



**MAKING  
THOR'S SOL AST  
SAFE**

## Introduction

This document is our guide on how SOL AST is trying to navigate the COVID situation and what processes we will be putting in place to comply with healthy and safety guidance.

As the situation is fluid with new information released every day we must make it clear that our plans are only designed for our particular business and operation. They have been built using risk assessments and with the intention to be fully compliant with government guidelines. We are doing our best with only good intentions so there may be elements of our guide that conflict with updated guidelines and we will therefore monitor and adjust where it is necessary to do so. Our only goal is to create a safe and hospitable environment for our customers and team, so that we can create special memories together this summer.

## Personal Hygiene

Our team members will be asked to sign a declaration before the start of every shift that confirms they do not have any symptoms of COVID-19.

Hand washing for our team members must take place every 30 minutes observing social distancing measures throughout the process where possible. Signs will be placed to remind staff of this at every handwashing point.

Team members must wash their hands for a minimum of 20 seconds with soap and water.

Team members must wash their hands for a minimum of 20 seconds with soap and water immediately after coughing or sneezing.

Sanitiser stations will be located at all entrances, exits and bathroom entries.

Key touch points such as waiter stations and reception areas will also contain sanitiser stations.

Good personal hygiene as always is an important requirement for all of our team members. In this climate all hair must be tied up and staff must change into work clothes in allocated locations at work where possible. Certain jewellery restrictions remain in place in line with our staff handbook.

## Site Hygiene

We will be asking for one name and telephone number from each group who visits SOL AST. This is in line with government guidelines to assist with track and trace. The data will be stored securely for 21 days. Should a guest refuse to give their details, SOL AST has the right to refuse their entry.

All surfaces at SOL AST must be regimentally cleaned every 30 minutes, where it is not moving a customer at the time. A daily record of this must be kept on sites and will be available for customers to view also. This is in addition to strict cleaning measures already applied to the back of house and kitchen areas.

Surfaces must be cleaned with disposable products where possible including blue roll. Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.

Wash room maintenance will be increased to every 30 minutes with a record kept on site and available for customers to view. Paying particular attention to frequently touched areas and surfaces, such as taps, grab-rails and door handles.

Hand washing must be implemented in accordance with hand washing guidance after cleaning surfaces.

Paper towels will be added to washrooms to avoid use of hand dryers where commercially viable. Bins will be provided for these.

All bins must be emptied using PPE including the provided disposable gloves.

Only paper napkins will be used Front of House to reduce customer/staff contact.

All team members will be briefed on how to spot symptoms of Coronavirus.

Recyclable, environmentally conscious single use menus will be in use.

Single use cutlery will be used.

Tables will be cleaned after each sitting to allow for a more thorough breakdown and disinfecting process.

## **PPE**

It is important to note that according to the current government guidelines evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and the government would therefore not expect to see us relying on face coverings as risk management.

At SOL AST we have undertaken various risk assessments in the different areas of our business and have determined the areas we feel there should be the requirement or added benefit of PPE equipment. Please be aware that wearing a face covering is currently optional and is not required by law, including in the workplace. At the same time we desperately need our teams to feel safe and confident whilst at work therefore we have given everyone the discretion to wear a face covering or gloves should they choose to. We ask that you please respect their personal decisions in this difficult time.

Any staff who choose to wear a face covering have been provided with the following guidance for the correct use of them:

Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.

When wearing a face covering, avoid touching your face or face covering, you could contaminate them with germs from your hands.

Change your face covering if it becomes damp or if you've touched it. Continue to wash your hands regularly. Change and wash your face covering daily.

If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.

## **Team Health**

The health and well-being of our 'Warriors' is and has always been our number one priority as a family business. Now more than ever this is crucial to create comfortable surroundings for our teams. Hospitality is not a work-from-home industry and therefore as we slowly reopen our doors we will have to expose ourselves to a certain level of risk when working with others and waiting on customers. It is our mission to ensure that risk is minimised to the lowest possible level and that we at SOL AST have considered every angle to mold our strategy through this. As always, we ask our teams to be respectful of each other and sensitive of the fact that people will have genuine concerns.

## Social Distancing for staff

Start and Finish times will be staggered where possible in ten-minute blocks to avoid times of congestion.

Team members must strive to achieve social distancing measures of 2 metres when arriving to and leaving work where possible.

Key areas of congregation including break areas and back of house will be clearly signed with hygiene procedures and carefully maintained. Social distancing measures will be followed where possible.

Back of House will operate directional flow rules to prevent unnecessary contact points. These will be marked with signage.

Breaks will be encouraged to be taken outside when the weather permits in safe ventilated locations, observing social distancing measures.

## Service

Our sites will operate a cashless policy to avoid unnecessary contact.

## Deliveries

There will be one person in charge of receiving deliveries.

Suppliers will be asked to leave deliveries in the same location for each site with delivery times spaced out appropriately from 7am – 11am.

## Hygiene

Single use menus will be printed on recyclable paper. Through QR coding, guests will be able to also access our menus and place their orders on their phones.

Hand Sanitiser dispensers will be located at all main entrance lobbies for use on entry and exit, at the entrance to washrooms and at internal level changes.

Branded signage will request guests follow guidance hygiene procedures in washrooms.

## Social Distancing

We have designed our operation this summer to offer table service through either placing your order on our online system through customers phone or by using the team member assigned to your section. We actively discourage ordering drinks at the bar.

2 metres distancing will applied between tables where possible.

No physical contact will be made by our team members. Sadly high fives, fist bumps and handshakes are not permitted.

Social Distancing notices will be allocated in key areas such as washrooms and entrances/exits to ensure guests observe safe measures where possible.

Our sites will operate a cashless policy to avoid unnecessary contact.