Welcome back to Inns of Distinction!

INNS OF DISTINCTION
QUALITY DINING & ROOMS

COMMITTED TO SAFETY

The events of recent months have been difficult for us all. Worries about our own health, that of family and friends and concerns about the future have been amplified by uncertainty and sometimes a lack of strong guidance and information. We can now start to regain some normality in our lives, part of which are the leisure activities that have been on hold on and off for over a year. Inns of Distinction and its staff are ready to welcome you back to our pubs so it is important to us that all customers and staff are able to do so safely and with confidence that measures are in place to mitigate the chances of Covid-19 spread. With this in mind we have put in place strong and clear guidelines for our staff, our customers and for the interactions between them which will be available for all to view. We hope that this will allow you to relax when joining us and to make your return to the great British pub the joy that it should be! To adhere to the current guidelines our pubs will be serving food and drinks in outdoor and indoor areas from May 17th.

Firstly, each of our sites have carried out a specific Covid-19 risk assessment that refers specifically to issues that may arise as we reopen to guests and how we will be mitigating these risks. This risk assessment has been communicated and discussed with our staff and will be updated as necessary to comply with government guidelines. This risk assessments can be found on our websites at **www.innsofdistinction.co.uk** and also at each pub along with a copy of this statement and the guidance given to our staff. It is important to us that you have full confidence in our staff and the controls that they are working under regarding minimising risk relating to Covid-19. Each member of staff has received a guidance handbook setting out their responsibilities and the procedures that they must follow and enforce. Further to this it is the responsibility of the manager on duty to carry out hourly checks to ensure our staff are carrying out their duties within guidelines. Our staff have also been directed to the government's public health website to keep up to date with ongoing changes to guidance. In line with government guidance we will be maintaining a minimal staffing level and of course be insisting on social distancing between staff so please be patient as we ontinue to do our best under these working conditions.

Our staff will arrive at work at staggered times to maintain social distancing, they will use alcohol gel to sanitise their hands as they arrive and again before commencing their shift. In addition to using the alcohol gel staff have been directed to wash their hands even more frequently than previous guidance for the mandated 20 seconds using foaming hand soap. They will use disposable paper towels to dry their hands.

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We have directed our staff to wear PPE (Personal Protective Equipment) whilst on duty. This will consist of an appropriate nose and mouth face covering. The face coverings will be safely disposed of during a shift or regularly changed and washed if not of the disposable type. You may also see staff wearing latex gloves, these will be safely disposed of and a new set donned between each job a staff member carries out. The staff have been reminded that the wearing of gloves is not a substitute for good hand hygiene but is an effective extra barrier to the spread of Covid-19 if used correctly. We must also ask that unless you are seated at a table that all of our guests also wear an appropriate face covering. We are also implementing regular testing for our staff using government supplied tests.

Social distancing guidelines will be enforced according to national guidance. Staff/staff and customer/staff distancing will be maintained at 2 metres or the 1 metre+ distancing with appropriate mitigation such as screens as mandated by recent guidelines. This will be monitored continually by our manager on duty and reminders given to our staff (and customers) if there are concerns over this requirement not being met. We ask our guests to help us to maintain this distancing from our staff by following guidance both verbal and in the form of signage and floor markings. Also to help us by keeping socially distant from fellow guests. Social distancing continues to be a strong national defence against the further spread of Covid-19 infections and as such Inns of Distinction will be taking the guidelines seriously. Please adhere to instructions and requests from our staff, they are enforcing these guidelines for your safety. We reserve the right to refuse service to any guest or group that does not adhere to reasonable requests. Further to this we may ask guests to remain seated wherever possible to maintain social distancing measures. We must also insist that any children in your group also remain seated, government guidance states that the responsibility for controlling children will lie with the family rather than the staff at each establishment. Specific guidance on where to sit, ordering and making payment will be given to all of our guests as you arrive. Government guidance now requires us to take a register of every guest's details on arrival at the pub. Please be assured that this information will be stored securely for the required 21 days and then fully disposed of. Again we ask that this information is given as it will help the track and trace process to reduce risk of virus spread. Failure to provide the information may result in a refusal of service. It has been necessary to reduce the number of tables and chairs in our pubs to adhere to social distancing guidelines.

We have also instituted a floor markings system to control the flow of guests through our pubs. We will be requiring table reservations to be made prior to your visit to ensure that we can maintain safe

distancing between our guests, This may mean that your preferred time slot or table location is not available to you, please help us to stay safe by being as flexible as possible. Guests arriving without a booking may not be admitted until a later time when space is available or may be required to wait a short time for arrangements to be made to accommodate you. If the wait period is considerable you will be asked to wait in your car or off site to minimise crowding and the increased risks that that would entail.

Our usual schedule of cleaning has been increased in frequency. In addition to our usual sanitising chemical we will be using Virabact in mist form. Virbact is certified to eliminate coronavirus on all surfaces. Each table and chairs will be cleaned and treated with Virabact between each use and also at the beginning and end of each shift. We will also be carrying out an hourly schedule of using Virabact on door handles, bar, kitchen work areas and other contact points. This process will be administered by our manager on duty and records are available for guests to view if required. Please allow our staff the time to carry out these extra cleaning duties and adhere to guidance given by them relating to it. As before these procedures are in place for your and our staff's safety.

To further minimise risk all condiments, sauces etc will be in disposable form and all stock of food, drink and cleaning products will be subject to sanitising before entering the building. All our crockery, cutlery and glassware will be cleaned between uses in our professionally maintained equipment and sanitised by a high temperature rinse sufficient to kill the virus. However we will have plastic drinks containers available if you prefer, please just ask.

We sincerely hope that neither any of our guests or staff suffer from a covid-19 infection after the pubs reopen. However, if this is the case we will be implementing a strong reporting procedure to minimise further spread. Our staff have all completed a return to work form to ensure that they are free from symptoms and symptoms within their household. Upon their return they will be continually monitored by the manager on duty and expected to immediately report symptoms of the virus. In this eventuality they will be immediately sent home if on shift or instructed to stay at home if not and to follow the government guidelines on self isolation. A further fitness to return to work interview will be carried out before they can return after their period of isolation. Further to this members of staff with whom they had been in contact with will be instructed to self isolate. These incidences will be reported to the track and trace service. Similary we ask our guests to be mindful of their own health and symptoms. Please do not join us at the pubs if you are experiencing any symptoms or are within an

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isolation period even if you are not showing symptoms. Also if you develop symptoms soon after visiting us please contact us to inform us and also report your symptoms via the government approved app. Please help us to keep you safe, protect our staff and to help the UK beat Covid-19!

Things are going to be different for a while, not just in pubs but in shops, in your workplaces and even walking in the park. We are working hard to make your experience with us as normal and as enjoyable as possible and we hope that we can make our pubs a pleasurable place to be even in line with all the guidelines. If you have any questions or concerns please address them directly and constructively to our manager on duty who will do everything that they can to make your visit to our pubs the joy it should be!

Best wishes
Inns of Distinction

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