

the QUARTER

eat drink listen

Customer Confidence Charter

Delivery, Collection and Take-Away:

- Kitchen preparation and cleaning employees to wear appropriate levels of PPE in accordance with government guidelines
- All ingredient and resource deliveries are placed with, and provided by, companies and distributors following all government safety guidelines
- Minimal external contact with delivery drivers, 2 metre social distancing policy in place to drop at the entrance by the driver, and then collected and brought to the preparation areas by a Quarter employee
- All deliveries are checked and wiped down where appropriate to reduce the possibility of cross-contamination
- All quality issues are addressed and resolved at point of delivery; nothing is kept on-site following delivery or collection
- All employees are in receipt of a 10-minute break every 2 hours to refresh PPE and sanitise appropriately in order to maintain a focused and safe working environment; this is in addition to any statutory break time applicable to their working shift
- Employee wash and sanitation facilities are fully equipped with correct materials to refresh and use throughout a shift, and are cleaned daily to reduce any risk of cross-contamination

Our social distancing focus involves reducing day-to-day contact with other people as much as possible, to reduce the spread of coronavirus (COVID-19). Our business encourages all employees, customers, and third party individuals to apply all elements of our COVID-19 safety policy at work wherever possible.

Take-Out/Collection:

- All take-out and delivery materials are handled only by employees with adequate PPE and handed to drivers in a safe and socially distanced manner in the front of house area. No third party drivers enter the backstage areas
- Employees working are required to maintain socially distanced activities between themselves, customers, and third party workers
- No orders are taken in person; all orders are taken on-line or by telephone
- Any employee who has shown symptoms of COVID-19, or has come into direct contact with an individual with either symptoms or confirmed contraction of COVID-19, is immediately asked to not work, quarantine appropriately and to contact the NHS for further advice
- On arrival for collection we have a specific queuing system which adheres to the social distancing regulations. This will be coordinated by a member of staff to ensure entrance and exit to the premises is always controlled and safe
- There is an internal and external safe queuing system in place for collections, take-out, and delivery collection. This is maintained and reviewed at regular intervals and managed permanently by a member of the team
- Collection times will be adequately staggered to avoid overcrowding or potential breach of social distancing rules
- Our employees will hand over all take-out and collection items in a safe and socially distanced manner. Customers will be guided by staff members with clear instructions on our procedures visible to customers and employees. We ask that all customers respect these; in cases where they are not adhered to, we will have the right to refuse service

We operate a zero tolerance of any form of abuse towards a member of staff and those in breach of this will be refused service and asked to leave the premises; refusal to do so will result in the incident being escalated to the relevant emergency and police services.

Deliveries:

- We advise all delivery drivers that no goods or food should be physically handed over to the customer. There should instead be a set drop-off point agreed in advance and during the booking process
- After ringing the doorbell, the driver will maintain a safe distance from the door and oversee the delivery of the goods. The goods will not be left unattended
- We ask all customers to inform us on ordering if they are self-isolating or are unwell; if this is known, these guidelines should be very strictly followed and further precautions may be discussed with the customer should they be needed. The driver should not enter the customer's property
- To minimise the risk that a customer does not answer the door, sensible steps such as setting an approximate delivery time and gaining a contact number will be taken

- All drivers will wash their hands using soap and water for 20 seconds as regularly as possible, and drivers will always be given hand-sanitiser to be carried and used after each delivery. It is at the driver's discretion to wear other elements of PPE which are not recommended by the government within their policies
- To protect our staff, we remind colleagues and drivers daily to only come into work if they are well and no-one in their household is self-isolating
- Employees should cover any coughs or sneezes with a tissue, then dispose of the tissue in a bin and immediately wash their hands. Materials are always available in both front and backstage areas
- We have relevant and frequent internal messaging to remind all employees of the importance of our Customer Confidence Charter, and all staff receive appropriate training to maintain standards and consistency. Regular training and updates are provided
- Where possible, digital and remote transfers of materials will be used rather than paper formats. All paper usage will be checked and replaced regularly to maintain high standards and, where possible, cleaned and sanitised after each use
- Hand sanitiser will be available on entrance and exit to the building, as well as at all tables, public spaces, and public/employee toilets

Dining:

- Internal and external areas have been re-designed to deliver a socially distanced dining experience over 2 floors of restaurant space. In all cases, the seating between customers is 1.5 to 2 metres apart with directional placement of seats to avoid further face-to-face contact with other tables
- Waiting on staff are all trained and monitored at regular points by a member of management to ensure service standards are maintained in line with social distancing dining regulations
- All dining is by booking (subject to demand and to be reviewed ongoing for walk-in possibility) only and reservations will be at set times, for specific periods of times, and staggered to prevent overcrowding and gathering on arrival or exit of the restaurant
- We ask all diners to arrive no more than 5 minutes before their reservation and if any symptoms of COVID-19 are shown, to not attempt to fulfil the reservation and contact us to cancel
- On arrival, diners will be greeted and seated by a member of our team and hand sanitiser will be available at their table. Menus will be present at the table and you will be approached by a member of staff who will take your order and process this accordingly. Your server will continue to see to your needs but, where possible, will be limiting contact unless required. We ask customers to politely signal to a member of the team should they require service in-between our designated check backs
- Menus will be laminated, one-sided and attached to a clip board; they will be cleaned and sanitised after use
- Food and drinks will be delivered to the table in a timely and efficient manner; should a customer require anything further, we ask that they remain seated until approached by a member of the team who will help accordingly

- Our main aim is to reduce and limit the amount of movement from customers and staff around the building to avoid as much as possible the breakdown of the social distancing guidelines. Visiting the toilets, entering and exiting the building should be the main reasons for customers to be moving around the restaurant. Our team will be on hand to reduce this as much as possible and be there to serve a customer's needs
- Single use condiments will be used where possible to reduce the possibility of spread
- Our toilets will be fitted with a sign on the outside main entrance which as you enter you will turn to say occupied, meaning the toilets will only be used by one person, or members of the same household at any one time. On leaving you will return the sign to say vacant for the next customer to use. At the door there will be hand sanitiser for you to use when entering and on leaving the toilets. Outside there will be guidelines for queuing which we always ask customers to adhere to in order to maintain a safe environment. Where possible please limit the use of the toilet facilities as much as possible and only use them with other members of your household. Our employees will be on hand to manage the use of the toilets should it be required.
- All serving equipment is washed by hand in soapy water and then dish-washed at 82 degrees or higher to remove any possibility of spread. All cleaning materials are FSA accredited standard
- On finishing, we will provide a customer with a bill and ask, where possible, to make payment by card using our hand-held terminal, contactless if below £40 or by touch pin number where over. Each terminal is sanitised between usage and hand sanitiser will be provided to all diners before they leave the table. We ask that should you want to tip your server, you agree this before payment so it can be included on the final bill. We want to reduce the use of cash within the building as much as possible
- On leaving, a table will be fully cleaned down, sanitised, and reset ready for the next sitting. All bookings will be allocated with a 15-minute turn-around period to allow for adequate and thorough cleaning before the arrival of the next booking
- We ask customers to arrive no more than 5 minutes prior to the agreed booking. We cannot guarantee access to the restaurant should you arrive too early. Likewise, if running late, please call to inform us of this; the allocated booking will still only be available for the agreed period unless an alternative agreement is made with a member of management
- At 2-hour intervals, sanitisation is conducted of door handles, banisters, toilets, employee toilets, telephones, computers, tills, and frequent touch spots. A final deep clean and sanitisation is conducted at the end of every trading day, both front and back of house, in line with Food Standard Agency and COVID-19 Secure guidelines. A full clean of the dining area will also be conducted before opening each day
- Signage will be in place to inform employees and customers of the procedures and policies we have in place, and our website will contain all information updates on changes to this as guidelines are changed by the government
- All policies and procedures will be reviewed weekly to maintain a high standard of delivery and to adapt quickly where needed to change and make improvements
- Where possible, teams of employees will work as a cohort to reduce the multi-combination of people and restrict the variety of employees working together. This will allow us to track the success of our procedures and policies, and reduce the possibility of spread. We may limit the number of

employees working on shift to further protect employees and customers, and would ask for your co-operation should this extend service wait times at these challenging times

- Any face-to-face contact between employees and customers will be kept to a minimum and will always sit below 15 minutes

- Employee communication and feedback will be conducted virtually and digitally, where possible, following and preceding a shift

- It is very unlikely, according to research and government guidelines, that you can catch COVID-19 from food

- Cooking thoroughly will kill the virus and adhering to all FSA standards of hygiene and food preparation will avoid cross-contamination in surfaces and packaging

- Everyone should wash their hands regularly with soap and water for at least 20 seconds to reduce the risk of illness, and it is even more important to wash hands before handling and eating food

We follow all FSA guidelines for food preparation, storage and cooking along with strict hygiene, health, and safety measures to maintain a safe working and dining environment for employees and customers. All details of these guidelines can be found at www.food.gov.uk.