

PIZZA PUNKS

ANARCHY IN THE OVEN

COVID-19 GUIDE 2020

Introduction

The current COVID-19 pandemic is unlike anything our industry has ever had to face in our time. It poses a huge threat to livelihoods, our well-being and the future of our sector. This document is our guide on how Pizza Punks Restaurants are trying to navigate the situation, the processes we will be putting in place to comply with health and safety guidance, and importantly how we come out of this at the other end together as a team with our core values intact.

As the situation is fluid with new information released every day we must make it clear that our plans may adapt and change to move with new information and government guidelines. They have been built using risk assessments for each of our restaurants and with the intention to be fully compliant with the latest government guidelines. We are doing our best with only good intentions, there may be elements of our guide that conflict with updated guidelines and we will therefore monitor and adjust where and when it is necessary to do so. Our only goal is to create a safe and hospitable environment for our loyal teams and customers, so that we can return to a place of normality and create many more special memories together.

The road back is looking long and more perilous than the journey so far. We have a duty to all our team members to do everything we can to protect their jobs so that they can afford to live and operate in the industry that they have given so much to over the years. We will make mistakes and lessons will be learned but we will give careful consideration to every decision we make for the protection and well-being of others.

Brad Stevens
Pizza Punks **CEO & Founder**

Louise McCabe
Pizza Punks **Head of Operations**

Hygiene

New mandatory hygiene practices must be implemented and monitored across the business:

Monitoring responsibility - General Managers

Who does it apply to - All team members

Personal Hygiene

- *Hand washing must take place every 30 minutes on the hour and half past the hour observing social distancing measures throughout the process where possible.*
- *Team members must wash their hands for a minimum of 20 seconds with antibacterial soap and water.*
- *Team members must wash their hands for a minimum of 20 seconds with antibacterial soap and water immediately after coughing or sneezing.*
- *Sanitiser stations will be located at all entrances, exits and restroom entries.*
- *Key touch points such as waiter stations and reception areas will also contain sanitiser stations.*
- *Good personal hygiene as always is an important requirement for all of our team members. In this climate all hair must be tied up and staff must change into work clothes in allocated locations at work where possible. Certain jewellery restrictions remain in place in line with our staff handbook.*
- *Gloves will be provided and mandatory whilst receiving deliveries, this will include our kitchen teams, expeditors and delivery teams.*

Site Hygiene

- *All surfaces in the restaurant and kitchen areas must be regimentally cleaned every 30 minutes at 15 and 45 minutes past the hour. A daily record of this must be kept on site or on the Trail app. This is in addition to strict cleaning measures already applied to Pizza Punks kitchen areas.*
- *Surfaces must be cleaned with disposable products where possible including blue roll. Follow manufacturer's*

instructions for dilution, application and contact times for all detergents and disinfectants.

- *Where commercially possible overnight kitchen cleans will be introduced during hours of closure by dedicated cleaning teams observing social distancing measures.*
- *Externally operated daily site cleaning programmes will be increased by 25% for dedicated disinfecting measures on all key contact points and high traffic areas before opening to the public.*
- *Dedicated collection bins are in place for all kitchen laundry, these must be filled with care using provided protective gloves and face coverings.*
- *Laundry must not be shaken to avoid dispersal of particles. Laundry bins must be cleaned out with disinfectant after each collection.*
- *Wash room maintenance will be increased to every 30 minutes with a record kept on site and on trail. Paying particular attention to frequently touched areas and surfaces, such as taps, grab-rails and door handles and locks.*
- *Hand washing must be implemented in accordance with hand washing guidance after cleaning surfaces.*
- *Paper towels will be added to wash rooms to avoid use of hand dryers where commercially viable. Bins will be provided for these.*
- *All bins must be emptied using PPE including the provided disposable gloves.*
- *Paper napkins to be used Front of House to reduce customer/staff contact.*
- *Recyclable, environmentally conscious single use menus will be in use for the time being.*
- *Tables, cutlery and condiments will be sanitised after each sitting with turn times extended across all bookings to allow for a more thorough breakdown and disinfecting process*



Pizza Punks - PPE

It is important to note that according to the current government guidelines evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and the government would therefore not expect to see us relying on face coverings as risk management.

At Pizza Punks we have undertaken various risk assessments in the different areas of our business and have determined the areas we feel there should be the requirement or added benefit of PPE equipment. Please be aware that wearing a face covering is currently optional and is not required by law, including in the workplace. At the same time we desperately need our teams to feel safe and confident whilst at work therefore we have given everyone the discretion to wear a face covering or gloves should they choose to. We ask that you please respect their personal decisions in this difficult time.

Any staff who are asked or choose to wear a face covering have been provided with the following guidance for the correct use of them.

- *Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.*
- *When wearing a face covering, avoid touching your face or face covering, you could contaminate them with germs from your hands.*
- *Change your face covering if it becomes damp or if you've touched it.*
- *Continue to wash your hands regularly.*
- *Change and wash your face covering daily.*
- *If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.*

Gloves and face coverings will be provided for all staff members involved in the handling and production of food in accordance with our risk assessments which recognised these as higher risk transmission areas



Team Health

The health and well-being of our 'Punks' is and has always been our number one priority as a family business. Now more than ever this is crucial to create comfortable surroundings for our teams. Hospitality is not a work-from-home industry and therefore as we slowly re-open our doors we will have to expose ourselves to a certain level of risk when working with others and waiting on customers. It is our mission to ensure that risk is minimised to the lowest possible level and that we at Pizza Punks have considered every angle to mould our strategy through this. As always we ask our teams to be respectful of each other and sensitive of the fact that people will have genuine concerns.

Team Well-Being

- *If it is possible to avoid public transport, alternative methods should be taken, our city centre locations mean a number of staff live close by to our restaurants.*
- *The mental well-being of our staff who are furloughed or required to work from home is very important. We provide support that includes access to online and telephone support. Regular communications are maintained between all staff members through our regular chat groups and through our staff comms applications.*
- *Any team members who demonstrate symptoms of COVID-19 will be instructed to return home self-isolate for 7 days in accordance with the current guidelines.*
- *Any team members who shares a home with someone who has symptoms of COVID-19 must notify their managers and they will be asked to self-isolate for 14 days in line with government guidelines found here:
[gov.uk/government/publications/covid-19-stay-at-home-guidance](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance)*
- *We have carried out an internal staff assessment to identify who is vulnerable/extremely vulnerable/living with someone who is.*



SOCIAL DISTANCING AT WORK

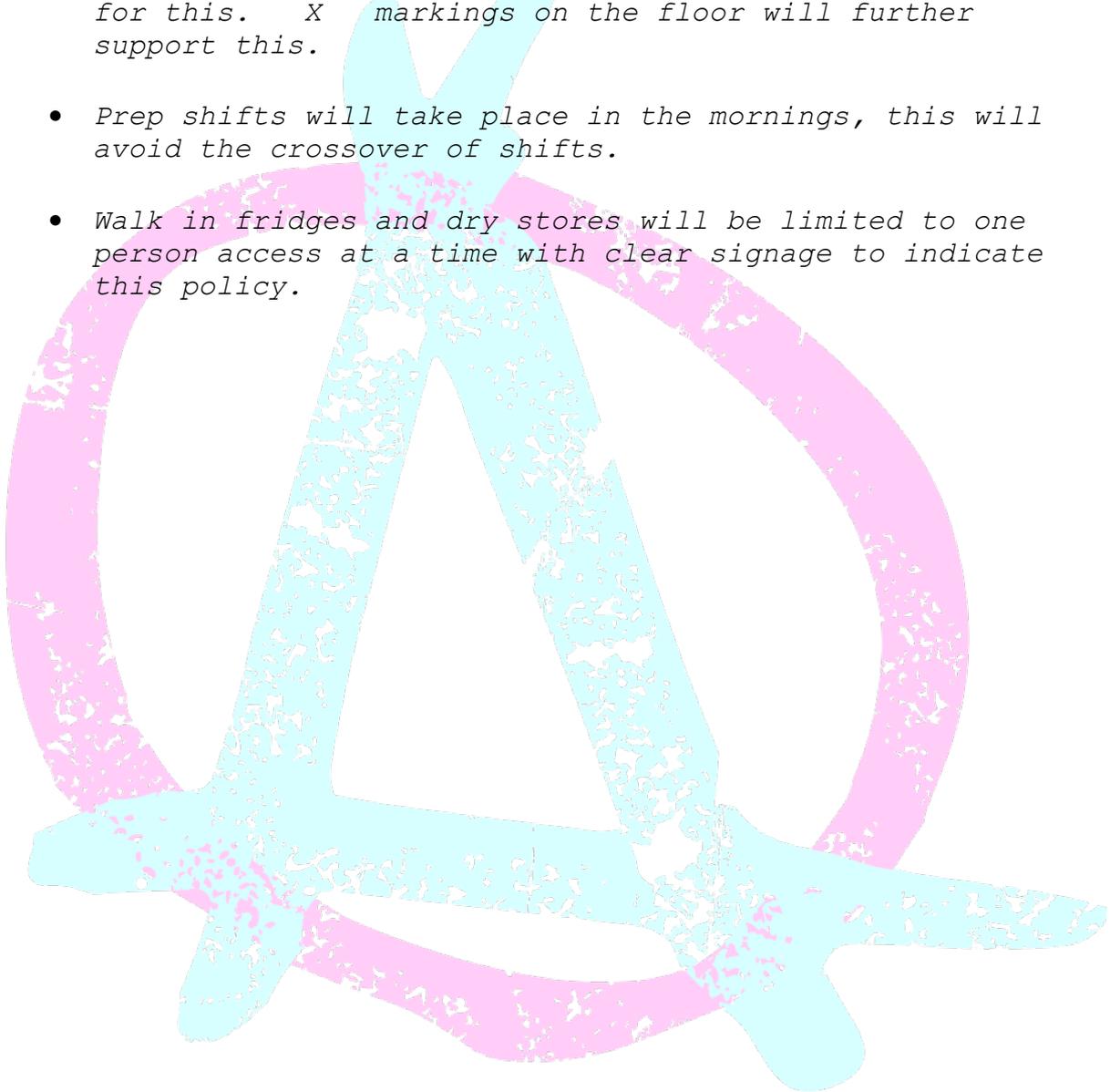
(Note from Pizza Punks - some of our new processes go against our usual service standards where the delivery of our product is designed to be highly interactive and informative. We are all having to adapt to the current situation and whilst Hell Yeah Hospitality and good service is embedded into our Punks, this crisis has forced us to adopt more streamlined measures in the short term until it is deemed acceptable for us to return to a setting that allows our high service standards. We ask for your consideration of this during this difficult time. Hospitality doesn't work without personal touches and we can't wait for the day this will return as normal.)

- *Start and Finish times will be staggered where possible in 10 minute blocks to avoid times of congestion.*
- *Team members must strive to achieve social distancing measures of 2 metres when arriving to and leaving work.*
- *Team members will be encouraged to arrive through a dedicated entrance and leave through a separate exit to avoid cross overs between shifts.*
- *Key areas of congregation including break areas, staff rooms and locker rooms will be clearly signed with hygiene procedures and carefully maintained.*
- *Social distancing measures will be followed where possible. Back of House stairways and corridors will operate directional flow rules to prevent unnecessary contact points. These will be marked with signage.*
- *Breaks will be encouraged to be taken outside when the weather permits in safe ventilated locations, observing social distancing measures.*

KITCHENS

- *Dumb waiter operations where applicable will be suspended for the time being. Kitchen sections will be clearly marked by an "X" on the floor to assist with social distancing.*

- *Each section will be operated by one member of staff only where possible. In situations where more than one staff member is required 'rota-partnering' will be in place to ensure the same people work together.*
- *Back to Back and Side to Side working will be implemented in our kitchens to prevent direct Face to Face operations. Our facilities are already designed to cater for this. X markings on the floor will further support this.*
- *Prep shifts will take place in the mornings, this will avoid the crossover of shifts.*
- *Walk in fridges and dry stores will be limited to one person access at a time with clear signage to indicate this policy.*



SERVICE

- *Expeditors should not stand opposite the chef on the pass, instead they must stand a 2 metre diagonal distance apart throughout service.*
- *Each waiter will use their own handheld mobile epos device and any further till points will be allocated to a maximum of 2 team members to prevent crowding of waiter stations. Automatic sanitiser stations will be located in close proximity to the tills. Use of waiter stations must comply with social distancing measures where possible.*
- *Where possible temporary screens will be installed at reception.*
- *Our sites will operate a cashless policy to avoid unnecessary contact. (Note from Pizza Punks - we appreciate this may pose an inconvenience but we believe it is an appropriate measure for safety. Please accept our apologies.)*

DELIVERIES

- *There will be one person per site dedicated to receiving deliveries.*
- *Suppliers will be asked to leave deliveries in the same location for each site with delivery times spaced out appropriately from 9am - 11am.*



THE GUEST EXPERIENCE

At this moment in time we do not know what the government direction will be with regards to reopening our restaurants for customers. Therefore using the available guidance with regards to hygiene processes in kitchens for take away services and current social distancing measures we have attempted to determine how this may be transferred to our daily operations should we be in a position to reopen our doors to customers. Once more this is Pizza Punks interpretation only and should not be considered a definitive guide. We will continue to update our policies in line with scientific and government advice.

The Punk experience is a concept built around our "Hell Yeah Hospitality", atmosphere, engagement, building connections and going over and above to deliver exceptional service at every step of the guest journey. Current restrictions may make it harder for us to follow our usual service model, but we will approach every change with compassion and understanding to make the experiences we provide as comfortable, safe and memorable as possible.

Hygiene

- *Single use Menus printed on recyclable paper. We will have dedicated recycle bins for these.*
- *Guests will be encouraged to use our 'Pay at Table' app offering both contactless ordering and payment options*
- *Hand Sanitiser dispensers will be located at all main entrance lobbies for use on entry and exit, at the entrance to washrooms and at internal level changes.*
- *Branded signage will request guests follow guidance hygiene procedures in washrooms.*
- *Turn times on tables will be increased for all party sizes. This will allow our teams to undertake a deep clean of all tables, chairs and floor areas before the next guests arrive.*

SOCIAL DISTANCING

We await further guidelines from the government to ascertain the appropriate distancing requirements. This is a major concern for our industry, our businesses do not make

commercial sense with any significant reduction in trade. Our model has currently been designed on a 1.5m distancing position.

- *We will offer table service only*
- *Our covers will be reduced so that less customers are booked in for peak times and there will be less traffic of guests entering and leaving the restaurants at the same time.*
- *Table turn times will be increased for every party size to ensure guests are able to be seated on arrival with no holding areas in use.*
- *Social Distancing notices will be allocated in key areas such as washrooms to ensure guests observe safe measures where possible.*
- *Bar areas will remain closed and act as dispense only as a temporary measure.*
- *Our sites will operate a cashless policy to avoid unnecessary contact. (Note from Pizza Punks - we appreciate this may pose an inconvenience but we believe it is an appropriate measure for safety. Please accept our apologies.)*

Takeaway and Deliveries

- *All delivery bags and packaging will be handled with gloves and face coverings.*
- *Each site will have dedicated areas for collection close to the entrance and away from other diners.*
- *Guests will have the option to call when outside for kerb side delivery.*
- *Allocated collection times will be provided to the customer to avoid multiple collections at once, this will be clearly marked on the till ticket that is processed for the kitchen.*
- *Guests will be asked to wait outside observing 2 metre social distancing. In instances where this can be managed by a member of the team this will be implemented depending on the requirements.*
- *We will operate a "no cash payments" system for delivery with pre-payments required.*

The New Normal

It is clear that the road back to normality will be filled with challenges. The unity and support that is being shown between businesses across the sector is unlike anything we have seen before and it is incredible to see. We are very proud to be a part of this amazing industry.

Hospitality is resilient and adaptive which has always been the key to its survival as operating has become ever more challenging. We at Pizza Punks are relatively new and have been inspired by the thousands of incredible operators across the country sharing their battles and ideas in these traumatic times, always looking to help others and work selflessly.

People love people and experiences; bars, restaurants and cafes hold memories that have shaped our lives and will continue to do so in the future even with temporary restrictions in place. Anything built with so much heart will not fade away for as long as people are people.

Our thoughts are with everyone who is facing their own personal struggles, stay safe and well and thank you for your kind support.

Love & Pizza,

Team PP x



