

## COMMITTED TO KEEPING YOU SAFE WHILST ENJOYING YOUR TIME WITH US...

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### GUIDANCE AND BEST PRACTICE

We're following all government guidelines and have been actively involved in scoping out industry best practice in partnership with key industry bodies and specialists. Once all our staff have been trained, we'll complete all necessary assessments and certification.

### SUPPLIERS AND PARTNERS

We'll ensure everyone involved in our business is fully aware of and committed to our operating procedures.

#### THIS INCLUDES:

- Every team member will be trained in new health and hygiene related procedures and their responsibility to guests and colleagues.
- New HR policies and processes have already been implemented, so we're prepared for our teams to return to work.
- We'll take all reasonable steps to follow the government's Covid-19 Secure Workplace Guidelines.
- We're communicating with key suppliers and partners, to ensure that their policies and systems relating to health and hygiene meet our high standards.
- We will supply all necessary PPE. This will include face coverings and gloves for all guest facing team members.

### COMMUNICATION

We'll share as much information as possible to provide assurance and transparency:

- Our health and hygiene information will be available and published on our website before we fully reopen.
- We'll update all our pre-booked diners email communications to provide additional information relating to health and hygiene.
- We will be asking those feeling unwell, with a temperature, coughing, sneezing or a loss of taste and smell not to visit The Crabshell Inn.

- New signage and focus points will be added across the building to promote hygiene and social distancing.
- We will have a welcome team to explain our new style of operating.

### CLEANING

A new risk-based approach to cleaning will be implemented and all team members will be trained accordingly. Hand sanitiser will be available and visible at several points across the Crabshell.

### SOCIAL DISTANCING

We will maximise our dining and bar spaces and outdoor areas to create more space for guests.

We'll also promote a 'one way' guest flow through the building to avoid pinch points in corridors etc.

### CAPACITY

We'll adhere to restrictions relating to dining capacity while social distancing is required.

- We will take all necessary measures to deliver minimum contact, ensure hygiene standards and social distancing. These include:
- Simplified menus will be created and available electronically to avoid the use of paper.
- Tables will be positioned the required distance apart in line with the latest government guidelines.

### OUR FACILITIES

We have conducted detailed reviews and risk assessments across every area of our business.

### TECHNOLOGY AND PROCESS

We have readdressed our technology priorities to focus on the elements which will help us deliver this plan.

- Redesigning our arrival process,
- Implementing tablet ordering to avoid having to come to the bar.
- Encouraging Taking contactless card payments.