

indico

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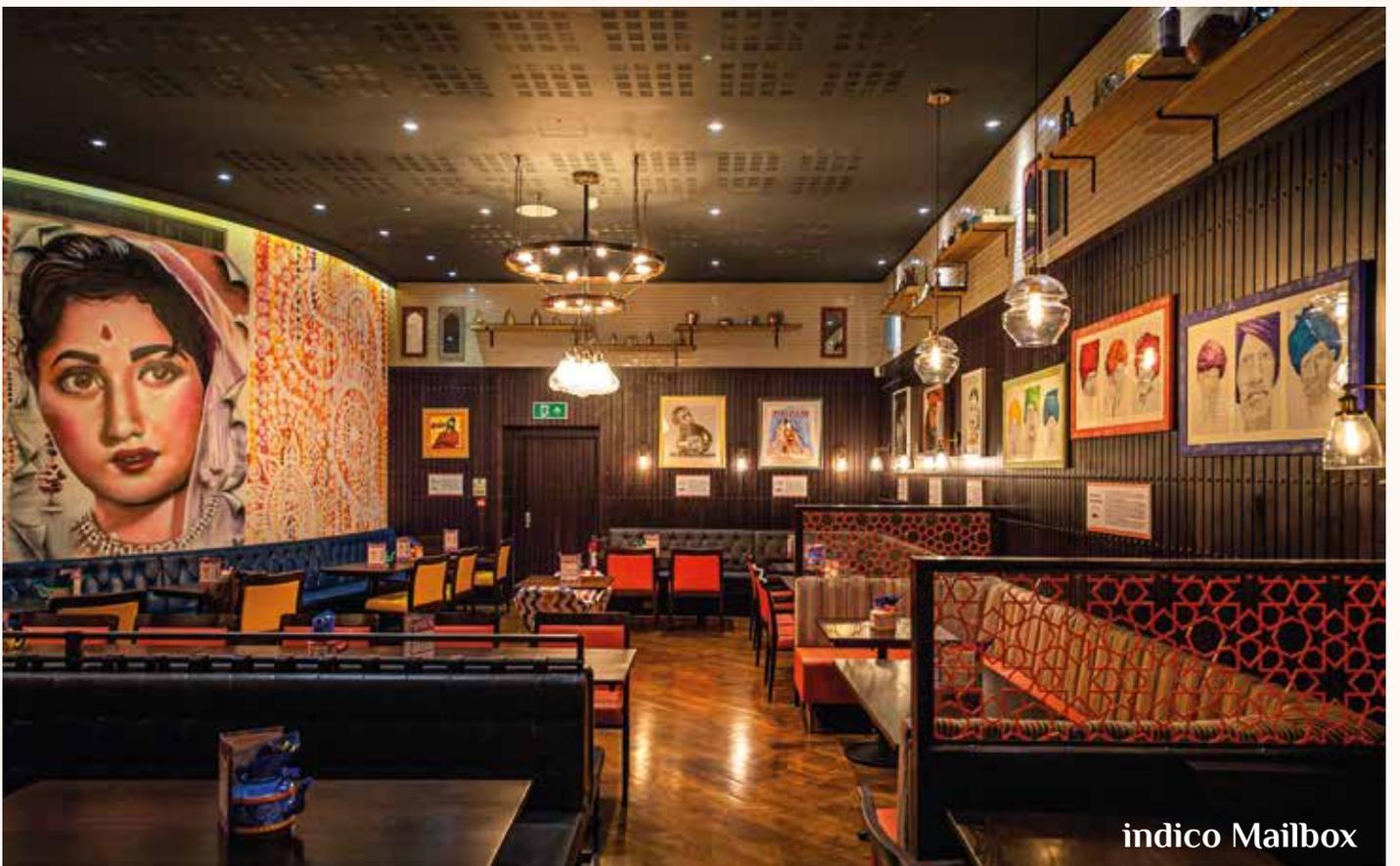
**COVID-19
Standard Operating Procedures**

Keeping our Guests and Team Safe

UPDATED: 4th July 2020



indico Shirley



indico Mailbox

A NEW HOME

Regardless of age, creed, or religion, the coronavirus pandemic has compelled us all to adapt to a new way of living.

The world is somewhat different. And within it, is our industry and its devoted people, who are determined to welcome guests back in the safest, most hospitable way.

Home might not look like what it used to be; but it is *still* home, and with the **indico** family, it always will be.

As a collective, we are continuing to learn about COVID-19 and its extraordinary implications. The government and World Health Organisation have done a praise-worthy job of communicating up-to-date guidelines with the public thus far. And at **indico**, we are making every effort to follow their advice, with accuracy and care.

This document outlines the steps and precautions we have taken to ensure the safety of our team and loyal guests, without whom we would cease to exist. Kindly note, the content on some of the following pages will be updated regularly, to keep in-line with any additions or amendments to the existing rules.

Change is scary, we know. But there is comfort in knowing that we are in this together; and whilst we cannot predict exactly what the future holds, we can promise that we will move forwards with the well-being of our guests and our employees, firmly in mind.

Welcome home. Once more.

The indico Family



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INDICO SANSKRITI

“Sanskriti” means “culture” in Hindi.

At **indico** we have a strong set of philosophies that we live and serve by. During such times of adversity, it is our Sanskriti that has been our biggest strength; which is based on our one, core belief.

ATHITI DEVO BHAVA

Meaning “**the guest is God**”. Whilst the pandemic has stifled business-as-usual, this philosophy of ours (taken from ancient Indian teachings) has remained in-tact.

It is with this notion that we fight against this pandemic, every day. We may not have all the answers; but our Sanskriti keeps us rooted firmly, with our people – where we belong.

UNDERSTANDING OUR SOP

Details of the steps and precautionary measures taken place to minimise the spread of COVID-19 at **indico**, have been outlined across three different sections of this document.

- 1. Site Operations & Hygiene**
- 2. In Honour of Our Team**
- 3. In Honour of Our Guests**

These measures have been set and approved, following an official **COVID-19 Risk Assessment** on-site.

SITE OPERATIONS & HYGIENE

Following the latest government advice, we are delighted to announce that our restaurants re-opened for dine-in guests, as from **Saturday 4th July**.

We will be welcoming guests back on-site, whilst strictly adhering to the guidelines set by the **Public Health Agency**, to prevent the spread of COVID-19. Our restaurants will be operating at a limited capacity (in-line with social distancing measures) and we will continue to follow through with the compulsory hygiene practises.

The following steps have been implemented:

-  Thorough cleaning of the entire premises before the official re-opening of the restaurants. We have paid particular attention to areas which have not been used during the lockdown period.
-  Public areas, including public toilets, front-of-house seating areas, kitchen, storeroom, outside areas/ outside furniture, and staff facilities to be cleaned thoroughly; with a daily record to be kept on-site.
-  Suitable cleaning agents and disposable paper towels to be used for cleaning purposes at all times, as well as the correct PPE. All sanitisers comply with **BS EN 1276** and team members to continue to adhere to the correct contact time and dilution rates.
-  Main **touch points** to be sanitised regularly with an hourly record to be kept on-site. This includes light switches, door handles, taps, soap/ sanitiser dispensers, chair handles, bar pumps, bar bottles, and shelves.
-  Ensuring all hand basins are kept clear and clean (and that this is checked frequently); to keep rubbish bins nearby for the disposal of paper towels, as well as signs to encourage guests to comply with basic hygiene measures.
-  Keeping sanitisers and cleaning sprays at all till stations, as well as paper towels to ensure that till screens and keypads are wiped down regularly – particularly between guest payments.

SITE OPERATIONS & HYGIENE

-  Repurposing unused dine-in tables as sanitising stations for guests.
-  All items (including cutlery and plates) removed from guest tables, to prevent the spread of infection. These items will instead be stored in a designated area, ready to be laid-out on tables as and when guests require.
-  Guests to use **single-use menus** only, which we have specifically designed and created in the interest of hygiene. Guests will only receive menus after they have been seated at a table.
-  Clear signage displayed across restaurant front(s), reminding guests to adhere to **social distancing** rules and use **contactless** payment methods whenever possible.
-  Increased signage in and around the public toilet(s), to restrict usage of toilets.
-  Signs reminding guests to kindly wait to be seated.
-  Signs reminding guests not to enter the premises if they are displaying symptoms of COVID-19.

** The current social distancing rules state a minimum “**one metre-plus**”, as recently changed and recommended by the Public Health Agency.

IN HONOUR OF OUR TEAM

We are committed to protecting the health and livelihoods of our hard-working employees. Currently, the restaurant operates with smaller teams (at a time) to avoid a crowded work environment and to comply with social distancing measures.

-  All team members (kitchen, hosts, and managers) have been trained in-line with **most-updated** measures and government guidelines. The **indico** family understands the threats associated with COVID-19 and how to best prevent them.
-  Team members have been advised to avoid public transport where possible, and use an alternative mode of transport for getting to work.
-  Team members have been provided with hand sanitisers and encouraged to wash their hands as frequently as possible.
-  Team members are wearing the correct form of **PPE** in any situation where it could help prevent the spread of infection, particularly if order-taking cannot be managed (in-line with social distancing guidelines), where masks may need to be worn.
-  Team members to be clarified upon the correct Glove Policy, this is especially for when they are serving guests/ dealing with the public.
-  Team members will be reminded to continue with the compulsory health and safety protocols to prevent the spread of infection in communal staff areas as well (with signage, etc).
-  Continue to reassess any potential risks for kitchen team members as staffing levels increase for the reopening.
-  Team members trained to advise guests on social distancing where it is required and helpful.
-  Team members trained to manage guests in a safe manner, particularly when they have consumed alcohol.

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IN HONOUR OF OUR TEAM

-  Managers to monitor hand washing, hygiene practises, and social distancing of team members and guests.
-  Any team member who shows any symptoms of COVID-19 will be immediately sent home and told to self-isolate for 14 days.
-  In the event where a team member is tested positive with COVID-19, **indico** will contact the Public Health Agency for advice on how to move forwards, for the safety and protection of all team members and guests.

PPE: “Personal Protective Equipment” which during the current pandemic, mainly includes gloves and face masks. The **indico** team are using both masks and gloves where appropriate.

The **indico** team understand how to replace and dispose of PPE equipment, safely and correctly.

Mental and Emotional Wellbeing

In every aspect, we serve, survive, and thrive as a family here at **indico**.

We understand that the impact of COVID-19 may be taking its toll on some of our team members; and so, we have been promoting mental health and wellbeing awareness, as much as possible.

Every team member at **indico** can easily ask for support from their peers, and our management team is incredibly hands-on, should any issues arise.

We’re proud to say that as a team, we have collectively adopted a positive attitude and embraced any changes that have come our way, whether that be related to the increased use of PPE, social distancing, or replacing hugs with the sacred “**Namaste**”.

It is true that hardships bring you closer to your loved ones (we have certainly felt closer to ours!).

IN HONOUR OF OUR GUESTS

Our duty is to continue serving our guests superbly, through every storm and sunny season. Now that we have re-opened for a dine-in experience, it is our utmost priority to ensure that our foodie friends feel as safe as possible when visiting **indico**; and return home with peace of mind (and very satisfied appetites).

We flourish when our guests are happy (and healthy). It's as simple, as that:

-  Guests will be encouraged to make reservations online, making it easier for us to manage social distancing measures and operate the restaurant at a limited capacity.
-  Guests will be encouraged to use the hand sanitisers available at the restaurant, when entering and leaving the premises.
-  Guests will be reminded of the **one metre-plus** rule (by team members and clear signage), and that people from a maximum number of two households can share a dine-in table.
-  Only **single-use menus** (for both food and drink) will be provided to guests, after they have been seated.
-  Guests will be provided with fresh cutlery for their meals, which will have been appropriately cleaned and stored in a designated area.
-  Tables will be disinfected in-between guest visits with the correct cleaning and PPE equipment.

IN HONOUR OF OUR GUESTS

-  Guests will be encouraged to make **contactless** payments at the end of their meal.
-  Guests who need to enter the premises for a take-out order will be managed by a member of the **indico** team, to prevent overcrowding.

We appreciate that the **indico Guest Journey** is different to what it used to be. However, we won't be comprising on our exceptional standards of service; and will be greeting all our guests with smiles and well-wishes (from a safe distance).



www.indicostreetkitchen.com