



The Hush Collection

COVID Playbook

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BURGER SOCIAL

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Hush

CABANA

Introduction

As we enter Step 4 of the Government's COVID-19 Roadmap, we continue to be committed to making sure we do our utmost to keep our valuable people and guests safe at all times.

With this in mind, this playbook has been updated as a guide to working practices for our group of restaurants.

We don't have perfect answers, but we are guided by our Core Values and a commitment to "do the right thing"

It is important that the guidance within this Playbook is followed, regardless of COVID status e.g. having received the vaccine, been tested positive for COVID-19 in the past or recently been tested negative.



Our Core Values

WE INNOVATE, WE IMPRESS!
WE SWEAT THE DETAIL
Look forward
Do fewer things, brilliantly!



WE CARE, WE SEE YOU, WE'VE GOT YOUR BACK
Support one another
Know our people
Listen and relate

WE SMILE, WE HAVE FUN, WE LOVE A GREAT SENSE OF HUMOUR!
Be light of spirit
Respect work life balance



WE'RE CONFIDENT, WE'RE EMPOWERED, WE DO THE RIGHT THING!
Be spontaneous
Trust your judgement
Make good things happen

Hygiene \ Cleaning

Mandate super hygiene practices across the board

- Handwashing should take place on arrival to the restaurant. We should then ensure all team members are washing their hands at frequent intervals; a minimum of every 30 minutes with soap and hot water and for at least 20 seconds.
- Signage should be available to reiterate the importance of thorough, frequent handwashing.
- Hand sanitiser should remain available at all entrances and exits, it should be checked regularly and topped up when needed.
- Frequent sanitising of all shared surfaces \ touch points including; door handles and tills at least every 30 minutes. All condiments to be sanitised after every table visit.
- We will continue with our enhanced cleaning practices including fog cleaning every night.
- Surfaces and objects should be cleaned between each customer use, for example; tables, card machines, chairs, high chairs and use single use menus.
- Guests remain very sensitive to hygiene and anything that looks messy will translate to unclean in their minds. So everyone's uniforms, hair, nails, any surface guests can see, all need to be tidy and spotless..... Now more than ever!
- Physical contact should be discouraged - remember there will still be people who do not feel comfortable with any form of physical contact.



Health

- Before every shift, all staff must continue to complete the COVID Health Survey via the Fourth app.
- Avoid public transport if at all possible, cycle or walk to work, For those needing to use transport, remind them to wear Masks (unless exempt) as this remains mandatory on London's transport network. Hands should be sanitised after any journey.
- Most importantly, if a team member shows any signs of the virus (cough, fever, loss/change of taste) THEY SHOULD NOT COME TO WORK and obtain a PCR test immediately.
- If a team member receives a positive test result or lives with someone who does, you must notify your Manager who will contact the Head of People. We will then ensure appropriate measures are taken, without disclosing the identify of the team member who has tested positive.
- All sites have completed a COVID-19 SECURE risk assessment and this is regularly reviewed.
- Ventilation reduces the risk of aerosol transmission in enclosed spaces so we will continue to encourage restaurants to encourage natural ventilation by keeping doors and windows open as much as possible; washrooms, offices and other areas. Ensure the fresh air systems are working effectively within your restaurants. Identify any areas of concern and take action to reduce any risk.



Guests

Making guests feel safe...

- QR codes will be maintained at the restaurant entrance for guests who may wish to check in using the NHS test and trace, paper forms will also continue for guests that wish to fill them in.
- We ask that any guest visiting our restaurants, refrains from doing so if they are experiencing any symptoms related to COVID-19.
- Directional signage and floor markings will be maintained to encourage social distancing.
- Guests should be encouraged to make use of the hand sanitiser stations that are available throughout the entrances and washroom areas.
- Cashless – We will continue to operate cashless as much as possible. All PDQ machines are contactless and ApplePay ready to reduce the need for cash transactions.
- For event bookings\private parties we will be working with the lead booker to ensure compliance with our safety measures and will offer the option of temperature checks or requesting guests to provide negative lateral flow tests upon arrival.



Takeaway/Delivery/Click+Collect

- For people visiting for take away and delivery it is important restrictions are followed and rigorous hygiene practices are in place. For further hygiene information please see separate page.
- It is more important than ever to demonstrate to guests that we care about them and their safety at all times so please pay attention when packaging delivery bags to ensure we focus on professional presentation at all times.
- Contactless delivery or pick-up is available for Deliveroo, Slerp & City Pantry and any click+collect/takeaway purchases are also contactless and cashless.



Communication

- It is important that not only do we remain COVID-19 SECURE, but our guests know this.
- All websites display our playbook and the COVID-19 SECURE NOTICE outlining the actions we have taken and provide a link to this document.
- The checklist statement should still be at every restaurant entrance.
- If you are contacted by the government's Test and Trace system, you must follow guidance and self-isolate for the specified days. Team members can request our payment policy relating to self-isolation from their Manager
- Above all, listen very carefully to the mood of the guests and team members and act with compassion and understanding.
- The communication cascade for reporting any incidents relating to COVID-19 is;
 1. Notify your COVID Health and Safety Rep. (Francesco/Adnan)
 2. Francesco/Adnan to report directly to the Single Point of Contact (SPOC); Sarah in the People Team who leads on contacting local Public Health terms
 3. SPOC to communicate a plan of action



COVID-19 Secure in Summer 2021

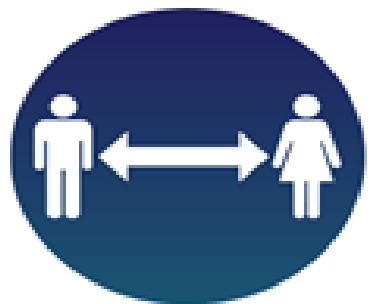
We confirm we have complied with the government's latest guidance on managing the on-going risk of COVID-19 and will continue to do so as further guidance is issued.



HANDS



FACE



SPACE

