



COVID19 General Policy.

1. Aims and Approach.

Deckers Hospitality Group Ltd. believes that effective management of colleague, visitor and guest safety in relation to COVID19 is a crucial part of our safety system and is managed with the following aims:

To minimise the risk of transmission of coronavirus:

- Between staff working in our sites.
- Between staff and customers using our sites.
- Between contractors/visitors and staff at our sites.

The above aims will be achieved by:

Risk Assessment considering:

1. Operations and activities.
2. Physical buildings.
3. Processes and procedures.
4. Customer and visitor/contractor activity.
5. Vulnerable or shielded groups.

Safe working.

1. Maintain safe physical distancing of people wherever possible.
2. Using effective hygiene and cleaning procedures.
3. Being aware of vulnerable/shielded staff and supporting their welfare.
4. Supporting government regulations on reporting of symptoms & illness and ensuring that self-isolation guidance is followed.
5. Modifying; site layout/usage, PPE needs, workflows to support physical distancing or mitigate where this cannot be well controlled.

Effective training & consultation.

1. Ensuring staff have knowledge and skills to support safe working principles.
2. Give staff clarity and confidence in reporting concerns or general feedback to management.

Supervision & Encouragement.

1. Coach and support staff in adjusting to the new infection control environment and its required changes in behaviours and practices.
2. Where necessary apply our existing staff disciplinary procedures; clearly, fairly and equally.

Max Brierley.

Position: Managing Director

Date: 15/06/20.

Review Date: 15/08/20.

2. Arrangements.

2.1. Organisation.

2.1.1: Company organisation and responsibilities.

Table 2.1: Company Management and roles & responsibilities for COVID19.

Title	Role summary
Managing Director	Responsible for: <ul style="list-style-type: none"> - Strategic management of business activity. - Provision of resources for safety activities. - Ensures a culture of health and safety is adopted throughout the business.
Finance Director	Control of Company finances. Member of the Directorial board. <ul style="list-style-type: none"> - Strategic planning of budgets for the business. - Provision of resources for the implementation of COVID19 safety control measures.
Wholesale Director	Operational control of the wholesale business activities. Member of the Directorial board <ul style="list-style-type: none"> - Ensures the COVID19 Policy is complied with in the Wholesale division.
Retail Director (RD)	Management of the restaurant and hotel division of the business. <ul style="list-style-type: none"> - Responsible for the formulations & implementation of COVID19 procedures in this area.
Human Resources Manager (HRM)	Management of human resources within the Company, including: <ul style="list-style-type: none"> - Training (in relation to COVID19). - Management of disciplinary policy. - Formulation and implementation of HR policies and procedures. - Assists the MD & RD with quality standards.
Safety Coordinator (SC)	Advises and assists on the structure and day-to-day implementation of the health and safety system. <ul style="list-style-type: none"> - Provides specified colleague training. - Formulates & reviews COVID19 documentation (in conjunction with other senior managers) - Conducts compliance inspections and spot checks. - Notifying work related coronavirus infections (under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations – RIDDOR). - Advises Directors and other Managers on safety policy, issues, non-compliances.
Butchery manager	Manages the Deckers Butchery team. <ul style="list-style-type: none"> - Responsible for COVID19 safe working within the butchery. - Reporting health and safety concerns of themselves or their staff to the Retail Director / Safety Coordinator (SC) / HR Manager (HRM) - Ensure good communication between management and staff, particularly where there are organisational and procedural changes. - Ensure staff are fully trained to undertake their duties. - Ensuring all COVID19 incidents are reported and recorded. - Ensuring contractors make themselves known on arrival and that COVID19 procedures are followed for the work.

Operations Manager (wholesale)	<p>Day-to-day management of warehousing and transport activities and the health and safety of the warehouse and sales office teams.</p> <ul style="list-style-type: none"> - Reviews and update COVID19 procedures and risk assessments as needed. - Ensuring the COVID19 documentation is implemented. - Reporting health and safety concerns of themselves or their staff to the Wholesale Director / SC / HRM. - Ensure good communication between management and staff, particularly where there are organisational and procedural changes. - Ensure staff are fully trained to undertake their duties. - Ensuring all COVID19 incidents are reported and recorded. - Ensuring contractors make themselves known on arrival and that COVID19 procedures are followed for the work.
General Managers (GM)	<p>Operational control of individual sites.</p> <ul style="list-style-type: none"> - Day to day responsibility for all matters relating to health and safety including COVID19. - Reporting health and safety concerns of themselves or their staff to the Retail Director / SC / HRM. - Ensure good communication between management and staff, particularly where there are organisational and procedural changes. - Ensure staff are fully trained to undertake their duties. - Ensuring all COVID19 incidents are reported and recorded. - Ensuring contractors make themselves known on arrival and that COVID19 procedures are followed for the work.
Managers / Head Chefs	<p>Day to day operational management of sites (deputising for the GM) or departments.</p> <ul style="list-style-type: none"> - Supporting the GM in the implementation and monitoring of safety policies and procedures.

General employee responsibilities:

- Co-operate with supervisors and managers in implementing COVID secure procedures.
- Not to interfere/tamper with anything provided to safeguard their safety.
- Report all COVID19 concerns to their line manager or in confidence to the HRM.
- Completing COVID secure training as requested.
- Comply with any self-isolation advice given as a result of symptoms, positive testing or Track and Trace contact.

2.2: Supporting Documentation & resources.

Type	Title	Description
Guide	Covid Employee Guide	General guide applicable to all employees
Risk Assessment	RA COV01 Deliveries to the Public	Home/external site deliveries controls
	RA COV02 GHQ controls	Covid controls for head office site
	RA COV03 Home Working	Working at home safely during COVID period
	RA COV04 Royal Toby Take-away controls	Controls for click and collect from Cenetta kitchen
	RA COV05 Royal Toby Hotel controls	Hotel controls on re-opening
	RA COV6 Royal Toby Full-service controls	Seated restaurant controls on re-opening
	PPE assessment	Types and usage of personal protective equipment
	Person Specific Assessment	Return to work for vulnerable staff
SOP	WH01 Online order collection (GHQ)	Collection procedure from Head office
	RT01_1 online order collection	Collection procedure from Toby/Cenetta
Other	Hand Sanitiser safety notice	Fire safety notice
	Hand Washing guide	Method guide
	How to remove gloves safely	Method guide
	COVID return to work questionnaire	Return to work for all staff following furlough/holiday/absence
	Body Fluids clean-up	Method guide
	Covid cleaning schedule (per site)	Site specific cleaning tasks
	Covid Cleaning checklist (per site)	Recorded cleaning checks
	Daily declaration	Staff symptoms declaration
	Staff temperature check sheet	Daily personal temperature records
	Pre-opening checks	Site specific
Training	COVID FLOW modules	COVID and cleaning/hygiene training modules on the FLOW online training platform
	FLOW document sign-off	Online sign-off
	Staff standalone sign-off	Hardcopy sign-off as needed