

“THE NEW NORMAL”

THE PLAN... HOW WE ARE MANAGING COVID-19





FROM THE MANAGING DIRECTOR

The last few weeks have looked very different for all of us. Personally, I have loved the cherished time spent at home with my family. Although, it's definitely fair to say that I'm better at managing a business in hospitality than home schooling. Now the tide is starting to turn, it's time for me to return to the helm and start planning what the future will look like at Four Gables

We know that you are keen to start spending time with friends, colleagues and family, so we have created three concepts that will work for small numbers. You can see more about the concepts below. In the meantime, I'm here for you if you have any questions, just reply to this e-mail.

David Gilloft

THE FACT SHEET

We are working to keep people safe during this challenging time whilst still providing amazing food. To help us to do so we have put some Special Measures in place.

1. We have increased our cleaning and disinfection routines. We frequently sanitise customer touch areas such as collection points
2. Our staff pay particular attention to thorough hand washing and avoid touching their face, nose or mouth
3. We have strict procedures in place to prevent staff with any signs of Covid-19 infection from working

Please help us to keep you safe by:

4. Liaising for your event by phone, email or online
5. In 2019 we turned to being a cashless business so all payments are now digital e.g. by card or secure digital systems such as online transfer, PayPal or Apple pay. Where this is not possible, we have implemented measures for the safe handling of cash
6. Respecting the measures we have put in place for the safe delivery of an event, designed to keep clients 2 metres apart
7. Maintaining a separation distance of 2 metres from our staff - we will ensure this happens and explain how

Thank you for your help to keep us all safe.

SAFE DELIVERY OF EVENTS



LIMITING COVID-19 TRANSMISSION RISKS

As Covid-19 is mainly transmitted from person to person by droplets, especially when sneezing or coughing, but also by direct touch and through contaminated surfaces, effective controls depend on good social distancing and good hygiene within the food premises and within the staff. For that reason we are limiting our staffing levels and in the short term we have designed three different concepts that will tick all the boxes we have set out.

BEFORE THE EVENT

SOCIAL DISTANCING

Within our production kitchens we have set out work systems to ensure members of staff can be physically separated (kept 2 metres apart).

STAFF PERSONAL HYGIENE

Staff showing any signs of Covid-19 infection will not be permitted to work. Staff have been trained to frequently and thoroughly wash their hands to reduce the risks of any viral transfer. They are also trained to avoid touching their face.

PREMISES HYGIENE

To reduce risks of any viral transfer regular cleaning and disinfection is in place. Cleaning schedules have been updated to ensure that high touch areas are suitably and frequently disinfected.

AT THE EVENT

SOCIAL DISTANCING

Social distancing is necessary between event delivery staff as well as between certain guests that are not from the same household. We have designed three event concepts that tick all these boxes and ensure we can deliver the standards we pride ourselves on while ensuring we follow government guidelines. We will explain exactly how we will achieve this and will be flexible to the physical layout of where the event is taking place.



DEEP CLEANING

PUBLIC HEALTH ENGLAND GUIDANCE

WE REALISE THAT THIS INFORMATION IS DETAILED BUT WE THINK IT IS IMPORTANT TO DEMONSTRATE THE LEVEL OF DETAILED THINKING THAT HAS GONE INTO FOUR GABLES DELIVERING EVENTS. WE HAVE WORKED WITH OUR PARTNERS AT NCASS (NATIONAL BODY FOR CATERING) TO DEVELOP THESE GUIDELINES.

CLEANING AND DISINFECTION

Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated can be cleaned as normal. All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including:

Objects which are visibly contaminated with or all potentially contaminated high- contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells.

We use disposable cloths or paper roll and disposable mop heads to clean all hard surfaces. We will use a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine. We will avoid creating splashes and spray when cleaning. Any cloths and mop heads used must be disposed of and should be put into waste bags. When items cannot be cleaned using detergents or laundered, for example, upholstered furniture, steam cleaning will be used.

LAUNDRY

We will wash items in accordance with the manufacturer's instructions. Using the warmest water setting. Dirty laundry that has been in contact with an unwell person can be washed with other people's items. Do not shake dirty laundry, this minimises the possibility of dispersing the virus through the air. Clean and disinfect anything used for transporting laundry with your usual products, in line with the cleaning guidance above.

The large majority of material used for events is hired from our friends at Well Dressed Tables who have specific guidance for their staff and safe delivery.

WASTE

All waste will be removed as a matter of good practice it will then be safely disposed of using our contractors who in turn have specific guidance for their staff.

WITH HONESTY BEING THE BEST POLICY WE HAVE TAKEN ADVICE FROM INDUSTRY EXPERTS TO FORMULATE THIS SET OF CONTROLS AND ARE ENTIRELY CONFIDENT IN OUR EVENT DELIVERY.



COVID-19 CONTROLS

SPECIAL MEASURES & PROCEDURES

HYGIENE:

Our staff have been trained to pay extra attention to keeping our premises clean and hygienic. In addition to cleaning and sanitising food contact areas, equipment and utensils, we pay special attention to areas likely to be touched by staff and customers e.g. collection points.

These hand contact areas are frequently sanitised and We have updated our cleaning schedules to make sure that we are using the chemicals properly to kill both bacteria and viruses.

PERSONAL HYGIENE:

In order to reduce the risk of Covid-19 infection and to maintain good standards of food hygiene, our staff, including those doing deliveries, have been trained to wash their hands regularly and thoroughly, in line with Government guidance.

A Notice that reminds staff about how to wash their hands thoroughly is posted near hand wash basins and in staff toilet areas.

PRACTICAL RESOURCES:

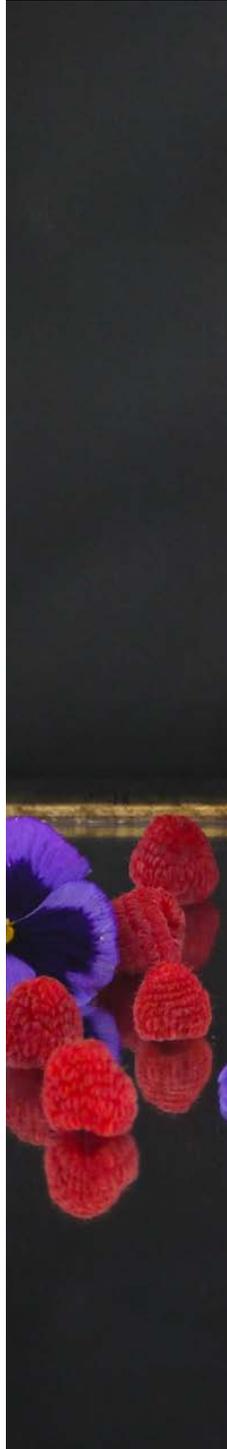
Our staff avoid touching the face, mouth, eyes and nose to reduce the risk of infection transfer. If they accidentally touch any of these areas, they will immediately wash their hands thoroughly. We make sure that our staff have clean uniforms. Reusable uniforms will be washed at a minimum of 60C unless this is not suitable for the material. In such cases we will use a suitable laundry sanitiser in the process.

EVENT SPECIFIC:

We know from our experience that each event is different not only within what we deliver but where we deliver it. We will tailor the layout of each event to meet the correct controls.

EVENT DELIVERY:

We are ensuring that we maintain our core team rather than spreading the net too wide, the key for us is quality not quantity - our job is to get this right.





REPORTING

Our staff have been made aware of the symptoms of Covid-19 infection and the need to report details to their employer if they or a member of their household have symptoms.

If they have a new continuous cough or a high temperature or these symptoms are present in a member of their household, they will not be allowed to come to work.

We have a system in place to allow staff members to report symptoms of illness, or illness in their household, without attending work. If any staff show such symptoms at work, they will immediately be sent home and the premises will be temporarily closed for thorough cleaning, in line with Public Health guidance.

In addition, we will seek advice from our Local Authority or NCASS on the need to quarantine any other staff members who may have been in close contact with an infected staff member at work.

Staff with symptoms of Covid-19 infection will not be allowed back to work for a minimum of 7 days and where there is a member of their household showing symptoms they will not be allowed back to work for a minimum of 14 days.

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EVENTS

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