



COVID-19

# SAFETY POLICY

GUESTS & TEAM  
JULY 2020



## **A Statement from the Mollies Team**

At Mollies, our guest and team are at the heart of everything we do. As we open our Motel and Diner, we want to keep you updated on what we are doing to keep you and our team 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 team 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 physical distancing rules while at work. We are providing the necessary PPE to all employees to use; including face coverings and gloves, to ensure they feel protected while at work.

Our cleaning schedule has been ramped up, and our team will be increasing the frequency of handwashing and changing PPE and gloves. We are increasing sanitising throughout the Motel and Diner, with a focus on all "hot spot" areas.

We will be operating contactless payments with guests to ensure contact is kept to a minimum, and contactless check-in to our Motel, is available through our Mollies App. This means guests can check themselves into their room, with no requirement for them to come up to our reception desk and obtain a key card. All our guests will be able to use our mobile key card through their phone to enter their rooms.

Our Diner will be operating a 'Booking' only policy, which allows guests to book available tables through our website. We have set up this booking system to ensure we can limit the congregation of guests in our waiting areas and have ample time between bookings to thoroughly clean and sanitise all areas. We have had screens fitted between all of our booths to allow guests to feel safe and secure whilst relaxing in our Diner. We have designed disposable menus that will be presented to guests upon their arrival, this means no menus shall be shared between tables.

We have revised our rotas to ensure that employees are arriving to work at staggered times, allowing them to travel at non-peak times and to allow for physical distancing when preparing for work. We have provided mandatory and clear training for all of our Mollie's team, meaning they all fully understand their personal responsibility in keeping each other and our guest's safe during this time

We will ensure that physical distancing will be adhered to where possible and interactions limited to ensure guest and team safety. We have implemented these procedures to ensure that everyone can enjoy Mollie's safely and still get the high level of service and warm welcome, that Mollie's is known for.

**We look forward to welcoming you.**

**Mollies Team**

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## 1. COVID-19 POLICY OVERVIEW

We have developed practices and protocols to ensure guest and team safety remains our upmost 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 Governments 'Covid-19 Secure' guidance, for Restaurants, Hotels and Takeaways.

### How will we be operating?

Mollie's Diner will be open from the 6<sup>th</sup> July and operating seven days a week.

Mollie's Motel is set to re-open from the 10<sup>th</sup> of August, we want to ensure that we are fully prepared to welcome you and your loved ones back to Mollie's.

Mollie's Motel will be open 24 hours a day, our Mollies Diner will operate from 10am-10pm every day and our Drive Thru is open daily from midday to 8pm. We can't wait to welcome you and our community back to Mollie's.

## 2. EMPLOYEE/GUEST SAFETY & 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 workplace.

### 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

## **Guest Health**

- All guests when booking to stay in Motel will be informed by email of the booking policy's
- We ask all guests to be open and transparent
- All guests when checking in will be required to complete a health questionnaire
- Any guest who presents with symptoms whilst staying must inform our Motel team at the earliest convenience, Public Health England advice will then be followed
- Guests who have been in contact with anyone who has displayed symptoms prior to staying will not be permitted to check-in
- Guests who present with symptoms on check-in will also not be permitted to complete check-in

## **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 physical 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 teams will be provided with masks, gloves and disposable aprons
- Employees will be required to increase the frequency of hand washing
- Employees will have designated segregated areas to get changed in
- Stand-alone contactless sanitiser stations will be located at entrances and points in the workplace
- Employee 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

### 3. PHYSICAL DISTANCING

We will be implementing strict physical 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 team and guests, but also between fellow employees.

We will be providing our team with PPE to assist in 'Distancing and Shielding' measures when physical distancing is more difficult in the workplace.

#### Physical Distance with our Team

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

- Restricted access to team changing areas and other BOH areas - one in one out
- Designated work areas for FOH team and Diner team
- One-way system implemented around the Diner
- Staggered start times and break times to avoid team congregation
- Our team will be required to wear PPE whilst working including face masks
- Deliveries to the Diner will be contactless
- Food deliveries to guests will be done in a contactless way
- Contractors will be required to adhere to physical distancing measures
- Employee pre-shift meetings in areas that allow for appropriate physical distancing between employees. If necessary, then teams will be split into sub-groups for safer briefings

#### Physical Distance with Guests at the Diner

We have also introduced a number of measures to ensure that team interaction with guests is reduced to adhere to physical distancing measures

- Guests will be asked to make a table reservation via our Mollie's website
- We will operate a cashless payment system and only take contactless payments
- All meals and drinks will be served to guests in quick and efficient way, as to reduce contact with our team
- All menus will be disposable and disposed of after each use
- Cutlery and condiments will only be dispensed when needed after thoroughly being cleaned
- Our team will ensure that if physical distancing cannot be adhered to, that they limit interaction and wear required PPE
- Guests will be encouraged to follow a 1-way system in certain areas of the Diner
- Guest will be encouraged to not congregate in any areas
- Our booth seating areas will be screened allowing guests to be shielded from other guests
- Tables that are not screened will be staggered to allow adequate physical distancing

## Physical Distance with Guests at the Motel

We have also introduced a number of measures to ensure that team interaction with guests is reduced to adhere to physical distancing measures:

- Guests will be asked to check-in using the Mollies Mobile App if they booked via our website or app
- Guests who booked via a 3<sup>rd</sup> party such as Booking.com, will be asked to check-in via our reception desk and use a key card to access their room
- The guest's phone will be used as a Key Card to access their room and secure doors
- Communal areas inside the Motel will remain closed to guests, however our outside seating areas in our garden will be set up for physical distancing and guests can relax freely out here
- We will operate a cashless payment system and only take contactless payments
- Ordered meals will be delivered to guests in their rooms in a container/tray enabling the guest to remove the items themselves
- Reception and Housekeeping teams will be required to wear PPE at all times
- Our team will ensure that if physical distancing cannot be adhered to, that they limit interaction and wear required PPE
- Guests will be encouraged to follow a 1-way system in certain areas
- Guests will be encouraged to not congregate in areas

## Deliveries

We have implemented contactless delivery procedures with all of our suppliers, and they have been contacted and told 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 our team, who will be wearing disposable PPE
- All loose items such as fruit and veg will be thoroughly washed as normal prior to being prepared
- Items will be checked once the delivery driver has moved away from the delivery at 2 metres
- Temperatures will be checked by our team wearing required PPE which will then be disposed of safely
- Any discrepancies should be reported to the supplier if the delivery driver has left
- Team should not use delivery drivers pens to sign invoices and only handle invoices once wearing PPE and dispose of afterwards i.e. gloves

## 4. FOOD HYGIENE

We have a very stringent process 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 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 will be completed and recorded when preparing all meals
- Fruit and veg as per FSMS should be cleaned in the required way and items delivered decanted if possible
- Our team wrapping and preparing food will do so wearing PPE; gloves, apron and mask
- Food containers will be stored in sanitary way
- Dish washers will be tested daily to ensure that the temperature is at required levels
- Hot water will be tested twice daily to ensure it is above 55 degrees
- Cleaning chemicals will be of commercial quality as advised
- Out team uniforms will be cleaned after every shift
- Water stations in Diner will be available for use, with disposable cups provided in their rooms

## 5. CLEANING & SANITIZING

Cleaning and Sanitizing is already such an integral part of our business. We have enhanced existing process 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 Motel and Diners are disinfected and safe.

We operate regular cleaning and sanitising 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 will be used at its required strength. Normal COSHH procedures and training will be followed. These include the below, they will be detailed on our cleaning checklist:

We will be cleaning all high-touch zones on a frequent basis throughout the day:

- Door handles or push bars
- Stainless steel service areas
- PDQ terminals
- Chairs
- Tables
- Door handles
- Taps and Toilet Areas
- Menu covers
- Till screens
- Push pads for doors
- Drink dispensers
- Bannisters on stairs
- Water stations in Motel
- Light Switches

## **Eating at Mollie's**

To ensure we are providing the highest levels of hygiene throughout our Diner we are implementing the below:

- Single use cleaning items will be disposed of after use i.e. blue roll
- Regular cleaning of toilet areas
- Sanitiser will be used in the correct way as per manufacturer guidelines, and left on surfaces for 60 seconds prior to wiping
- Tables and chairs will be thoroughly cleaned after guest leave
- All non-essential items will be removed from Tables and dispensed when needed
- Our team will remove straws and packaged items that could be soiled from areas and store in containers that can be sealed
- Hand sanitiser stations will be readily available for guests and team around the building including the entrance, exit and other designated areas
- Our team will wash hands thoroughly every 30 minutes
- Our team will clean PDQs after every use
- Regular cleaning of Banisters and Door Handles and other high touch areas will be managed frequently by our team
- When changing job role, our team will ensure that their area and equipment is sanitised, prior to the next team-member taking over
- Doors that can remain open will be done so, to reduce the need for touching handles (fire compartmentalization should not be jeopardized)
- The temperature of our dishwashers will be kept at the required levels

## Staying at Mollie's

To ensure we are providing the highest levels of hygiene throughout our Motel we are implementing the below:

- Contactless check-in process is available through our Mollie's app if you booked through our app or website
- If you booked via a 3<sup>rd</sup> party site, such as booking.com, you will have to check-in via our reception team, who will provide you with a physical key card to access your room
- Guest health questionnaires are required to be completed before or on arrival by all guests on the day of their check in
- Temperature checks of all guests, will be required when you first enter the Motel
- Sanitiser stations are available on entrance to the Motel and throughout
- Sanitiser stations are available on every floor located by the water stations
- Enhanced cleaning processes have been implemented in all our rooms and communal area, with extra focus on high touch areas, such as regular cleaning of door handles, banisters etc.
- Housekeeping services have been updated, meaning no one from our housekeeping team will enter our rooms until the guest/guests have checked out
- Contactless delivery of towels and other amenities are available on request
- Contactless delivery of our Grab & Go menu our from Diner to guest rooms is available via our Grab and Go section of the Mollie's app, please ensure to comment your room number, so we know where to deliver your meal
- Contactless check-out is available via app, meaning once you leave your room and click check-out on our app, you can just walk out of the Motel
- All multi use items (such as water glasses) have been removed from our rooms, and replaced with disposable items such as our paper cups
- All of our Motel team will be increasing the frequency of hand washing
- Our Communal areas will be adjusted to allow for physical distancing
- Contactless card payments will be the only form of tender accepted
- You can purchase tea or coffee from our reception team, we just ask that you remain physically distanced when doing so and we are only accepting contactless card payments
- PPE available for purchase at our General Store
- All General store items will be available for purchase whilst remaining socially distant and we are only accepting contactless card payments

The safety and wellbeing of our guests and colleagues remain our utmost priority. We have worked hard to provide a safe environment for our team to work that ensures our guests receive the quality experience and high standards we hold ourselves to.

We have reviewed the current Government Guidance and aligned our Policies around the Governments 'Covid-19 Secure' guidance, for Restaurants, Hotels and Takeaways. Below we have outlined how the processes, procedures and practices that we are implementing are going to work. You can also review our full Covid-19 Policy guidelines by reviewing our safety guidelines document.

On behalf of our team, we look forward to welcoming our guests to Mollies.

M O L L I E ' S MOTEL  
DINER