



The Hush Collection

COVID Playbook

HACHÉ
BURGER SOCIAL

EST. 1999
Hush

CABANA

Our Core Values

WE INNOVATE, WE IMPRESS!
WE SWEAT THE DETAIL
Look forward
Do fewer things, brilliantly!



WE CARE, WE SEE YOU, WE'VE GOT YOUR BACK
Support one another
Know our people
Listen and relate

WE SMILE, WE HAVE FUN, WE LOVE A GREAT SENSE OF HUMOUR!
Be light of spirit
Respect work life balance



WE'RE CONFIDENT, WE'RE EMPOWERED, WE DO THE RIGHT THING!
Be spontaneous
Trust your judgement
Make good things happen

As we continue to live with COVID-19, we remain committed to making sure we do our utmost to keep our valuable people and guests safe at all times. With this in mind, this playbook has been updated as a guide to working practices for our group of restaurants.

We don't have perfect answers, but we are guided by our Core Values and a commitment to "do the right thing"

It is important that the guidance/advice/recommendations within this Playbook is followed.

Hygiene & Guests

Mandate super hygiene practices across the board

- Handwashing should take place on arrival to the restaurant. We should then ensure all team members are washing their hands at frequent intervals; a minimum of every 30 minutes with soap and hot water and for at least 20 seconds.
- Hand sanitiser should remain available at all entrances and exits, it should be checked regularly and topped up when needed.
- Frequent sanitising of all shared surfaces\touch points including; door handles and tills should continue.
- Guests remain very sensitive to hygiene and anything that looks messy will translate to unclean in their minds. Everyone's uniforms, hair, nails, any surface guests can see, all need to be tidy and spotless..... Now more than ever!
- Guests should be encouraged to make use of the hand sanitiser stations that are available throughout the entrances and washroom areas.



Teams

- Be respectful of physical contact, some people may not feel comfortable with any form of physical contact
- Before every shift, all staff must continue to complete the COVID Health Survey via the Fourth app.
- If a team member starts to display symptoms of a respiratory infection, including COVID-19 and a high temperature or feel unwell they need to refrain from attending work until they feel well enough to resume normal activities and they no longer have a high temperature.
- Any employee who receives a positive COVID-19 test result will be asked to refrain from attending work for 5 full days.
- All sites have completed a COVID-19 SECURE risk assessment and this is regularly reviewed
- Staff may choose to wear a face covering if they wish whilst inside the premises.
- Ensure frequent washing of uniform and where possible, for staff to change once at work.



Communication

- It is important that not only do we remain COVID-19 SECURE, but our guests know this.
- Above all, listen very carefully to the mood of the guests and team members and act with compassion and understanding.
- The communication cascade for reporting any incidents relating to COVID-19 is;
 1. Notify your COVID Health and Safety Rep. (Francesco/Adnan)
 2. Francesco/Adnan to report directly to the Single Point of Contact (SPOC); Sarah in the People Team who leads on contacting local Public Health terms
 3. SPOC to communicate a plan of action

