



# **OUR COVID SAFETY STRATEGY.**

## **1. CREW SAFETY**

Our number 1 priority is the safety of our teams, as we return to service.

## **2. CUSTOMER SAFETY**

In the new hospitality climate, customer safety is going to play a huge part in the success of any business, & we want to lead the way.

## **3. OPERATIONAL PLAN**

A solid and robust operating plan, which adapts and flexes in line with guidelines and customer expectations. This is our most important tool in delivering an amazing guest experience, whilst ensuring our crew and customers safety.

The following risk assessments, whilst as thorough as robust as possible, are designed to be read and operated in conjunction with our Re-Opening playbook.

**THE FOLLOWING RISK ASSESSMENTS, WHILST AS THOROUGH AND ROBUST AS POSSIBLE, ARE DESIGNED TO BE READ AND OPERATED IN CONJUNCTION WITH WITH OUR 60-PAGE BARS RE-OPENING PLAYBOOK.**

# BREWDOG

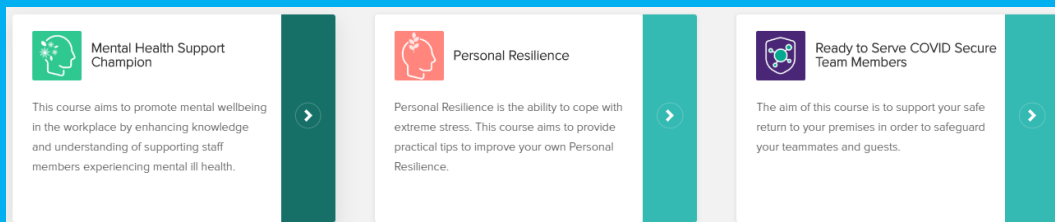
## COVID-19 RISK ASSESSMENTS

The safety of all of our staff and customers is of paramount importance. We have consulted with various industry experts and put together a robust set of measures to keep everyone in our bars safe.

### IN ALL OF OUR BARS:

#### STAFF TRAINING

- ✔ As part of their return to work, all our bar crew are undertaking C-19 training courses with our training partner, CPL. These include a 'Ready to Serve' course and a 'Taking Proactive Action' course, designed to train staff on key controls, new procedures and new service cycles, to ensure safety of staff and customers.
- ✔ Personal Resilience & Mental Health Awareness courses have also been made available to all staff.



- ✔ Full staff training in the week leading up to re-open, as well as daily shift briefings to reinforce the importance of all new procedures in place.

#### STAFF HEALTH SCREENING

- ✔ All staff screened and health assessed as they arrive for their shift, ensuring that they are safe to work.
- ✔ Staff positive entry health screening undertaken on Food Alert's checklist app, which is immediately uploaded and can be viewed by all management
- ✔ Any staff screening with negative responses will be immediately sent home for a minimum of 14 days, and all managers and operations team alerted.

## **PPE**

- ✔ All staff to wear masks and gloves at all times. Staff will be trained in how to fit their face mask and encouraged to avoid touching the mask when in the workplace.
- ✔ Face coverings will be encouraged where staff use public transport to get to work. Due to supply shortages, the use of 'surgical' masks is not encouraged
- ✔ When gloves are worn, hand washing rules must be applied as per normal where gloves are not used.
- ✔ When gloves are being removed from hands, they must be removed in a manner to reduce direct hand contact with the outer surfaces of the gloves. Gloves should be disposed of and hands washed immediately using hot water and soap
- ✔ Face coverings will be encouraged where staff use public transport to get to work. Due to supply shortages, the use of 'surgical' masks is not encouraged

## **STAFF SAFETY**

- ✔ Advice will be provided to employees on measures to adopt when travelling to and from work, including the wearing of masks if using public transport, and cleaning hands on arrival at work and back home.
- ✔ As listed, training will be provided for all employees on all new measures, procedures, standards and service cycles – this will be both before they return to work on online courses, as well as practical training sessions delivered by managers in the bar.
- ✔ Staff will apply the controls in place to prevent the risks of infection to each other and our customers.
- ✔ Shaking of hands is discouraged – we encourage the use of other verbal greetings and smiling as non-contact methods of greeting
- ✔ Staff will be trained and regularly reminded of the need to avoid touching eyes, nose, and mouth.
- ✔ Where they do touch their face etc. they should wash their hands immediately.
- ✔ Hand washing regimes will be in place using soap and hot water for at least 20 seconds. Hand sanitizer with at least 60% alcohol will be used if soap and water are not available
- ✔ Training and guidance will be provided on how to communicate our controls to customers/guests and on how to deal with any person/s who fail to adhere to the controls in-place

- ✔ Touch points such as door handles, tills, card machines, keyboards, touch-screens, telephones and handrails will be cleaned and sanitized every 30 minutes
- ✔ Dirty surfaces will be cleaned with soap and water/detergent before disinfection with a sanitiser
- ✔ As far as reasonably possible, physical distancing to current recommended standards will be maintained between employees at work
- ✔ Staff uniform requirements will be reviewed, especially the use of hats in areas where the risk of food contamination is low to assist with the reduction of hand to face contact
- ✔ Staff will be encouraged to avoid the use of public transport to get to work, for example with help of the new BrewDog Cycle To Work scheme
- ✔ Where they do have to use public transport then they will be advised to wear face coverings
- ✔ Staff will be encouraged to bring their uniform to work in a bag and change into their uniform upon arrival.
- ✔ Changing areas will be regularly cleaned and disinfected
- ✔ Rota planning will take into account arrival at work time with times staggered to avoid large groups arriving at any one time

**CASHLESS  
PAYMENT ONLY,  
VIA APP  
OR BY CARD.**



**BREWDOG**

**DRINK  
TOGETHER.**

We have safe drinking measures in place, please help our customers and crew to stay safe.



MAINTAIN  
SAFE DISTANCING  
GUIDELINES  
AT ALL TIMES.



DOWNLOAD THE  
BREWDOG NOW APP  
FOR CONTACTLESS  
ORDERING.



WE HAVE TABLE  
SEPARATORS  
AVAILABLE, PLEASE  
ASK OUR CREW.



PLEASE USE THE  
HAND SANITISER  
PROVIDED.

**STAY  
APART.**



**BREWDOG**

## **CUSTOMER SAFETY**

- ✔ Table service only – no customers will be permitted to order, stand at, or congregate at the bar.
- ✔ Customers will be encouraged to use the BrewDog Now app, or contactless payments where possible, without disadvantaging older or vulnerable customers.
- ✔ Physical distancing measures will be in place to permit customers and family groups to physically distance whilst queuing, and whilst inside the premises.
- ✔ Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises.
- ✔ Such posters will include detail of physical distancing and hand washing arrangements.
- ✔ Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.
- ✔ Hand wash stations in public areas and toilet facilities will be stocked with suitable hand soap, hand drying facilities and 60% alcohol hand gel.
- ✔ Hot water will also be available to all hand wash basins 60% alcohol hand sanitising gel stations will be positioned throughout the premises for customers to use.
- ✔ Staff will be encouraged to remind guests of the need to use these gels.
- ✔ All tables will be completely cleared before customers are seated.
- ✔ No tables will be set prior to customers sitting at their table i.e. no caddies, cutlery, cutlery, sauces, etc.
- ✔ Tables will be cleared and sanitised before seating guests.
- ✔ Table screens will be available on request. Screens must be cleaned between uses.
- ✔ Staff interaction with customers will be limited, for example table check backs will be suspended.
- ✔ Tables will be kept clear of any sundry items e.g. table growlers, menus, flowers etc.
- ✔ Food menus will be single use, disposable copy only.

# HELLO, WE'VE MISSED YOU.



For our customer and crew safety, we have introduced some safe drinking measures. As part of this we may restrict the number of people entering the premises at any one time.

If you are displaying any symptoms of coronavirus, please DO NOT enter our premises and follow the government guidance.

**PAY  
HERE**



**ORDER  
HERE**



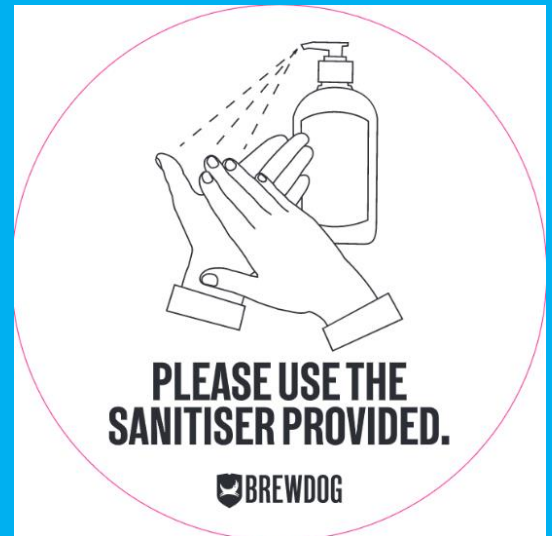
**COLLECT  
HERE**



## **INCREASED CLEANING MEASURES**

- ✔ Brand new C-19 specific sanitising & disinfecting chemical, effective against enveloped viruses, to be used in all our bars, ensuring manufacturers guidelines regarding dilution, application and contact times are followed.
- ✔ Customer areas will be disinfected & sanitised in between each service.
- ✔ Customer toilets will be checked every 2 hours to ensure hand-washing and cleaning provisions in place.
- ✔ Toilets will be closed to customers whilst cleaning and restocking takes place.
- ✔ Disposable cloths or paper roll will be used to clean all hard surfaces, floors, chairs, door handles and sanitary fittings.
- ✔ Staff must be trained in the effective and safe use of all chemicals
- ✔ Only company approved cleaning chemicals shall be available for use.
- ✔ 'Touch surfaces' will be routinely cleaned using a sanitiser solution and disposable roll on a routine basis of no less than every 30 mins.
- ✔ Customer dining areas will be cleaned and disinfected/sanitised between each service. This will include the sanitising of all hard surfaces i.e. tables & chairs.
- ✔ Refuse from bins, customer tables, offices etc. will be double bagged and disposed of appropriately.
- ✔ All work surfaces and touch points will be sanitised at the start of the day prior to any activities taking place.

- ✔ All surfaces and touch points will also be cleaned and sanitised as a last task at the end of the working day.



## **PHYSICAL DISTANCING**

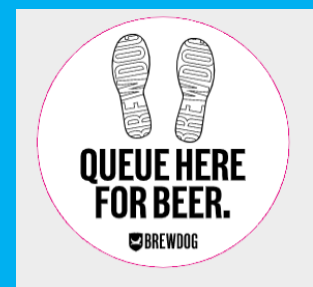
- ✔ Physical distancing measures will be in place to permit customers and family groups to physically distance whilst queuing and whilst inside the premises.
- ✔ Clear signage including posters and notices will be displayed throughout the bars, detailing to measure in place to prevent the risk of infection at the point of entry and throughout the bar.
- ✔ Clear notices will be displayed in all public areas detailing the maximum number of guests allowed in the bar at any time.
- ✔ The layout of the floor plan and numbers of tables and chairs within the bar will be reduced to allow for appropriate physical distancing.
- ✔ The occupancy level of the business is to be reviewed to allow for adequate physical distancing to be achieved and determined and a record of this number kept.
- ✔ A notice will be displayed at the front door detailing the maximum number of customers permitted in the premises at any one time.
- ✔ Where customers are required to queue to access the site, the queuing area is to be marked and distance markers placed on the floor at distance intervals that meet with current requirements.
- ✔ A one in, one out rule is to be operated in all parts of the bar including restaurant, bar toilets, and doorways, when full occupancy capacity is reached.
- ✔ Signage is to be placed at the entrance door to advise customers of physical distancing rules within the premises.

- Where there is more than one point of access, doors will be designated for entry and exit.
- Floor markings are positioned inside the business to facilitate compliance with current physical distancing advice, particularly in the most crowded areas.
- Tables are set out to provide the current recommended gap between seated customers/groups inside and outside of the premises.
- The layout of the floor will be adjusted and the number of tables and chairs within the premises reduced to allow for appropriate physical distancing to be achieved.

← DRINK TOGETHER. STAY APART. →

← DRINK TOGETHER. STAY APART. →

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## **OFFICES**

- Cleaning procedures will be followed in all office spaces.
- Company approved chemicals will be used for cleaning.
- Access to offices will be limited to designated personnel only.
- Personnel will be designated desk space, PC, keyboard and phone.
- Sharing of such equipment will be avoided as far as possible.
- Where equipment is shared, it will be sanitised between users.



- ✔ Refuse bins will be emptied daily.
- ✔ Notices will be displayed in the office reminding staff of the need to maintain physical distances between each other and to observe good personal hygiene practices.
- ✔ Office arrangement will be reviewed to help avoid face to face working with personnel working side by side or back to back.
- ✔ Where cash payments have been received, cashing up will be completed by one designated member of staff.
- ✔ Disposable gloves will be worn for the process.
- ✔ Staff will be trained in safe procedures during cashing up including the need to avoid hand to face contact.
- ✔ All surfaces with which cash has come into contact will be sanitised after cashing up is completed.

## **DELIVERIES**

- ✔ Suppliers to be contacted and requested to provide detail of their own COVID-19 control procedures.
- ✔ Only suppliers providing suitable information to be permitted to complete deliveries.
- ✔ Set delivery times to be agreed with the supplier prior to deliver being undertaken.
- ✔ Deliveries to be accepted by designated personnel only
- ✔ Delivery drivers to requested to place deliveries in specific delivery location and to not enter the premises at any time.
- ✔ Signage to be displayed at the point of the delivery to remind the delivery drivers of the COVID-19 controls in place at the premises.
- ✔ Hand sanitiser to be placed at or near to the delivery area for use by staff when receiving deliveries.
- ✔ Staff will not enter the delivery vehicle(s) or come into contact with any equipment used by the delivery driver.
- ✔ Delivery notes are to be printed off prior to the delivery.
- ✔ No paperwork or delivery notes are to be taken from the delivery driver
- ✔ Deliveries to be removed from the delivery point and placed into storage as soon as possible.
- ✔ Delivered items to be removed from external packaging as soon as possible.
- ✔ Packaging to be disposed of in external refuse bins.
- ✔ Personnel receiving deliveries are to be reminded to ensure physical distancing controls are in place at all times and that they do not come into contact with the delivery personnel.
- ✔ Any discrepancies on any outlined procedures are reported to the line managers to flag to the suppliers immediately.

- Suppliers in question are not to return to the bar to deliver any goods, unless they have confirmed that all misdemeanours have been rectified and confirmed it is safe to deliver to the bar.

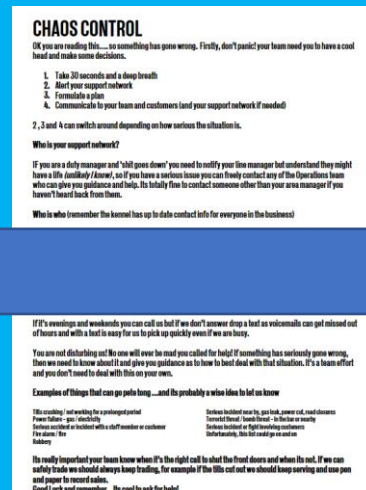
## COVID-19 SAFE STANDARD

- We have worked with our 3<sup>rd</sup> party health & safety and food hygiene consultancy, Food Alert, to design and implement a Covid-19 Safe Standard Audit, to ensure all measures have been correctly undertaken.
- All sites will have this audit performed either before or very shortly after opening to the public.
- Manchester Outpost was the first bar in the UK to receive this certificate.



## CHAOS CONTROL

- Chaos control document updated and recirculated amongst staff
- All Operations Team members contact details are listed, as well as steps to take in any emergency.



# **SERVICE CYCLE**

## **TABLE SERVICE STEPS.**

The aim is to limit the number of human contacts each customer has. The only 2 contacts the table should have during their stay are the host and the crew member assigned to that table. At peak times this will of course be harder, but we endeavour to reduce number of contacts as much as possible.

As a general guide:

- ✔ Host leads customers to table and hands out single use menus.
- ✔ Table crew then take orders, take food and drinks to the table, clear the table and take payments.
- ✔ In sites where runners are required, drop points should be assigned at every section where the runner leaves orders, (To then be taken to the table by the table crew).
- ✔ The size of floor sections will be reviewed to account for increase in responsibilities in some sites.

## **BAR SERVICE STEPS**

### **SAFE DISTANCING BEHIND THE BAR**

Bar crew will now be split into sections in the same style as a cook line. This is to ensure there is as little cross over as possible on the bar. Example below for a 2-person bar set up with 20 taps;

Crew #1 operates taps 1-10 as well as wine, softs and crowler machine. Crew #2 operates taps 11-20 as well as spirits, mixers slushie machine and hot drinks.

Where crossing of areas is unavoidable, staff should avoid face to face contact.

### **TOUCHING GLASSWARE**

It's super important from a hygiene perspective that glasses should be handled using the lower part of the glass, from half-way down and below.

### **GLASS CLEANING**

Gloves should be used while glass cleaning and hands washed then sanitised immediately after.

### **GLASS PICK UP/DROP POINTS**

Pick up and drop points should be separated at the bar to ensure there is no contamination. Best practice is opposite ends with the dirty glasses being closest to the glass wash area.

## **GLASS COLLECTING**

Glasses should be lifted from the table by the floor crew that is serving that table. Then either taken straight to the bar or left at the drop point in that section for a runner to take. When moving glasses, a tray should be used at where possible. Glasses should be picked up by the outside of the glass with the hand placed low on the glass.

## **DRINKS RUNNING**

Drinks running to tables should be done direct by the floor crew looking after that table or by a runner and left at the drop point for that section. Drinks should be carried using a tray where possible.

## **PINTS TO GO**

It will be the floor crew managing the section nearest the door that will be responsible for taking orders. Customers will be guided by the host to the order pick up area where they will place their order, pay, and collect. It's critical that the full transaction is completed by the floor crew to avoid any form of bar service.

## **KITCHEN SERVICE STEPS.**

### **SAFE DISTANCING ON THE LINE**

Designated sections should be used to avoid contact in the kitchen.

### **LEAVING THE KITCHEN**

To avoid any contamination, kitchen crew should avoid going front of house or outside with clothing exposed which is used in the kitchen.

## **FRONT OF HOUSE SERVICE STEPS.**

### **SAFE DISTANCING AT THE PASS**

There should be one person at any one time at the front of house side of the food pass. Food should not be passed from person to person, whoever is running the food should pick up themselves from the pass.

### **FOOD RUNNING**

Should be done either directly to table by the floor crew or ran to the safe drop off point by the food runner.

### **USED DISH COLLECTING**

Where needed, a second drop off point at the kitchen should be used to avoid multiple front of house staff going into the kitchen. Kitchen crew would then pick up from here.