



COVID-19

POLICY

TEAM & GUESTS
MAY 2020





Statement from the Mollies Team,

At Mollies, our teams and guests are at the heart of everything we do. As we open our Drive Thru operation, we want to keep you updated on what we are doing to keep you and our teams safe. We have worked hard to ensure we put the wellbeing and health of our employees and guests first and have designed robust and clear guidelines to ensure that we are able to open safely.

We have consulted with our employees to ensure they feel safe and positive about returning to work. We have invited our staff to review all our safety measures to ensure they feel heard, comfortable and safe when at work.

We have created clear working zones for all our employees so it is easy and practical to follow social distancing rules while at work. We will also provide the necessary PPE to all employees to use, including face coverings and gloves.

Our cleaning schedule has been ramped up, and our staff will be increasing the frequency of handwashing and changing PPE and gloves. We are also increasing sanitising throughout, especially on "hot spot" areas.

Drive Thru service will be contactless and we will not be accepting any cash payments. We will ensure our PDQ machines are cleaned after every use.

Food will be handed to guests without the need for direct contact and we will ensure that there is adequate hand sanitizer for customers when driving in and out of the Drive Thru.

We have revised our rotas to ensure that employees are arriving to work at staggered times. We have also made sure that staff receive clear training and fully understand their personal responsibility in keeping each other and our guest's safe during this time.

We will not open up the public areas of our restaurant; orders will only be available via the Drive Thru for the time being. Once we are able to fully open our Diner, we will make sure our guests feel safe, secure and comfortable.

We look forward to welcoming you.

Mollies Team



COVID-19 POLICY OVERVIEW

We have developed practices and protocols to ensure guest and team safety remains our utmost priority at all times.

The four areas to our policy are as follows:



Employee Safety
& Hygiene



Social Distancing
Measures



Food Safety



Cleaning and
Sanitizing

We have reviewed the current Government Guidance and aligned our Policy around the Government's 'Covid-19 Secure' guidance, for Restaurants and Takeaways.

How will we be operating?

Our Drive Thru at Mollie's will be open every day between the hours of 12pm and 8pm. We have designed a bespoke menu of some of our Mollie's favourites for all of our guests to enjoy. Our Diner will be closed and there will be no access permitted to the general public.

EMPLOYEE SAFETY AND HYGIENE

Our team's health and wellbeing has been at the forefront of our thinking when we were planning and assessing our safety measures. We have a commitment to ensure their safety in the work place.

Employee Health

- All employees will be required to be trained on all of our enhanced measures before starting work in our Diner
- All employees will be required to complete a return to work health questionnaire
- All employees will be required to complete a Health questionnaire daily before starting work
- Any employees who display any Covid-19 symptoms will not be permitted to work
- Any employee who has pre-existing health conditions will be required to 'Shield' and not permitted to work
- Any employees whose family members are deemed 'at risk' will be required to "Shield"
- Any employee who lives with anyone who presents with symptoms will be required to isolate as per the guidelines
- Employee health will be monitored at all times for the physical signs of Covid-19

Traveling to and from work

- All employees will be required to take precautions when traveling to and from work, specifically when travelling on public transport
- All employees who are required to use public transport will have shifts amended to mean that they are not impacted by peak travel times
- PPE and masks will be provided to those teams using public transport
- Advice will be given to those using public transport including social distancing
- Employees travelling to work must not travel in uniforms and will be asked to get changed in designated areas when they arrive at work

Employee Hygiene

- Employees will be provided with additional items of uniform to ensure they have enough to mean that uniform is clean before every shift
- Employees will be provided with role specific PPE
- BOH team will be provided with masks, gloves and disposable aprons
- Employees will be required to increase the frequency of hand washing
- Employees will have designated and segregated areas to get changed in
- Stand-alone contactless sanitizer stations will be located at entrances and points in the workplace
- Employees areas of work should be well ventilated at all times, windows and vents should be left open to assist in the circulation of fresh air


SOCIAL DISTANCING

We will be implementing strict social distancing measures in the workplace to ensure guest and team safety at all times. We will have measures in place to limit the physical interaction between staff and guests, but also between fellow employees.

We will be providing the team with PPE to assist in 'Distancing and Shielding' measures when social distancing is more difficult in the work place.

Social Distance with Team

There will be strict measures in place to ensure that 'Social Distance' is adhered to with other employees, the list of measures is below:

- Restricted access to staff changing areas and other BOH areas - one in one out
 - Designated work areas for FOH team and Kitchen line marked by floor markings
 - One-way system implemented around the Diner and back of house area
 - Staggered start times and break times to avoid staff congregation
 - Staff will be required to wear PPE whilst working including face masks on line and drive through
 - We have limited the Diner menu to ensure that a lower amount of the team are required to deliver the menu
 - Deliveries will be contactless
 - Contractors will be required to adhere to social distancing measures
 - Employee pre-shift meetings will be held in areas that allow for appropriate physical distancing between employees. If necessary, then teams will be split into sub-groups for safer briefings
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Social Distance with Guests

We have also introduced the below measures to ensure that team interaction with guests is reduced to adhere to social distancing measures:

- The Diner will be closed to guests
- The only part of the Diner that is open is the Drive Thru
- Guests will order at the Drive Thru over the headset
- We will operate a cashless payment system and only take contactless payments
- Food will be dispensed to guests in a container/tray enabling the guest to remove their items
- Staff on the 2nd window will be required to wear face masks and PPE
- Allergen menus will be given to guest on printouts that should not be taken back
- Team's should ensure that if social distance cannot be adhered to that they limit interaction and wear required PPE
- When handling guest's ID staff should ensure that they are wearing gloves and dispose after handing back the ID

Deliveries


We have implemented contactless delivery procedures all suppliers will be contacted that they will be required to drop off delivered items to a designated area.

- All items will be delivered to a specific designated area
- Signs will be used to identify the area and tape will be used to highlight the area
- All items will be decanted by staff wearing disposable PPE
- All loose items such as fruit and veg will be washed
- Items will be checked once the delivery driver has moved away from the delivery at 2m
- Temperatures will be checked by team's wearing required PPE which will then be safely disposed
- Any discrepancies should be reported to the supplier if the delivery driver has left
- Staff should not use delivery drivers pens to sign invoices and only handle invoices once wearing PPE and disposed of afterwards i.e. gloves

FOOD HYGIENE

We have very stringent processes already in place in regard to Food Safety Management. We have simply enhanced already existing measures to assist in reducing physical contact and risk to guests and our team.

All Food Safety guidelines should be adhered to and enhanced as part of this process. Additional measures should be taken to ensure possible risks are minimised.

- All Food Handlers preparing food should be equipped with the following PPE: disposable aprons, disposable gloves, if required, and face masks
 - Increased frequency of hand washing should be required
 - Increased sanitising of surfaces will be required
 - Due diligence should be completed and recorded
 - Fruit and Veg as per FSMS should be cleaned in the required way and items delivered decanted if possible
 - Staff wrapping and preparing food should do so wearing PPE: gloves, apron and mask
 - Food containers should be stored in sanitary way
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- Dish washers should be tested daily to ensure that the temperature is at required levels
- Hot water should be tested twice daily to ensure it is above 55 degrees
- Cleaning Chemicals should be of commercial quality as advised
- Team uniforms should be cleaned after every shift

CLEANING & SANITIZING

Cleaning and Sanitizing is already such an integral part of our business. We have enhanced existing processes and measures and focused the attention of our teams on 'High Contact' areas.

We use commercial quality cleaning chemicals and equipment to ensure that our restaurants are disinfected and safe.

- Operate regular cleaning and sanitizing of 'high touch areas' at increased and regular intervals throughout the day, preferably every hour. A suitable product that has been identified to kill Covid-19 should be used at its required strength. Normal COSHH procedures and training should be followed. These include the below, they will be detailed on our cleaning checklist:
 - Door Handles or push bars
 - Stainless steel service areas
 - PDQ terminals
 - Menu covers
 - Till screens
 - Push pads for doors
 - Drink dispensers
- Single use cleaning items should be disposed of after use i.e. blue roll
- Sanitiser should be used in the correct way as per manufacturer guidelines and left on the surface for 60 seconds, prior to cleaning
- Remove straws and packaging items that could be soiled from areas and store in containers that can be sealed
- Hand sanitizer stations will be readily available for guests and our team around the building; entrance, exit and other designated areas
- Staff should wash hands every 30 minutes
- Staff should clean PDQs after every use
- Regular cleaning of surfaces on cook line should be sanitized every hour
- When changing job role it is important to ensure that your area and equipment is sanitized
- Doors that can remain open should be done so, to reduce the need for touching handles (fire compartmentalization should not be jeopardized)

M O L L I E ' S MOTEL
DINER

