

Our Commitment to Your Safety and Comfort

Franco's recognises that COVID-19 presents unique challenges and has and will continue to take all steps necessary to help reduce the risk of its transmission.

We will continue to identify and monitor the hazards associated with COVID-19 in our premises via a process of risk assessments and will continue to implement all control measures necessary to help protect the welfare of our staff, customers, visitors as well as any suppliers or contractors who visit our premises.

We will continue to ensure that adequate resources are made available at all times to help protect our staff, customers and visitors whether this be via the provision of hygiene equipment such as hand sanitising stations, signage and notices throughout the premises or personal protective equipment for use as necessary.

We remain committed to ensuring that all of our staff receive training in the control of COVID-19 and will undertake refresher training sessions on a regular basis to ensure that our safety procedures are always at the highest of standards.

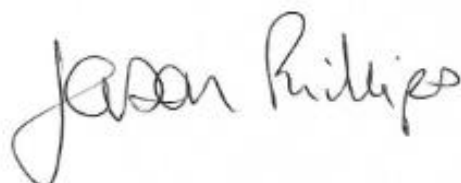
Franco's believe that the best resource is our team. We will ensure that they are consulted with regularly and where concerns are raised we will listen to them and act accordingly. Where staff request measures over and above our own standards to help protect their welfare and that of others, we will endeavour to meet with those requests.

We will continually monitor our performance, whether by internal or third party audit. Upon identifying any improvements necessary during any audit, we commit to ensuring that these are acted upon immediately and without hesitation. We will also strive to achieve certification to our safety consultants 'COVID-19 Secure' standard within all our premises.

We recognise that COVID-19 management is a continually evolving matter. We will monitor Government and other agency advice and implement their best practice recommendations should they differ from our own processes. We will continue to employ the services of a third party safety consultancy, currently Food Alert, and will regularly liaise with them to ensure that they keep us up to date with all best practice measures.

This policy, our procedures and our risk assessments are under continual review and we will revise the content regularly should the need arise. We shall also ensure that controls we set in place do not negatively impact upon the safety and security of our premises.

Signed



Our guests

- Our available reservation slots are spread into 15-minute intervals to avoid congestion in the reception and dining areas.
- Upon arrival, guests are asked to confirm whether they have recently displayed any symptoms of COVID-19. Any guests that suggest they are not well or are in fact displaying symptoms are politely declined entrance to the restaurant.
- Guests who have not made a booking in advance are asked to provide contact details should we need to reach them in the future.
- Disposable facemasks are available upon request.
- We ask that guests wear face coverings at all times with the exception of when they are seated.
- Sanitiser is available at the reception, various points throughout the restaurant and on each table.

Your restaurant

- Before re-opening on 7th September 2020, Franco's was thoroughly deep cleaned.
- To ensure adequate distancing between tables we have reduced our capacity with every other table being used allowing a minimum of 2-meter distance between guests.
- To avoid congestion in the reception area, upon arrival, we ask that guests wait until the reception area is clear before they enter the restaurant.
- Coats are separated so that no two coats are touching with plastic sleeves.
- Complimentary sanitiser and/or sanitising wipes are available for use throughout the restaurant.
- Water and wine glasses are inverted or brought to the table upon ordering to avoid unnecessary exposure when not in use.
- We may have limited availability for larger tables therefore please call the restaurant for more information. These may be accommodated in our private dining room where minimum spends may apply.
- Our daily pre and post service cleaning schedules have been updated with additional sterilising procedures.
- All table items such as salt and pepper are sanitised after each use however individual items such as sugar, salt and pepper packets will also be available upon request.
- Chairs will be wiped/brushed down and sanitised before each table is seated.
- We will no longer offer the 'crumbing down' element to our service unless requested.
- We will no longer fold your napkin when you vacate the table. A fresh napkin will be provided upon request.

Menu and drink list

- Guests will receive an unused freshly printed daily menu that will be disposed of after each use.
- Our wine menu will be presented on a tablet which will be sanitised after each use.
- Guests may ask for gloves when studying menus and or when eating if required.
- Our menus and drinks list will continue to remain on our website and via QR codes, to allow guests to pre-select their meal choices.

Toilets

- All toilet surfaces will be fully sanitised every hour.
- Please be aware that guests may have to wait a short time to use the toilet facilities.
- We ask that guests only use one hand basin at a time.
- We will be using the disabled toilet during this time to increase availability.

Our Staff

- Before commencing work our staff are required to confirm that they are fit to work and are not displaying any symptoms of COVID-19. Their temperature will be taken and recorded daily before the start of their shift.
- Should any of our staff have a temperature, show symptoms, or confirm that they have tested positive they will be required to contact the NHS and follow the self-isolating procedures, returning to work only once fully recovered.
- Whilst on duty, staff are required to wash and sanitise their hands every half an hour as well as between serving each table which will be supervised by their line managers.
- Staff will be wearing face coverings at all times.
- All staff have been issued additional uniforms to allow daily changing and washing where necessary.
- All staff returning to work will be given thorough training and guidance of the new personal hygiene requirements, additional procedures and actions in the restaurant.
- Training will continue to take place daily on how to effectively enforce physical distancing and how to adapt to any new working requirements.
- Staff are advised to not greet colleagues or guests using physical contact.
- No personal items may be brought to the restaurant.
- The sharing of food and drink is discouraged.

Our suppliers

- Suppliers have been asked to update their risk assessments to ensure the safe delivery of all items.
- Failure to do this will result in an alternative supplier being used.
- Fresh goods will be washed before they are refrigerated with packaged goods initially sanitised before being stored.