

Naifs COVID-19 Policy

July 2020

INTRODUCTION:

The purpose of this policy is to clearly communicate the steps and procedures that are in place at Naifs restaurant in order to protect our staff and guests. This policy is made with the knowledge available at this time and will be updated as and when new guidelines or information are available. Our company is committed to doing everything reasonably practical in order to minimise the risks to health and safety during the Covid 19 pandemic.

WHAT IS COVID 19:

This strain of the coronavirus, COVID-19, is very contagious and is thought to spread mainly from person to person through respiratory droplets produced when an infected person coughs, sneezes, or speaks. These droplets released in the air can carry the virus and land in the mouths and noses of people who are nearby or possibly be inhaled into the lungs. COVID-19 may also be spread by people who are asymptomatic (not showing symptoms). Spread is more likely when people are in close contact with one another (within about 2 meters). COVID-19 can also live on contaminated surfaces such as cardboard, plastic, clothing, and other high touch surfaces. The best way to combat

the novel coronavirus is by practicing physical distancing, frequently washing your hands, and disinfecting your surfaces with chemicals that are effective against coronaviruses

ADVICE AND PROCEDURE FOR STAFF:

Before work:

Before leaving for their shift, employees must perform a Self Health Assessment.

Visible COVID-19 symptoms are as follows:

- Fever, chills, or sweating
- Temperature above 38 degrees celcius
- Difficulty breathing
- New loss of taste or smell
- Persistent headache
- New or worsening cough
- Sore throat
- Whole body aches
- Vomiting or diarrhea

If employees are feeling unwell or have a temperature above 38 degrees celsius, they must stay home from work and inform their manager.

Due to the size and nature of naifs, the event of any member of the team being required to self-isolate will result in the restaurant being closed and the whole team isolating for this time.

When commuting to work, employees are encouraged to walk or bike to work and avoid public transportation if possible. If using public transportation, employees should practice safe social distancing, avoid contact with public surfaces, and wear appropriate safety equipment.

Upon arrival at work:

Upon arriving at work staff are required to wash their hands and sanitise their phones.

Their outdoor items should be placed in the designated area and they should change into clean clothes and use a fresh apron provided.

General advice for hand washing:

Washing your hands is a critical practice to protect yourself and others from COVID-19 and other foodborne illnesses. All employees must wash their hands as often as possible using soap and hot water for at least 20 seconds in designated handwashing sinks.

If you need to sneeze or cough, do so directly into a tissue, if available, or your elbow. Wash your hands immediately after.

When to Wash Your Hands

You must wash your hands:

- Upon arriving to work
- Before departing from work
- Before putting on or in between changing gloves
- Between each kitchen task or every 30 minutes, whichever is more frequent
- When moving between food preparation areas
- After all cleaning tasks, such as sweeping, mopping, or disinfecting surfaces
- After handling:
 - Dirty dishes, equipment, or utensils
 - Rubbish
 - Cash and credit cards
 - Pens, menus, and other contaminated materials
 - Electronics such as mobile phones and other personal or shared device
- After using the restroom
- After sneezing, coughing, or using a tissue
- After touching your hair, face, or body, including safety equipment
- After eating, drinking, smoking, or chewing gum

- Any time you may have come in contact with a contaminated object

Proper Handwashing Technique

- Use a paper towel to turn on the tap to run hot water.
- Wet hands and forearms with clean running water and apply a generous amount of soap.
- Scrub lathered hands, forearms, underneath fingernails, and between fingers for at least 10–15 seconds. Rinse thoroughly under hot running water for 5–10 seconds.
- Dry hands and forearms thoroughly with single-use paper towels.
- Refill the paper towel or soap dispensers if they are empty and wash your hands again.
- Use a paper towel to turn off the water and to open the door when exiting the restroom. Discard the paper towel in the appropriate bin.

Hand Sanitisers

Hand sanitisers reinforce hand hygiene but should not replace washing your hands. In the event that handwashing sinks with hot water and soap are unavailable (such as while delivering food), staff are required to use a hand sanitiser with between 60–90% alcohol content and rub your hands together until they are completely dry.

At naïfs we provide hand sanitisers just inside the two entrances to the building and in the bathroom.

We ask guests to sanitise their hands upon entering the building and before and after using the bathroom.

Gloves:

At Naifs we require staff to wear gloves wherever possible or practical as an extra defence. It is important when wearing gloves to be mindful of the fact that they can equally carry the virus if they come into contact with it and should be used with awareness and changed at regular intervals.

When to Change Gloves:

- In between tasks
- After clearing dining tables and touching guest tabletop items
- After handling payment
- If the integrity of the glove is compromised (torn, punctured, etc.)
- After contact with any object which has not been sanitised or sanitation is unknown.

How to Take Off Gloves:

1. Grab the outside lip of the glove near the wrist area.
2. Holding your arms pointed downwards, peel the glove away from the wrist to turn it inside-out.
3. Pull the glove away until it is removed from the hand and hold the inverted glove with your gloved hand.
4. With your ungloved hand, slide your finger(s) under the wrist of the remaining glove and pull the glove down to remove it from your hand. Be careful not to touch the outer surface of the glove.
5. Dispose of the used gloves in the appropriate bin and wash your hands.

Social distancing:

Social distancing guidelines will be followed and required on the premises (2m apart, or 1m with risk mitigation where 2m is not viable)

Employees must avoid all physical contact (hugs, high fives, handshakes, etc.)

Masks will be worn by all staff throughout their shift

SERVICE STANDARDS AND GUEST INFORMATION:

As Naifs is now operating as part shop, part cafe, we require guests to wear a face covering when entering the building.

Main entry is through the side door which opens into the shop area and provides enough space for social distancing whilst being directly connected to the outdoor dining area, this reduces unnecessary movement around the indoor space.

A two person (or two household where safe) maximum will be allowed inside the building at one time.

There are clearly designated queuing and pick up areas to create a simple and safe flow around the space.

Signage is used to direct customers to hand sanitisers and instruct on how to safely use the space.

Wherever possible payments should be contactless card payments.

Cloches are used to protect food on the counter from contamination.

To keep risk to a minimum all onsite dining will be outdoor seating.

Tables are set at a safe distance from one another with chairs one meter (or more) removed from chairs at another table. We have also placed planters in between tables to further delineate diners' space.

Tables may not be preset. All tableware that is in use is sanitised and stored prior to the beginning of each service in a designated place and brought to the table after the order has been placed.

To avoid menu contact, Naifs has a blackboard menu, plus printed menus in perspex holders that are sanitised regularly and between contacts.

Dining tables and counters are fully cleaned and disinfected after each guest leaves and before another party is sat. A sign reading 'cleaning in process' is placed on the table during the cleaning process so that it is clear this table is not in use.

Touchpoints are regularly sanitised and sanitised in between contacts, these points include:

- guest sanitiser stations
- card machines
- bottles used for table numbers
- door handles
- perspex menus

Employees are required to be vigilant of any contact points that require sanitising during or after a guest's visit.

To ensure safe clearing and cleaning, areas are designated for dirty items yet to be sanitised, clearly delineated from clean areas where the items have already been sanitised.

Customers are asked to leave all their tableware on the table when they leave, and staff will clear, clean and sanitise the table.

If customers wish to use the bathroom during their visit, we ask them to walk around the outside of the building to the other entrance, where they can access the bathroom a very short distance from the outside. This keeps time spent indoors to a minimum for the guest. There is sanitiser outside and inside the bathroom and signage asking customers to sanitise their hands before and after use. Employees will sanitise handles and touch points in between bathroom uses.

A COUPLE OF NOTES FROM NAIFS:

Hospitality:

It is our priority at naifs to create both a safe *and* comfortable environment for our guests. We want to make the experience of eating out under these circumstances as enjoyable and simple as possible, whilst adhering to the guidelines laid out to ensure everyone's safety. You will find our staff friendly, relaxed and vigilant. Please talk to us if

you have any requirements or concerns while you are visiting us. We will do what we can to assist.

Disposables:

Everything at Naifs can now be bought to take away and, as such, there is a general increase in one-use or disposable items.

We want to reassure our guests that we are conscious of the increased pressure on our environment through single use items. Wherever possible we have opted for biodegradable, recycled and/or recyclable materials to limit our impact as much as we can. We have however decided at this time that we must prioritise health and safety through the removal of our washable napkins and hand towels in favour of disposable, paper ones.