

CORONAVIRUS CONTROL
BRINDISA OPERATIONAL
GUIDANCE NOTES
(Takeaway)

Introduction

- It is clear that in the absence of an effective vaccine against Covid-19, the economic pressure on UK businesses to return to work will result in a situation where businesses may have to demonstrate that they have taken steps to ensure that a level of coronavirus controls are in place at their workplace.
- The Government Plan for lifting lockdown is yet to be revealed but many businesses will already be starting to think about how to re-open Catering and Hospitality premises. There are so many aspects to consider with regards to Business Recovery and it is therefore important to 'plan -in' as much as possible before you get the go-ahead.
- Brindisa have put together sector specific Covid-19 Control Guidance Notes and a supporting Certification Scheme to re-align customer assurance.
- We look at the steps necessary to ensure a safe re-opening, explains how to complete the checks required, and how to act on findings. It formulates Checklists of key areas to address, to verify that all reasonable steps have been taken to bring safe working environments and operations back into use.



Brief

- To outline the steps we have taken for both customers and our teams.
- We have been in constant communications with our H&S consultants and all our represented site EHO's.
- We with have revised and submitted to each council a updated Haccp detailing all the control measures we have implemented to minimise any risk.
- We have outlined within this document a summary of those steps.
- Thank you for reading

Control measures

We have highlighted the steps we are taking to ensure the safety and security of our customers and our team

- Pre-ordering by telephone or online

In order to facilitate a swift and efficient service procedure minimising the potential for large numbers of customers congregating in the service areas at any one time, Brindisa will be encouraging orders are placed in advance via our numerous online platforms or our telephone line as preference.

- Providing takeaway food only

Tapas Brindisa is providing solely a 'takeaway meal' offer only, Customers can pre-order their food as above and will be given a predicted collection 'time slot' for their meal order. This would result in an extremely fast turnaround of the transaction and minimise the opportunity for

- Unacceptable close contact.

A numbering system will be implemented for takeaway orders. Orders will be left at a designated collection point just before the allocated collection time slot. Any walk in trade will have to join a queuing system to place their order in person and then wait at the designated area or come back at the relevant time given for collection. All food and beverage is for takeaway only and not be consumed in site or in the vicinity.

- Limiting our menu offer

We have given much consideration on having a reduced menu offer during this period. This will aid in ensuring operational efficiency and reduce loading on the food production areas.

Actions

- Temporary Handwash/Sanitising station at entrance to restaurant

A supply of certified hand sanitiser will be provided at the entrance at all times

- One way systems of travel with clear signage and floor markings for queuing points

The direction of travel within any of our service areas will be clearly marked with appropriate signage. Areas near the servery where queuing may be inevitable will be clearly marked with floor marking to ensure that 2m 'social distancing' is maintained during the queuing activity. Customers should remain at a safe distance from the service counter and called forward in order to take their order or collect their takeaway.

A sample of a Customer Covid Control Notice is included with this document.

- Distancing

Customers should keep a 1 meter distance between themselves and any service counter etc. The service counter will be sanitised every 30 minutes.

Whilst queuing guests will be required to follow signage on the ground advising they always stay 2m apart.

- Contactless payment only

Cash payment will not be accepted in order to remove the risk of viral cross-contamination.

Actions cont:

- Consideration of using disposables only

In order to reduce viral cross-contamination risks and to reduce general kitchen activity, consideration has been given to the provision of disposable service plates/dishes/utensils rather than reusable crockery which has to be washed and sanitised prior to reuse. Reusable condiment bottles will not be used and instead Sachets of condiment products will be utilised. All our disposable takeaway packaging is fully compliant.

- Reduce staff in the main kitchen by limiting menu offer

Many commercial kitchens are relatively restricted areas where social distancing can be very difficult. We have therefore considerably reduced our menu offer so that the minimum number of staff are required to work within our kitchen in order to still provide a viable menu and efficient service.

- Investigate the potential for 'work stations' or designated work areas

We are very fortunate to have well designed kitchens and with our reduced menu we will be able to ensure designated working areas/sections. Wherever possible we shall use these designated work areas, with allocated equipment, in order to minimise any crossover around the kitchen.

- Regular Hand washing every 30 minutes

Notwithstanding the requirement for 'task based' hand washing i.e. after handling raw food, prior to food handling, staff will be required to wash their hands every 30 minutes whilst they are at work. Correct washing facilities will be maintained at the wash hand basins within the kitchen at all times. Staff will be reminded of the correct hand washing procedure to be followed and this will be firmed up with various signage in BOH areas.

Actions cont:

- Sanitising of key touch points and working surfaces every 30 minutes

All switches, taps, knobs and controls, surfaces and other hand contact points will be sanitised every 30 minutes.

Disposable gloves to be worn for the preparation of ALL foods

Disposable aprons and gloves to be worn whilst accepting food deliveries and during decanting

In order to minimise the risk of viral transfer from external food packaging, disposable aprons and gloves will be worn when accepting and decanting food deliveries. External packaging will be removed as far as possible before moving into a food preparation and storage areas. PPE will be disposed of once each delivery has been received. Drivers will be instructed to only enter the designated delivery drop-off point not into the sites

- The Use of PPE

It is likely that full 'social distancing' can sometimes be very difficult in many kitchens so under the 'Hierarchy of Controls' suitable PPE will be provided to our staff. In addition to the disposable glove requirement listed above, we are recommending that staff working within the kitchen wear lightweight full face visors that we will be sourcing. The visor is recommended as it is thought to be more comfortable for the wearer than a mask which are also available and results in less touching of the face. The visor can also be sanitised and reused. Disposable aprons should be used during food preparation and replaced every 30 minutes



Staffing

- Staff Health Declaration

Prior to returning to work, all staff will be required to complete a Staff Health Declaration which, in addition to confirming whether the staff member has suffered from any of the standard gastrointestinal issues, they are also required to declare that they are fit for work and that neither they nor a household member have suffered with any of the symptoms of Covid-19 illness for the previous 14 days.

- Reporting Illness

In addition to reporting illness and infectious diseases as required under normal operating conditions, any member of staff who reports symptoms of coronavirus will be removed from the operation and asked to go into isolation in their home in accordance with Government guidelines.

- Covid Awareness Training

Prior to commencement of work, all staff will have received Covid Awareness Training comprising of basic information on the Covid-19 virus and the controls which are in place within our workplace. They will also be reminded of the symptoms of Covid-19 illness and the action to be taken should they suffer from any such symptoms.

- Covid 'Champions'

AT LEAST one member of staff will be designated as a 'Covid Champion'. That person(s) will assume responsibility for monitoring the Covid control procedures to ensure that they are being followed. A sample Covid Control Monitoring checklist is included with this document.

- Best Practice and future controls

Tapas Brindisa will keep up to date with the latest Government Guidelines and adjust these controls accordingly to reflect any change in the recommendations.



Menu layout Takeaway

BRINDISA KITCHENS

Tapas Brindisa Battersea On the Go & Take Away

Drop in and see us or call: 020 80168888
Circus Road West, Battersea Power Station, SW11 8EZ

PICOTEO

Mixed olives & pickles
Spanish tortilla & alioli
Patatas bravas & alioli
Jamón croquetas
Crispy cod squares
Morcilla slider

SANDWICHES

Grilled chorizo, rocket & piquillo in pan de coca
Pan de coca toastie, sobrasada, honey & Mahon cheese
Paprika bacon sandwich

TAPAS

Porrusalda potato & leek soup with salt cod
Pan de coca, tomato & garlic
Escalivada vegetables, tuna
Albóndigas meatballs & tomato sauce
Gambas, chickpeas & lemon
Lamb rump, white beans, tomatoes & mint Black
Black rice & alioli
Roasted beets, smashed chickpeas & candied seeds
Ibérico Pork Secreto with romesco sauce

Goats' curd cheese cake



Customer Notice

We wish to ensure that all of our customers are provided with their food in a safe manner and in accordance with current Covid-19 distancing measures. We are asking you for your assistance by:

- Asking you to pre-order your meals, where possible
- Sanitising your hands when entering the service area using the facilities provided
- Ensuring that you follow the marked, designated routes through the service area
- Keeping correct social distancing when in the restaurant/service area and
- Observe the queuing markers at the service point
- Using contactless payment whenever possible
- Continuing to observe all social distancing procedures and leaving the area as soon as you have collected your meal.
- Thank you for your assistance in ensuring that we can operate safely within the area.



Evaluation

This process has been incredibly valuable to us as a business to ensure we do our utmost to protect both staff and customers alike.

In these unprecedented times we are facing unique challenges which we have addressed within this manual.

This is a working document and will sit side by side with our HACCP. Updated as required and as the business returns to full operations.

All staff will be given a copy of this when they restart and used as an induction piece.

Any questions or concerns please feel free to address with us directly.

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Thank You

