

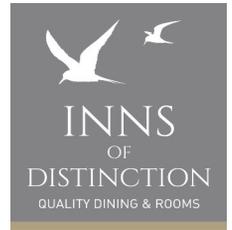
# Welcome back to Inns of Distinction!

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 due to this unknown virus and it's irrational behavior. We can now start to regain some normality in our lives and begin to return to work that has been on hold for three months or more. Inns of Distinction are ready to welcome you back to our pubs so it is important to staff (and customers) 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 you and for our customers and for the interactions between these groups. We hope that this will allow you to return to work with confidence and to make the return of customers to the great British pub the joy that it should be!

Firstly, each of our sites have in place a specific Covid-19 risk assessment that refers specifically to issues that may arise as we re-open to guests and how we will be mitigating these risks. This risk assessment will be communicated and discussed with you all and will be updated as necessary as we get into the swing of reopening under new government guidelines. This risk assessment can be found on our website at **[www.innsfordistinction.co.uk](http://www.innsfordistinction.co.uk)** and also at each pub along with a copy of this statement and the customer guideline statement. You will be asked to read the risk assessment and to sign to confirm you have done so and that you understand the content.

It is important to us that you have full confidence in our new procedures and controls that we will be working under with regard to minimising risk relating to Covid-19. Each member of staff will receive a copy of this statement and also will have ongoing verbal updates and training which will set out your responsibilities and the procedures that we 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. We will also direct you to the government guidance publications and website at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) if you wish to keep yourselves on top of the most up to date guidance

In line with government guidance we will be maintaining a minimal staffing level for the level of trade and of course be insisting on social distancing between staff so will be asking guests to be patient as we all become used to these new working conditions. We will slightly stagger start and finish times to maintain social distancing and insist that all staff use alcohol sanitiser on

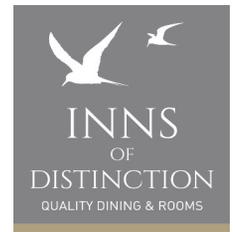


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arrival and before your shift commenced after a full 20 second hand wash. In addition to using the alcohol gel staff are directed to wash their hands even more frequently than previous guidance for the mandated 20 seconds using foaming hand soap, then use disposable paper towels to dry your hands. As always but more importantly than ever you must avoid touching your face at all times. Your manager will check on hand washing frequency every hour while on shift.

We will direct all staff to wear PPE (Personal Protective Equipment) whilst on duty. This will consist of disposable nose and mouth face covering and disposable latex gloves. The face coverings will be safely disposed of and replaced during a shift and the latex gloves will be safely disposed of and a new set donned between each job a staff member carries out. The safe removal of used gloves is important each staff member will be given guidance on this prior to reopening. We remind you 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. If, however, a guest would prefer to be served by a member of our staff with no gloves and freshly washed hands, they will ask.

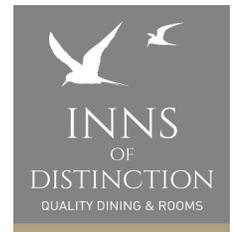
Recent changes to social distancing guidelines have meant that we can maintain a better level of service than perhaps we would have been able to with 2 metre distancing. It will now mean that we can provide table service rather than our initial pick up and drop off plan. In fact table service has been mandated by government guidelines. Staff/staff and customer/staff distancing will be maintained at the 1 metre+ distancing as mandated by recent guidelines. This will be monitored continually by our manager on duty and reminders given to you (and customers) if there are concerns over this requirement not being met. We will 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. To help with this the current guidelines only allow for a maximum table size of six. Guests will be expected to control their own groups and especially children. They will be instructed to remain on the table they are allocated, not to move any tables or chairs and not to wander around unless absolutely necessary. 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 guidelines and enforce the guidelines with customers, they are there for your safety. Government guidance is very strong on customer responsibility encouraging businesses to carry out refusal of service if guests do not comply and even contacting local authorities and police if the situation were to escalate. We will reserve the right to refuse service to any guest or



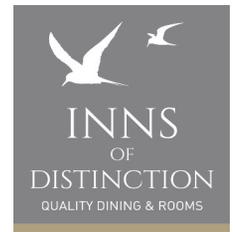
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group that does not adhere to any of our reasonable requests. Specific guidance on queuing, where to sit, ordering and making payment will be given to all our guests as they arrive and given to you by your manager. Government guidance now requires us to take a register of guest details on arrival at the pub. Guests will be assured that this information will be stored securely for the required 21 days and then fully disposed of. Again we will 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 and to ensure safe queuing where necessary. We will be requiring table reservations to be made prior to a guests visit to ensure that we can maintain safe distancing between our guests, This may mean that their preferred time slot or table location is not available to you, we will be telling them to help us to stay safe by being as flexible as possible. Information on our protective measures will be emailed to them before they arrive via the res diary confirmation email system. 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 them. If the wait period is considerable they will be asked to wait in your car or off site to minimise crowding and the increased risks that that would entail. Additionally no entertainment is currently allowed and recorded music must be played at low volume. Guests will be asked to pay by card only where possible and by contactless ideally. This will be a time when your distance from a guest is the least so be mindful of this and ensure that your own distancing is in place.

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. Virabact 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 will be available for guests to view if required. Where possible doors will be wedged open as long as they are not fire doors. Where this is not possible we will ask you to open swing doors with your feet only to minimise hand contact so further reducing infection risk. We have stated that we expect guests to give our staff the time to carry out these extra cleaning duties and adhere to guidance given by you to relating to it. As before these procedures are in place for your and our guest's safety.



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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 of 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 the guest would prefer. Further to this you will be given a supply of stationery (eg pens, pads etc) which you must keep to your own use only and not share with other members of staff or guests. Additionally all personal belongings and clothing must be taken home with you at the end of each shift and a clean set of clothes worn for each shift. No clothes can be washed on site.

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. Before reopening all staff will need to complete 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. This will include a regular temperature check by an infra red device to monitor the possible onset of fever symptoms. In this eventuality of symptoms being reported you 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 for the required minimum of 7 days during which time you will be eligible for sick pay. A further fitness to return to work interview will be carried out before you can return after their period of isolation. Further to this members of staff with whom you have been in contact with will be instructed to self isolate. These incidences will be reported to the track and trace service. Similarly we will ask our guests to be mindful of their own health and symptoms and to not join us at the pubs if they are experiencing any symptoms or are within an isolation period. Also if they develop symptoms soon after visiting us to contact us to inform us and also report their symptoms via the government approved app. The mental health of our staff is more important than ever during this unprecedented time. We will operate an open door policy at all times to listen to any concerns or worries that you have and offer you our support or recommend professional support where appropriate. You can speak to you manager, us or Phil at anytime. Please help us to keep you safe, protect yourselves and our guests and to help the UK beat Covid-19!

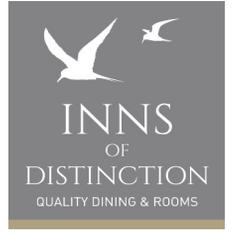
Things are going to be different for a while, not just in pubs but in shops, everyone's workplaces and even walking in the park. We are working hard to make guests experiences with us as normal

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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 your manager on duty who will do everything that they can to make your time at work as safe and enjoyable as possible!

Best wishes

Martin and Lisa



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