

## INTRODUCTION

The Pendle Heritage Centre experience is a concept built around atmosphere, engagement, building connections and going above and beyond to deliver exceptional service at every step of the visitor's experience. 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. This is our Standing Operation Procedure for customers & staff to ensure that we are doing as much as possible to make the Pendle Heritage Centre a safe environment for everybody.

## PERSONAL HYGEINE

- Team members must sanitise or wash their hands for a minimum of 20 seconds with soap and water every 30 minutes.
- 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 the entrance & exit, toilet areas, entrance to shop/museum and various points throughout the buildings.
- Good personal hygiene as always, is an important requirement for all our team at Pendle Heritage Centre.

## SITE HYGEINE

All surfaces in the tearoom and kitchen areas must be thoroughly cleaned every 30 minutes. This is in addition to strict cleaning measures already applied to kitchen areas.

Surfaces must be cleaned with disinfectant and disposable products such as blue roll, where possible.

- Dedicated collection bins are in place for all kitchen laundry. Laundry bins must be cleaned out with disinfectant after each use.
- All aprons and all material products will be washed daily.

Customers will be given a disposable menu on arrival at the tearoom.

Tables will be deep cleaned after each use to ensure visitor safety.

## PPE... PHC'S 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 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.

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 issued everybody a clear face visor. Team members will also be using gloves wherever possible alongside personal hygiene measures.

### PPE

All staff members have been issued with their own personal ppe and they have been provided with the following guidelines 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, as you could contaminate them with germs from your hand.

Wash and sanitise re-usable visors daily.

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 recognise these as higher risk transmission areas.

Any team members who show symptoms of COVID-19 will be instructed to return home and self-isolate for 7 days in accordance with the current guidelines.

Any team member 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).

### SOCIAL DISTANCING

Team members must strive to achieve social distancing measures of 1 metre minimum when arriving to and leaving work.

- Team members will be given staggered start and finish times to minimise contact with the customers.
- Key areas of congregation will be clearly signed with hygiene procedures and carefully maintained. Social distancing measures will be followed where possible.

### KITCHEN

Each section will be operated by one member of staff only where possible.

- Back to Back and Side to Side working will be implemented in our kitchens to prevent direct Face to Face operations.
- Dry stores will be limited to one person access at a time.

- Team members have been advised of the procedure of keeping to their designated station to avoid direct contact with other members and visitors to the tearoom.

## SERVICE

Visitors will arrive at the centre and be issued with a disposable menu.

All visitors will be asked to use the hand sanitiser station before being seated.

A member of staff will allocate a table and visitors are kindly asked not to leave their table unless to use the toilet facilities.

All tables are waitress/waiter service, customers will be asked to place a green card in the stand once they are ready to order to minimise staff/customer contact.

The staff member will put through the order to the kitchen and take drinks and cutlery along with the bill for payment. Contactless method is preferred wherever possible.

Visitors will be asked to leave via a different exit once they have finished following social distancing guidelines.

## DELIVERIES

- There will be one person per site dedicated to receiving deliveries.
- Suppliers will be asked to leave deliveries in the same location.

- All social distancing guidelines will be adhered to at all times.

## GUEST EXPERIENCE AND HYGIENE

We will actively encourage guests to ensure they do not have a temperature or other symptoms of COVID-19 before visiting Pendle Heritage Centre. We believe this is important for the protection of our team and our other visitors.

- Signage will request guests follow guidance hygiene procedures in washrooms.
- We respectfully ask all visitors to use the sanitising stations in all areas of the building.
- All visitors are asked to follow social distancing guidelines to protect staff members and other visitors.
- Following the government's guidelines we have created an appropriate table layout to create the safest environment for our customers and staff.
- We will be offering table service only.
- 1m distancing applied between tables.
- Social distancing notices will be allocated in key areas such as washrooms to ensure guests observe safe measures where possible.
- We ask our customers to please remain seated for the entirety of their booking, other than going to the restroom.

THANKYOU!

It is clear that it will be a while before we get back to any form or normality, but we are so lucky to have the support from so many wonderful customers. We look forward to welcoming you all back to the centre and hope you enjoy your experience with us.