



STRONGROOM BAR COVID-19 POLICY

As Strongroom reopens for business in these uncertain times, we want to ensure that our staff and guests alike feel as though they are supported, informed and most importantly safe. This policy document lays out the work we have been doing across the bar to safeguard against COVID-19. For policies regarding the Strongroom Studios or any other area of our business, please refer to our websites.

COVID-19 CUSTOMER POLICY

- All bookings are subject to our [terms and conditions](#) as modified by this policy.
- Guests accept all liability for their personal wellbeing and upholding the social distancing guidelines throughout their time at the venue.
- No guests are to attend site if they or any of their household have shown symptoms of Coronavirus within 14 days prior. There will be temperature carried out by security staff upon entry if guests are symptomatic.
- Each individual must check in to the venue through the NHS Track and Trace App.
- You must adhere to The Rule of 6 inside the venue.
- As of May 17th, groups of 30 are allowed outside. For groups between 12 and 30, a booking must be made in advance. For walk-in groups over 12, it will be down to management discretion whether there is space in the venue to seat the party.
- Guests must have their bags checked by our security team.
- Guests will be escorted to their table by a member of staff upon entry. Guests must remain at their designated table with the group you have arrived with for the duration of their visit, unless using the toilets. There can be no standing guests or loitering elsewhere in the venue.
- You must wear a facemask when you are inside the venue unless exempt.
- Bookings will be given staggered start times to reduce queues and congestion outside the venue.
- Guests must use 'Butlr' table ordering app wherever possible. These orders are completely contactless transactions which are sent to the bar and then delivered by floor staff to the guests table.
- Guests must take responsibility for children within their care adhering to social distancing guidelines whilst visiting the venue.
- Signage for Disabled access toilets is in situ. Guests must ask a member of staff should they require assistance.

STRONGROOM COVID-19 SITE PREPARATION

- A socially distanced table plan has been made for the entire site adhering to the current Government guidelines.
- Strongroom's venue capacity has been lowered from 300 to 200 to allow for social distancing.
- Furniture has been removed from inside the venue to avoid congestion.
- Socially distanced queueing markers have been placed directly outside the venue, toilets and in front of the takeaway service bar.
- Enhanced cleaning carried out by staff for busy areas.
- Toilet checks and sanitation frequency has been increased to every 15 minutes. There is a cleaning schedule visible for staff to sign each time this is carried out.
- "Wash your hands" signage installed throughout the venue for guests and staff.
- Hand sanitisers have been installed by the venue entrances, toilets and the bar service areas for public and staff use.
- Dedicated PPE bins have been installed for disposal of masks & gloves for staff.
- Bathrooms have been separated into "Ladies" located in the basement area with its own queue and "Gents/Disabled" located in Rivington Bar with its own queue to reduce queues.
- Refuse collection frequency has been increased to twice a day and curbside to reduce refuse on site.

STRONGROOM, 120-124 CURTAIN ROAD, SHOREDITCH, LONDON, EC2A 3SQ.

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REGISTERED OFFICE | STRONGROOM LIMITED, STATION HOUSE, NORTH STREET, HAVANT, PO9 1QU.
REGISTERED IN ENGLAND AND WALES NO. 07832248. VAT NO. 156 4112 29

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- A one way customer flow has been put in effect and clearly marked on the floor throughout the venue.
- PPE is compulsory for staff during service.
- Non-fire doors have been propped open or removed to minimise surface transmission.
- All Bars, Kitchen and Back of House area are now restricted to x1 member of staff at a time.
- The staff recreational room for staff has been moved and must only have 1 member of staff using it at a time. Signage has been put up to remind staff to sanitise after use.
- A large number of bike lockers have been installed onsite to encourage avoidance of public transport for staff.
- Parking facilities are no longer available onsite to allow space for socially distanced seating and one way customer flow.
- Bar opening times have been restricted as follows to allow for a smaller team on site:
 - Monday: 4pm – 11pm
 - Tuesday: 4pm – 12am
 - Wednesday: 12pm-12am
 - Thursday: 12pm – 1am
 - Friday & Saturday: 12pm – 2am
- Venue dispersal policy will be staggered over 45 minutes to reduce congestion at the end of service.
- Emergency dispersal policy meeting points has been revised to allow for social distancing.
- Legionella checks have been carried out on all water sources on site.

FOOD SAFETY AND PREPARATION

- Government guidance on food preparation is being followed at all times.
- Increased cleaning measures in place for high-contact services and equipment.
- Disposable condiment pots are in use.
- Socially distanced food collection point marked out for floor staff collecting food.

STAFF TRAINING & SUPPORT

- Additional handwash stations have been set up for staff.
- Suitable PPE and additional cleaning products are being provided to all staff. Bar, Kitchen and security staff will wear face shields during service provided for by Strongroom. Additional PPE is available on site for those who require it.
- Staff are asked to wash their hands every 15 minute during service.
- There will be a dedicated Covid-19 monitor on each shift who will ensure all potential contaminated surfaces are wiped down every 15 minutes (door handles, table handles, toilet flushes, guest tables, bar surface areas).
- We are requesting that all staff avoid public transport, and ideally cycle or walk in if possible.
- Should a member of staff develop COVID-19 symptoms they will be sent home for 14-day self isolation and a replacement worker found.
- We advise all staff to avoid public transport at all costs and if this is not feasible to avoid peak hours.
- Shift start times will be staggered to reduce transmission and rotational teams where possible.
- Staff have dedicated stations for each shift to minimise contact between staff.
- Front of house staff will have designated tables to look after during service.
- Individual radios and pagers are provided for staff to minimise non-essential trips around the venue.
- Breach of COVID-19 policy will be regarded as gross misconduct and may lead to summary dismissal.

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FEEDBACK

In an ever-changing set of circumstances we recognise and acknowledge that we can't get everything right all the time. As the situation progresses and things change, we intend to adapt our policy to ensure the wellbeing of our staff and guests is always our first priority.



If you think there is something we can be doing differently, please email us: policy@strongroom.com



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