

SOP: Covid19
Mylahore Restaurants
June 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 Mylahore are trying to navigate the situation, what processes we will be putting in place to comply with healthy 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 are only designed for our particular business and operations. They have been built using risk assessments for each of our restaurants and with the intention to be fully compliant with 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 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.

Asghar Ali
Shakoor Ahmed

CORE BELIEFS

“Compassion”

We must apply compassion to everything we do. In an environment where people will have concerns and fears, being considerate of every individual circumstance will be essential.

“Identity”

Brand Identity means everything at Mylahore, we will apply the same imagination, creativity and heart into everything we do. Even in the face of adversity our unique approach and commitment to greatness will guide us through.

“Trust”

Trust between our team is a crucial part of our operations. We succeed when we work together and now more than ever we must unite in our goals.

“Family First”

At Mylahore we are a family and we protect those around us first. We remain committed to building a supportive community for those that make Mylahore what it is today.

“Uniqueness”

Our goal is always to deliver unique experiences, to create special memories for our guests for them to share with their loved ones. This remains the same.

“Determination”

We have built a brand on our determination to deliver the best service and product in our capability. That determination has seen us succeed in the past and it is that determination that will carry us forwards.”

“Respect”

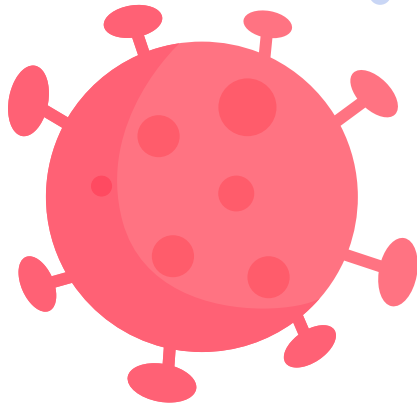
Mutual respect is paramount in achieving our goals. No idea is a bad one and we must listen to other points of view. Our decisions must be owned and delivered as a team.

“Individualism”

Being true to yourself remains a crucial part of your own identity and the identity of Mylahore. We are here to listen.

“Lead by Example”

As always we must lead by example and from the front. Setting the standards for our team members is imperative for the safe and effective delivery of our product.



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 regularly observing social distancing measures throughout the process where possible.
- Team members must wash their hands for a minimum of 20 seconds with soap and water.
- Team members must wash their hands for a minimum of 20 seconds with 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 counter 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 and handling products, this will include our kitchen teams, runners and delivery teams.
- All our staff have attended a Covid-19: Proactive Action e-learning course to deal with prevention and health and wellbeing of our team members and guests.
- All team members must have their temperature checked by a manager before being allowed to clock-in on the shift

SITE HYGIENE

- All surfaces in the restaurant and kitchen areas must be regimentally cleaned every 45 minutes. A daily record of this must be kept on sites. This is in addition to strict cleaning measures already applied to mylahore 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.
- A dedicated cleaner will have to be assigned for the constant disinfection of the restaurant key touch-points Paying particular attention to frequently touched areas and surfaces, such as taps, grab-rails and door handles.
- Hand washing must be implemented in accordance with hand washing guidance after cleaning surfaces.
- A dedicated toilet cleaner will have to be assigned in order to constantly clean the male, female and disabled toilet.
- Regular cleaning and disinfecting to be carried out to all prayer rooms. 3 people allowed at any one time or 2 people from the same household.
- Only 1 person at a time or 2 members from the same household allowed in the toilets

SITE HYGIENE

- All bins must be emptied using PPE including the provided disposable gloves.
- Paper napkins will be introduced Front of House in the short term to reduce customer/ staff contact. (Note from Mylahore - This goes against our brand standards however we feel that it is an appropriate step to protect our team and minimise contact points).
- Digital QR menus will be on all tables to reduce contact. laminated menus will be available upon request and sanitized after every use.
- All cutlery will be sanitized and pre wrapped in mylahore napkins. All our condiments will be provided in sealed sachets (Note from mylahore- *This goes against our brand standards however we feel that it is an appropriate step to assist with customer comfort and confidence*).
- All salt and pepper will be removed from tables and replaced with pre packed sachets
- Tables will be deep cleaned after each sitting allowing for a more thorough breakdown and disinfecting process.
- We will be working with Envid 20, a company that is offering surface swabs for different areas of the restaurant which will then be sent to a laboratory and analysed, the results will indicate whether there is any COVID19 virus present in any of our branches .
- We have also looked at the COSHH manual and checked all the percentages of the chemicals which eliminate the Covid19 and other bacterial viruses.

PPE – MYLAHORE POSITION ON 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 Mylahore 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.



PPE – MYLAHORE POSITION ON PPE

- 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 team members involved in the handling and production of food in accordance with our risk assessments which recognised these as higher risk transmission areas.

TEAM WELL-BEING

- Our Head Office teams have been instructed to work from home where possible.
- Travel has been suspended between sites until further notice. If it is possible to avoid public transport alternative methods should be taken, our city centre locations means a number of staff live close by to our restaurants. Reduced rate car parking has been secured nearby for some of our team members.
- The mental well-being of our team members who are furloughed or required to work from home is very important. We provide support through our staff perk packages that includes access to online and telephone support. Regular communications are maintained between all staff members through our weekly “meetings” and through our team newsletters.
- Temperature checks using non-contact thermometers will be carried out before the start of each shift. A daily record of this will be kept and stored on site by the Manager on duty. (Note from Mylahore – we have seen no guidance on the implementation of this so far however feel it is a sensible precaution that we should be able to manage, we will review our guide regularly in accordance with current information).
- Any team members who record a temperature above 37.5 degrees will be asked to return home and follow self-isolation government guidelines for those who experience symptoms of COVID-19.
- 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 share 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.
- Moral will be a key focus for us and we want everyone to feel protected as a team.
- All team members have attended a Covid-19: Proactive Action e-learning course to help with the mental strain the pandemic has on team members and how to adjust and adapt returning back into work.

SOCIAL DISTANCING AT WORK

(Note from Mylahore – 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 hospitality and good service is embedded into our team, 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. *(Note from Mylahore – this is against our usual policies due to guest traffic but with reduced occupancy we should be able to facilitate this across all restaurants and will continue to do so until it is not feasible).*
- 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

- 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. Signage on the floor will further support this.
- Prep shifts will take place in the mornings with lunch service suspended on certain days during the crisis, this will avoid the crossover of shifts. *(Note from Mylahore - Mylahore will be operating different hours during the crisis and before a return to normal trade. This will be updated regularly on our website so please remind yourself of our current opening hours mylahore.co.uk and our social media channels).*
- Walk in fridges and dry stores will be limited to one person access at a time with clear signage to indicate this policy.



SERVICE

- Runners should not stand opposite the chef on the pass, instead they must stand a 2 metre diagonal distance apart throughout service.
- Dishes must be placed by a member of the kitchen team on a service tray and stand. Service teams will collect the tray at a safe distance from tables for the server to place the tray on and then serve the table.
- 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 be contactless payment but should you wish to pay with cash this will be all done at the table to avoid unnecessary contact.



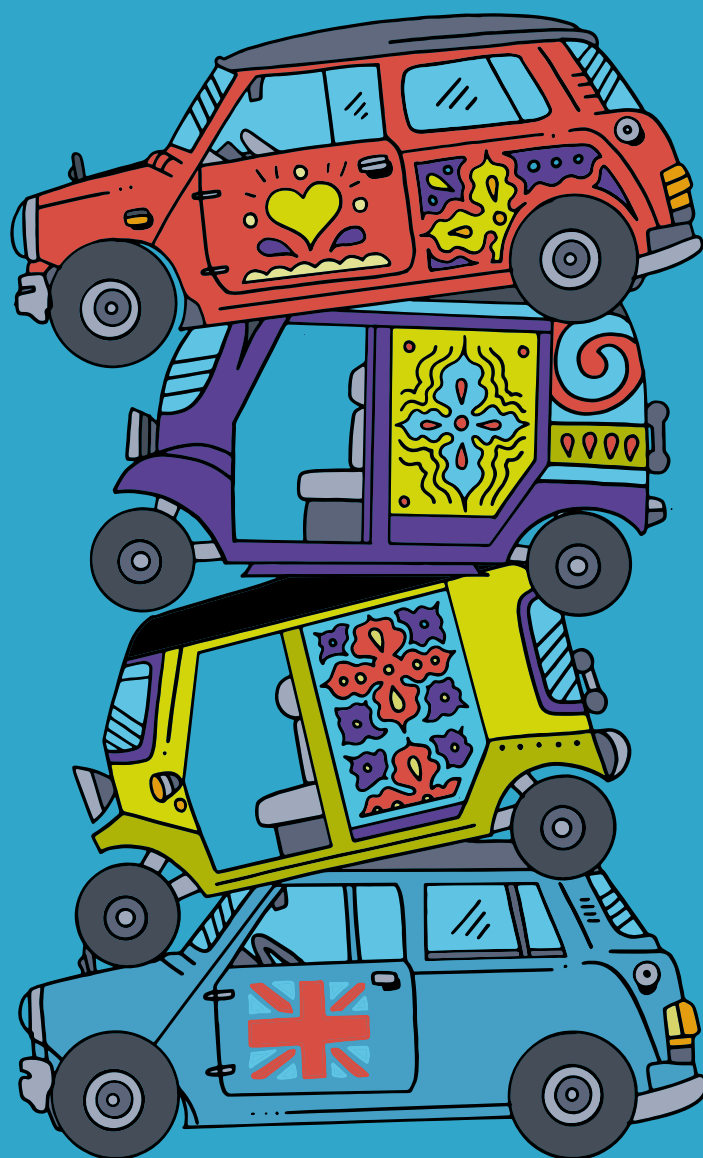
DELIVERIES

- 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 7am – 11am.

TEAM COMMUNICATIONS

- Staying connected with our teams has been essential in developing this guide. Their safety is our number one priority and we welcomed input from every level of the business. We have used whatsapp, CPL facebook and survey monkey to get anonymous feedback from all staff with recommendations.
- We are doing all we can to ensure our team understand the importance of communication and that they will never be penalised for honesty. We need to keep an open flow of information to remain in the strongest position and knowing our teams are safe and fit for work is crucial.





GUEST EXPERIENCE

Monitoring responsibility – Duty Managers/Operations
Who does it apply to – All team members

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 Mylahore's 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 Mylahore experience is a concept built around 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

- QR digital menus via mobile phones and laminated menus upon request.
- Cutlery will be sanitised and seal wrapped in tamper proof plastic.
- 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 by 15 minutes 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. *(Note from Mylahore – Government guidelines recommend the use of standard disinfectants already in use in our restaurants, however products should be checked for their individual effectiveness)*

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 2m distancing position however we are seeing examples in other countries of 1-1.5m which would cause a significant difference in trade restrictions.
- As we want to return to operations when it is assumed safe and appropriate to do so this is our thought process based on our own internal risk assessments. The below model is not a viable business model and therefore National support measures would need to be in place in order to protect the jobs of hospitality teams and the future of such an important sector.
- Please note we may need to be operating different hours in each site depending on demand, please refer to our website for up to date opening hours in Bradford, Manchester, Leeds, Birmingham and London.
- Example floor layout – not to scale but achieving 2m distancing.



SOCIAL DISTANCING

- Our pacing limits will be reduced so that less customers are in for peak times and there will be less traffic of guests entering and leaving the restaurants at the same time. (Note from Mylahore – peak service times drive our business and therefore this approach will likely reduce our trade by more than the spacing of tables.)
2 metres distancing applied between tables.
- Where back to back tables are positioned, Perspex screens will be installed to act as a barrier between guests.
- Table turn times will be increased by 15 minutes for every party size to ensure guests are able to be seated on arrival with no holding areas in use. (Note from mylahore – this will further reduce our trade capacity.)
- Social Distancing notices will be allocated in key areas such as washrooms to ensure guests observe safe measures where possible. (Note from mylahore – this poses an operational issue in smaller venues with no space to hold queues.)
- Our sites will be contactless payment but should you wish to pay with cash this will be all done at the table to avoid unnecessary contact.



TAKEAWAY

The World Health Organization (WHO) advises that the likelihood of an infected person contaminating packages is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also very low. Whilst food packaging is not known to present a specific risk, efforts will be made to ensure it is cleaned and handled in line with usual food safety practices.

- 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 implicated depending on the requirements.



GUEST COMMUNICATIONS

- All our email communications will be updated to inform guests about our new measures and processes including Social Distancing requirements.
- Our phone confirmations will also be altered to include new process information.
- A current version of this guide will remain on our website with monthly updates in line with new scientific information and government guidelines.
- Guests with symptoms of Covid-19 will be asked not to visit the restaurant for any services.

**WE ARE
RE-OPENING ON**



mylahore
BRITISH ASIAN KITCHEN

mylahore
BRITISH ASIAN KITCHEN

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 Mylahore 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 cafés 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.



THANK YOU

We hope to welcome you all soon.



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