

THE HUSH COLLECTION

INTRODUCTION

“We’re not in Kansas anymore”

As the government starts to ease the lockdown restrictions, we can start to poke our heads from around the door and think about the “new normal”.

Will people return? How will we put social distancing into place?

How can we keep our teams and our guests safe?

This playbook is 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”.

OUR CORE VALUES



FIRED UP

Being optimistic and full of energy.
Innovating without the fear of failure.



PROUD

Proud of our restaurants and of our teams.
Celebrate success! Never accept something being just "good enough".



GET STUFF DONE

Never giving up. No matter how hard and
no matter how many knock backs.



LOVE PEOPLE

Treat every guest and team member like you
would a friend or a member of your family.



RESPECT

Pulling together as a team Treating people kindly
and with compassion and understanding.
Being genuine and honest.



HYGIENE

Mandate super hygiene practices across the board

- Handwashing a minimum of every 30 minutes with soap and hot water for at least 20 seconds.
- Hand sanitiser to be made available absolutely everywhere.
- Scheduled sanitising of all shared surfaces a minimum of every 30 minutes. All condiments to be sanitised after every table visit.
- Enhanced cleaning practices across the board. Fog clean every night.
- No physical contact (handshakes, high fives, fist bumps!).
- Guests are very sensitive to hygiene and anything that even looks messy will translate to unclean in their minds. So everyone's uniforms, hair, nails, any surface guests can see, all needs to be tidy and spotless. Now more than ever!
- Food runners should wear gloves where at all possible.



HEALTH

Stay Alert! Be Prepared. Be Aware.

- Every day, each team should complete a health questionnaire before starting work on the Fourth App.
- Avoid public transport if at all possible, and if you do need to use it (many will), remind teams to use Masks, Gloves and Sanitise after the 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!**
- We will ensure that all sites have completed a COVID-19 SECURE risk assessment before re-opening.



GUESTS

Our guests, our responsibility!

- Allow guests to physically distance as much as possible. Remove tables if possible to make this easier. This is going to last a while so be creative!
- All restaurants use an online booking platform to manage the new layout of tables.
- Manage queues (wouldn't that be nice!) in a clever way. 2m (or 1m plus with mitigation) markers on the ground should be considered where queuing is necessary. Hosts available where possible at peak times. Inform guests on wait times and keep them updated.
- Calculate the maximum number of guests that can reasonably follow social distancing guidelines taking into account specific characteristics of the restaurant such as furniture and pinch points.
- Condiments and cutlery to be brought out only when food is served



GUESTS

Make guests feel safe

- Allow a maximum table of 6 guests except in a private room. The current guidance for indoor gathering is limited to members of 2 households. Outdoor gatherings are limited to 6 people from multiple households.
- All guests must be encouraged to log into the restaurant wifi to collect information that may be needed under the governments Track and Trace scheme. If the wifi is unavailable or the customer does not have phone access, kindly ask for details to be inputted on the restaurant's booking platform
- Go cashless. All PDQ machines will be contactless and ApplePay ready.
- Have hand sanitiser available everywhere!
- Manage the flow of people to the loo to minimise the risk of contact.
- All menus to be single use.



TEAM ORGANISATION

- Identify team members who live close to the restaurants. Switch team members around if it helps to limit the amount of travel.
- All Ops or Trade meetings will take place by Zoom if possible. Zoom is your new best friend!
- Walk or cycle to and from work if you can. If team members do have to travel by public transport, please encourage "Mask, Gloves, Sanitise" regime.
- Be aware of team members that are dating or flat sharing and ensure that if one member becomes unwell, the other members self-isolate.
- Remember that some members of your team will feel scared and uneasy about coming back to work. Be compassionate and understanding.



TEAM ORGANISATION

- Ensure physical distancing is maintained in kitchens, bars and offices. If space is limited, introduce measures to restrict contact. All touch points and shared surfaces to be sanitised after use. Physical distancing to be maintained on breaks. Use safe outside areas for breaks.
- As far as possible, ensure that the same team members work the same shifts to maintain working hubs.
- Masks and gloves should be available for those that require them.
- Select and train one person responsible for encouraging social distancing on each shift
- All staff must wash their hands on arrival to workplace and return from breaks
- Ensure frequent washing of uniform and for staff to change once at work, where possible



DELIVERY/ TAKEAWAY, C+C

- Implement contactless delivery or pick-up for Deliveroo, City Pantry etc.
- Make sure any click and collect/takeaway orders are cashless and contactless.
- “Making memorable experiences” also applies to delivery. Add a handwritten note, or gesture if you think it is appropriate and you have time – Even if it’s “Looking forward to welcoming you back!”
- We are looking to be very creative with delivery to enhance the experience for guests. If you have any ideas, please share them!

WELCOME BACK MENUS

- During the first phase of re-opening, demand might be very limited. It is very important to manage food and drink cost, and wastage. We intend to start with reduced menus that focus on popular items with good margins. Guests understand that the menus will grow as time goes on.
- We are starting with wine lists that are concise so we are not holding too much stock and avoiding too many cocktails with fresh fruit that could lead to wastage.
- Keep in touch with suppliers about availability. Some of our small suppliers might also be finding life difficult so treat them with understanding and compassion.
- Listen to feedback from our guests and feed this back.





COST CONTROL

- Put a hold on all non-essential expenses.
- Until we understand demand, run with small teams and grow your teams as sales grow. Never use agency staff. Reach out to other restaurants within the Hush Collection if you need help.
- Keep maintenance up to date, but have any expenditure authorised.
- Think differently. Everyone will need to muck in and do things that previously weren't their job or responsibility.
- Control utility costs. Switch off lights when not needed. Don't blast out air conditioning unless it's really required.
- Opening and closing times will be reviewed on a weekly basis.



COMMUNICATIONS

- It is important that not only are we COVID-19 SECURE, but our guests know this.
- All websites should display the COVID-19 SECURE NOTICE outlining the actions we have taken and provide a link to this document.
- The checklist statement should be at every restaurant entrance.
- If you are contacted by the government's Track and Trace system, you must follow guidance and self-isolate for 14 days.
- Above all, listen very carefully to the mood of the guests and team members and act with compassion and understanding.



COVID-19 SECURE IN 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19.

FIVE STEPS TO SAFER WORKING TOGETHER:

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here.
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance.
- ✓ We have taken all reasonable steps to **help people work from home**.
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace.
- ✓ Where people cannot be 2m apart, we have done everything practical **to manage transmission risk**.