

Staying COVID-19 Secure in 2022

TAKING STEPS FOR SAFER

• Customer Refreshments •

Mandatory Controls:

- ✓ Hand Washing: Prior to using any of the facilities you MUST without exception wash/sanitise your hands
- ✓ Sanitise Surfaces: You MUST sanitise any surfaces regularly throughout the day
- ✓ Use of Appliances: You MUST Sanitise any touch points within the customer refreshment areas on a regular basis
- ✓ Seating: Where possible maintain a 2-metre social distance and not sit face to face whilst sitting down
- ✓ Communal Activity: If making a customer a drink wash your hands prior, don't touch the rim of the vessel and serve the drink on a tray
- ✓ Cleaning: The customer refreshment area will be part of the subcontracted cleaning regime but all Associates must adopt a "clean as you go" stance to assist
- ✓ Face Coverings: You MUST following the Face Covering guidance for your Nation detailed in the Face Covering guidance note

The above listed controls MUST be followed without exception to assist in lowering the risk of COVID 19 transmission. Please report any concerns relating to the above to your HOB/Site Leader

Additional detail relating to the controls in place can be found within the "Customer Refreshment – Intention to Open" guidance note