



COVID HEALTH & SAFETY MANIFESTO

For the health and safety of our customers and staff we have implemented the following best practice policies.

- Separate entrances and exits for residents, diners and staff
- Dedicated Covid-19 Coordinator managing seating and social distancing
- Extension of outdoor seating areas
- Hand sanitizing stations and recorded temperature checks for guest and staff
- Masks and gloves available for guests
- Staff Health and Safety Policy in use. All our staff members are trained in Covid-19 Health and Safety measures.
- All employees retrained on Food Safety legislation
- Contact tracing policy and record keeping mandate in place
- We have a covid case response plan covering customers and staff in place and isolation room should a case occur
- A no handshake policy for staff and customers
- Separate supplier entrance and exit
- Doors where safe to do so are propped open to reduce touch points

- Floor marking and signs to ensure social distancing and one-way core route for guest to move around dining and public areas
- Use of PP policy- masks, screens, shoe covers, gloves for employees as necessary by department
- Strict operating procedures for bedroom servicing and sanitising between guests.
- Room keys and TV remote UV sanitised and sealed prior to guest arrival.
- Acrylic screening at appropriate high interaction locations
- Strict in house cleaning processes in public and food preparation areas
- Employee back of house social distancing protocols
- Employees are separately rostered where possible in pod and bubble teams
- Dedicated separate food service and drinks service staff
- Social distancing and zoned food preparation areas in kitchen production areas
- Maintained air circulation in all areas. Air conditioning units serviced more regularly.
- Dyson air purifiers with HEPA quality filters are used
- All menus are sanitized after every use
- Available QR code on tent card to access our menu from your mobile phone
- Use of masks or gloves for guests use available
- Pre-booking and online booking of tables to avoid peaks
- CLICK and COLLECT service in Hamlets
- All tables, condiment holders are sanitized prior to seating
- Cutlery folded into paper napkins and trays are used when serving food and drink

- All drinks are served with straws and glassware is handled by the bottom of the glass only
- Use of condiments in individual sachets and straws served with drinks
- Contactless payment available at table
- Single use cloths used during sanitizing process
- All staff members had completed medical questionnaire and staff return to work checks conducted
- Tables are arranged such as, that distance from the back of one chair to the back of another chair shall be no less than 1 meter apart. *(as per directives at time of publishing)*
- Maximum time limit of 2 hours per sitting for table rotation.
- We are not accepting reusable cups for the time being until its once again safe to do so
- Strict return to work protocols around any staff returning from abroad or who have been in contact with anyone returning
- We are following all HSE guidelines and keeping our team informed on a regular basis and have also sought the advice of Medical professionals on what procedures to implement in our business to ensure the health and safety of our staff and customers
- Please don't congregate at the bar and respect others social spacing where possible

Thanks for choosing The Blue Haven Collection and thank you for helping us continue to make it a safe and comfortable environment for everyone to enjoy.