

**HICKORY**

# Our Commitment to Working Safely

## Beyond Best Practice

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HICKORY OPERATES AS A BRAND OF GH EVENT CATERING LTD. REGISTERED IN SCOTLAND, SC430051.  
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## Our Commitment to Working Safely Beyond Best Practice

Hickory are building upon our already high standards of housekeeping and hygiene at Hickory managed venues and across our business.

We are immersed in local and national government policies; we have our own Environmental and H&S Advisors and we are committed to observing and exceeding industry standards. With guidance from the NHS and Public Health Scotland, we have implemented a series of preventative health measures to keep our teams, suppliers and local community safe.

Nothing is more important to us than making sure that we protect the health of our teams, and we've been working around the clock to make changes to our processes, practices and procure the necessary supplies to allow us to operate safely.

### Our Team

Our number one commitment is to the health, safety and wellbeing of our team. This will always remain our top priority and will shape everything we do.

We are working with the HR Department and the H&S Department to get the best advice and practical help in keeping our teams safe.

- If a team member feels unwell, they must stay at home and self-isolate
- If someone is diagnosed, we connect with any individual that had close contact with that person and ask them to stay home for a 14-day paid quarantine period

- We are conducting daily audits of 'best practice' guidelines and will update our safety measures whenever required

### Working from home

- Our default position remains that our teams will work from home where their role allows
- This will remain until the government advises it is safe to return to office work
- We will adopt a flexible working pattern allowing our teams to continue working from home on a flexible basis even when our offices have reopened
- Where someone can't work from home, strict social distancing and hygiene measures have been put in place

### Communication & Engagement

- We are hosting daily virtual meetings with our teams
- We are hosting bi-weekly social virtual calls
- We are creating a monthly team newsletter
- We are doing a monthly engagement/thank you for our teams

### Mental Health

- We are highlighting our Employee Assistance Programme (EAP) that provides confidential, free support and advice 24/7

## Phased return to office work / flexible working

- We are working with the H&S Department to ensure our phased to return to office work is safe
- A bespoke risk assessment will be developed for our return to work
- Our offices and common areas will be deep cleaned before we return
- Our cleaning schedules will be enhanced and more regular

## Communication & Training for returning to work

- Objective: To make sure all employees understand COVID-19 related safety procedures
- We will provide clear, consistent and regular communication to improve understanding and consistency of ways of working
- We'll engage with our teams to explain and agree any changes in working environments
- We'll develop communication and training materials for workers prior to returning to work, highlighting any changes, especially around new procedures for arrival at work
- Steps that will usually be needed:

## Ongoing communications and signage

- Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated.

- Through ongoing engagement with our team, we will monitor and strive to understand the unforeseen impacts of changes to working environments
- We are committed to focusing on the importance of mental health at times of uncertainty. We will continue to promote our EAP and look at additional resources to provide help and support
- We'll communicate our approaches and operational procedures with our suppliers and customers to help them adopt to our new requirements
- We will use simple, clear messaging to explain guidelines, using images and clear language, paying particular consideration of groups for which English may not be their first language
- We will use visual and virtual communications to limit the need for face-to-face communication

## Equality in the workplace

- Objective: To treat everyone in our workplace equally.
- In applying this guidance, we will be mindful of the particular needs of different groups of workers or individuals
- We will be understanding and take into account the particular circumstances of those with different protected characteristics
- We will involve and communicate appropriately with employees whose protected characteristics might either expose them to a different degree of risk, or might make any steps we're thinking about inappropriate or challenging for them

## Social distancing

- Objective: To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites
- Social distancing applies to all areas, not just where we spend most of our time at work. It also includes entrances, exits, breakrooms and toilets
- We will have appropriate signage to highlight social distancing requirements
- We will limit passengers in company vehicles
- We will provide handwashing facilities and hand sanitisers in all work places

## Offices

- Objective: ensure offices adhere to social distancing and increased hygiene measures
- Workstations will be assigned to individuals and not shared – we will not 'hot desk' wherever possible
- As part of our Return to Work (RTW) Risk Assessment we will review layouts and processes to allow people to work further apart from each other
- We will use floor markings to help employees keep a 2m distance
- Wherever it is not possible to move workstations further apart, we will arrange people to work side by side or facing away from each other, rather than face to face
- We will manage occupancy levels in all workplaces to enable social distancing

## Meetings

- Objective: To reduce transmission due to face-to-face meetings and maintain social distancing
- We will use remote working tools to avoid in person meetings
- Only where absolutely necessary should employees attend meetings. At all times they should maintain 2m separation throughout.
- Avoid sharing pens and other objects which can lead to an increased risk of transmission
- We will provide hand sanitiser in meeting rooms

## Cleaning the workplace pre-opening

- Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:
- As part of our RTW Risk Assessment we will assess cleaning requirements that are needed before returning to work

## Cleaning the workplace post-opening

- Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces
- Wherever possible we will promote the frequent opening of windows and doors to frequently encourage ventilation
- We will have regular cleaning of work areas and equipment

- We will ensure there is frequent cleaning of objects and surfaces that are touched regularly
- We will communicate that workspaces and belongings should be cleared at the end of every shift – we will operate a clean desk policy
- We will limit the use of high-touch items by ensuring everyone has their own personal stationary

## Hygiene – handwashing, sanitation facilities and toilets

- Objective: To help everyone keep good hygiene through the working day
- We will build awareness of good handwashing technique through signs and posters
- We will promote the need for increased hand washing
- We will promote that need to avoid touching your face and to cough/ sneeze into a tissue which is then binned, or into your arm if a tissue is not available
- We will provide regular reminders to maintain personal hygiene standards
- We will provide hand sanitiser in multiple locations across the work areas
- We will stagger break times to reduce pressure on the breakrooms or places to eat
- We will promote safe outside areas for breaks

## Kitchen

We are working closely with our local authorities and our own food safety advisor. We have developed a comprehensive risk assessment and training plan for our kitchen and food teams.

## Food Preparation

- Objective: To maintain social distancing and reduce contact where possible in kitchens and other food preparation areas.
- We will follow government guidance on managing food preparation and food service areas
- We will restrict access to as few people as possible
- We will minimise interaction between kitchen teams and other employees, including when on breaks
- We will work shifts to minimise the number of people interacting with each other
- We will space workstations 2m apart as much as possible
- We will have floor markings to signal distances of 2m apart
- Wherever possible we will use ‘one-way’ traffic to minimise contact
- We will restrict access to walk-in fridges etc. with only one person being able to access at any one time – this will be clearly promoted with signage
- We will minimise contact at ‘handover’ points – such as staff lunches etc.

## Kitchen Cleaning

- Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces
- Objective: To ensure the highest hygiene standards are operated in kitchen areas
- We will follow government and local authority guidance at all times on cleaning kitchen areas
- We will wedge doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors
- Steps that will usually be needed:

## Deliveries

- Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the site
- We will revise our pick-up and drop-off collection points, procedures and signage
- We will communicate our policies and requirements with our teams and our suppliers
- We will have clear signage detailing our policies at our delivery entrances
- Where possible and safe, we will have single workers loading/unloading deliveries

## Hickory@Home & Resilient Musselburgh Deliveries

- Objective: to deliver food safely and hygienically, following existing food safety requirements and adhering to additional requirements to prevent transmission

- Alcohol based hand gel is available in our delivery vehicles
- Food-grade gloves are always worn when delivering food
- Uniforms will always be worn – these must be washed daily
- Face masks are available for our teams to use during delivery
- At the start and end of routes, our delivery drivers must use disinfectant wipes to clean all frequently touched surfaces in their vehicles and other work equipment – this includes door handles (interior and exterior), steering wheels, gear stick, radio etc.
- Our delivery teams have been briefed to refrain from shaking hands or having any other physical contact with the local community, maintaining a safe distance at all times
- Delivery of food will be to either the front or back door. Our team will stand back at least two metres until food is collected. If the food is not collected it will be returned to our kitchen – food will not be left uncollected on a doorstep

## Show Rounds

- Objective: to provide virtual and in person show rounds of our venues, whilst prioritising safety
- Personal show rounds will be offered when it is safe to do so. Hickory will follow the government's advice on this. Personal show rounds will be limited to a maximum of 2 clients and 1 team member until it is safe to increase this number.

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- Virtual show rounds can also be offered to enquiries.
- A Risk Assessment for show rounds will be completed and communicated to the team members
- Social distancing and increased hygiene requirements will be in place for personal show rounds.
- Refreshments will be offered in disposable cups etc.
- Venues will be cleaned after personal show rounds, with particular attention to high-touch areas
- Installing a motto of ‘clean and clean again’
- Having guest-accessible disinfecting wipes
- Cashless payments
- Table orders as the preference and utilising technology to order drinks via an app

## Events

- Objectives: to be able to deliver events that ‘feel’ like events/an experience in a safe manner, adhering to all social distancing/hygiene requirements
- Circumstances and guidelines are continuing to change and evolve – Hickory is committed to following the advice of the government and local authorities and will develop a comprehensive event policy detailing our elevated hygiene and safety practices.
- Our standards are already incredibly high, and we will build on this to ensure we deliver beyond best practice for our teams, our clients and their guests. Additional protocols we are looking at include:
  - Regular cleaning of high-touch areas throughout an event
  - Replacing paper with digital wherever possible
  - Our own brand Hickory alcohol-based hand gel available throughout our venues/events