary hand sanitising services to members of the public during this time of Crisis. We have designed a free standing hand sanitiser dispenser which holds large volumes of sanitiser. With the aim for these to be installed in locations where people are most at risk of spreading the virus, such as: Supermarkets, Train Stations, Hospitals, Pharmacies etc.

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### Contractors and Suppliers:

All Suppliers will be required to produce their Covid (19) Safety documentation and relevant Track and Trace Data should be available for any Delivery Person or Contractor on site.

Contractors and Engineers will be required to wear relevant PPE whilst on site.

The Management Compliance and Kitchen Compliance diaries have been updated to include a section for Track and Trace information to be recorded for visitors outside the team on shift.

REQUEST STATION



## STAFF HEALTH & SAFETY AND WELL-BEING

One of the most important aspects to consider when re-opening is the safety of the team and ensuring that they feel comfortable with the practises which have been put into place by the business and the training which they have received pertaining to Covid (19) Measures. It would be a good idea to create a platform/ direct dial/email for Staff to be able to raise any concerns that they may have about the return to work and their safety prior to re-launch. All concerns should be addressed with teams prior to the restaurant opening and communication must be regular & fluid from the senior management team through the whole staff.

The team must feel as though they are as protected as possible whilst on shift, in their interaction with guests and that they are supported by the business.

All Staff information should be updated prior to re-open should there be any incidents requiring Track and Trace data for team members.

Whilst on shift, all staff will be provided with Zim Braai Uniform, Face masks are to be kept on their person at all times and can be worn on request and gloves for certain tasks. Spare clean uniform will be kept on site for those who require, but failure to wear the appropriate uniform may result in the staff member being asked to go home.

An apron should be worn at all times so that Staff can keep their own Hand Sanitiser on their person along with their own pens and order facilities.



Staffing levels will be managed to ensure that staff are able to maintain an appropriate distance from one another whilst working and will be given specific Areas of the restaurant that they are responsible for to avoid cross over whilst on shift.

Prep prior to shift will be vital in order that these levels can be maintained and shift patterns will need to be amended in order to reflect this. The Head Chef and the Manager will need to ensure that their preparation tasks are aligned and that they have a fluid communication line open at all times between them.

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### Sickness Reporting:

Any member of Staff who shows symptoms of Covid (19) must update their senior manager immediately and this should in return be reported to the Operations Director.

Where they are able/or as soon as they are able they must complete the Staff Sickness Track and Trace information request in order that we can put suitable controls in place.

This member of Staff will then be required to isolate as per the Government Guidelines. There are no exceptions to this rule and these staff members will remain off work and away from site until it is safe to return at which point a Return to Work form must be completed.

### Holiday and Leave:

Any holiday and leave requests in the first quarter following re-opening must be signed off by Senior Management.

Where the team member intends to stay away from their normal place of residence during their leave, track and trace information should be able to be given where required.

The Holiday/Leave Protocol will be reviewed following the first 3 months of trade.

### Communication:

All Staff must feel as though they are able to communicate feelings and opinions regards their return to work at any point with Senior Management. It is vital for the physical and mental well-being of the staff that they feel safe. Contact info must be readily available:

E: [team@zim-braai.co.uk](mailto:team@zim-braai.co.uk)

T: Sophie (Operations Director) 07854318411

T: Andy (Managing Director) 07854318411

# STAFF DECLARATION

I .....

Confirm that I have read and understood the Covid (19) Best Practise Plus Guidelines and I am happy to return to work/begin employment as a result.

Date .....

**KEEP SAFE AND WELL ⊕  
PROTECT OUR NHS**

