

## YOUR WELFARE



### THINGS WE'RE DOING DIFFERENTLY TO PROTECT CUSTOMERS & STAFF

Chop House Safety Guidelines for Protection from Covid-19  
Our Risk Assessments Are On Display Throughout For Your Information

#### ON ARRIVAL

**For your own safety and in the event the NHS needs to Track & Trace**

We will take your temperature using a contact-free thermometer to identify anyone with symptoms  
We will ask you to take time out reflect on whether you have any of the recognised symptoms  
If you are feeling unwell please do not enter the premises, go home, self-isolate and telephone your doctor

We must take your personal contact details into our daily logbook so you can be alerted  
if anyone from the time of your visit subsequently falls ill

#### THESE ARE CONDITIONS OF ENTRY

#### PLEASE KEEP YOUR DISTANCE ALWAYS – AT LEAST 1M

We have spent months in isolation, then we have grown used to 2m spaces.  
This remains best practice. We are now allowed to operate with 1m+spacing  
This means that you are allowed within 1m of another person so long as there is **additional mitigation**  
Please respect social distancing when moving through the venue  
Please take responsibility for you own children in protecting the personal space of others  
We will give you the option of how you want to be served – as much or as little contact as you wish

#### INCLUDING WHEN YOU QUEUE FOR THE LOO

We have created a one-way system (with distance markers) for entry, exit and toilet access.

#### TO USE THE WASHROOMS PLEASE GO INTO THE BAR FLOOR, DOWN THE STAIRS

Please queue in the bar – keep to the left-hand side to go down to the toilet & keep to the right-hand side after you have used the facilities to return to the bar floor  
*If you need help, please inform a member of staff & they will help reserve you a slot. We do have lift access to each floor of the building, this includes the street level outside.*

#### TABLE & CHAIRS

We have positioned our tables and chairs to comply with the guidelines. Please do not move the furniture  
If you require assistance, please ask a team member

#### KEEP CLEAN & STAY SAFE

Hand sanitiser points are available throughout. Please stop any team member if you need some  
Our staff will wash their hands every 20 minutes regardless of what they are doing  
We will be following a robust and scheduled cleaning system – including all guest touchpoints  
Every team member has been supplied with PPE equipment (face visor, hand sanitiser, gloves)  
They will ask you if you would like them to wear a face shield when serving  
We have Perspex shields to place around your seating area if you wish – just ask  
Please cover your face if you need to cough or sneeze  
Please wash your hands whenever you visit the toilet

#### NO STANDING AT THE BAR

We're really sorry about this – it's table service only for now  
We must not encourage queues, shouting of instructions or face-to-face contact.  
If you cannot see a team member please raise your hand and someone will be with you as soon as possible

#### PAYMENT

We all need to use contactless methods where possible to reduce the risks of transmission.  
You will not be refused if you would like to use cash

#### MENUS & ORDERING

We currently offer table service only for guests – though you can pre-order click & collect food to eat in your office or elsewhere (look online at [albertschophouse.com](http://albertschophouse.com))  
We are using 'single use' menus and napkins.  
You can order directly with a team member or You can use our 'order at the table' software if you prefer.

#### ADDITIONAL SAFETY MEASURES OR MITIGATION

Reduced venue capacities  
HSE specified risk assessment carried out and displayed on site and on our website  
Staff elected Health & Safety Representative  
Weekly reviews of the processes and system  
Fixed teams and partnering to reduce the number of personal contacts for each individual  
Rotating staff between indoor and outdoor duties  
Lift service to eliminate kitchen / waiting staff contact  
Back to back and side by side working  
Staggered delivery times and maintenance visits  
Click & Collect and home delivery collections all outside  
Clean cutlery and condiments only supplied with meals  
One staff member per table  
Home working for all staff who can  
Maximum ventilation – with all doors, windows and fans open