

DISCOVER THE NEW MEASURES WE HAVE  
IN PLACE TO SAFEGUARD YOU, ENSURING  
A SAFE AND ENJOYABLE EXPERIENCE

EST · 1847

SEARCYS

LONDON







## OUR COVID-SECURE FRAMEWORK IS IN PLACE

At Searcys we understand your first priority before visiting one of our restaurants, organising or attending an event at one of our venues, is your health and wellbeing.

We are committed to reassuring you and keeping everyone safe. With the new hygiene measures in place, you can relax at the knowledge that you are in safe hands. We have carefully crafted a range of new safety measures to make sure every moment of your visit is a safe one to enjoy.

We will continue to monitor and act on advice from the UK government, Public Health England and the World Health Organisation, regarding precautions on COVID-19 and we will adjust the controls within our safety framework accordingly.

## OUR FRAMEWORK COVERS A 5-POINT PLAN AS WE EMERGE FROM LOCKDOWN



# ENHANCED CLEANING AND PERSONAL HYGIENE

At Searcys we understand your first priority before visiting one of our restaurants, organising or attending an event at one of our venues, is your health and wellbeing.

1

We have introduced an increased frequency of cleaning, paying close attention to high contact areas such as door handles and handrails, using an approved disinfectant.

2

Our heightened cleaning procedures create a safe environment for everyone. Hygiene stations with hand sanitisers have been placed around our venues for customers and team members to use, notably at entry and exit points.

3

Appropriate personal protective equipment (PPE) has been issued to all team members to ensure their safety as well as that of our customers.

4

With appropriate signage around our venues our teams and guests will actively be reminded to practice safe hygiene measures at all times.

5

Our venues will be audited and accredited by Navitas (an independent health and safety consultancy with over 30 years of experience) for compliance in line with our secure safety framework.







## BEING SOCIAL BUT FROM A DISTANCE

- 1 Where possible, our venues have introduced separate entrances and exits, as well as one-way systems.
- 2 Visible social distancing signage has been installed across our venues to help you keep a safe distance from others.
- 3 We have created a cashless environment at all of our venues to reduce contact. You can make bookings in advance via our websites.
- 4 All venues have new layouts, staggered breakouts and well-considered refreshment arrangements to avoid cross-over.
- 5 We are restricting unnecessary venue visits by utilising virtual tours and video conferencing solutions in our venues.



## TRAINED TEAM MEMBERS

1

All our returning team members are required to complete enhanced training regarding our safety framework and a 'Fitness to Work' declaration.

2

Our managers hold daily briefings to communicate updates to our safety framework.

3

Our team members are encouraged to provide feedback to their managers on any safety issues that may affect our teams or our guests.

4

To ensure our colleagues are working in a safe and pleasant environment, we take as much care back-of-house as in our public areas when it comes to our cleaning and safety procedures. There are robust social distancing measures in place, as well as smart shift rotations for all members of our team.

5

Team members will wear personal protective equipment (PPE) when necessary.







## TOUCH-FREE FOOD OFFERING


- 1** The way we serve food will change but the delicious taste remains. Our high quality bento boxes are a smart and hygienic alternative to traditional plated meals and buffets.
- 2** We take an extremely responsible approach to food safety, therefore we have introduced single-use menus in all our restaurants and cafes.
- 3** A robust order taking protocol has been put in place to adhere to social distancing rules.
- 4** All shared condiments have been removed. Salt, pepper, sugar and sauces are now available in individual sachets.
- 5** You can be assured that our colleagues are applying the appropriate PPE measures throughout the preparation and serving process. Searcys adheres to the Health Protection(Coronavirus, Restrictions) (England) (Scotland) (Wales) Regulations 2020 in order to follow the Government's recommended advice regarding the provision of food and beverages.

## ROBUST MANAGEMENT

- 1 All our venues have a dedicated COVID-19 safety champion.
- 2 A COVID-Secure Risk Assessment has been implemented at every venue and we are following Government guidance, as and when it is issued.
- 3 There is a robust and heightened cleaning procedure in place for all public areas, particularly at peak times.
- 4 Our colleagues are fully trained in our wellbeing programme and safety measures, and wear PPE when necessary.
- 5 Our dedicated events manager who will be on hand to help plan and execute your event, is well versed with our framework and will be able to answer any questions you may have







THANK YOU FOR YOUR  
ONGOING SUPPORT.  
WE LOOK FORWARD TO  
WELCOMING YOU BACK.

