



Beyond COVID-19, new dining experience Operations Policy

D&D London understand that the health, safety and well-being of our staff and our guests are paramount whilst co-existing with COVID-19 in the new world.

We have a duty of care to all stakeholders and have developed new ways of working based on advice and guidance provided by the government, industry bodies and our safety consultants.

These include, but are not limited to the following:



Wellness checks are completed daily for all staff members and anyone displaying symptoms or pre-symptoms of COVID-19 will be excluded from the workplace.



All employees have been **retrained in the correct frequency and method for effective handwashing.**



Personal Protective Equipment (PPE) is readily available and face coverings are worn by front-of-house employees whilst serving guests.



Menus can be viewed **electronically** with dedicated QR codes and guests are able to make **contactless payments**



We ask our guests **not to visit our restaurants if they are displaying any symptoms of COVID-19, however mild.**



On arrival to our restaurants, **guests are asked to sanitise their hands** before being seated.



Enhanced cleaning regimes have been implemented, particularly for hand-contact surfaces and in the toilet areas, using chemicals which are effective against viruses.



A **risk assessment** has been completed and documented to demonstrate that we have looked at all COVID-19 hazards within the business and have introduced controls in order to operate safely.



Ventilation within our restaurants has been increased by **maximizing air circulation and opening windows and doors where applicable.** We also use **high-quality filtration units** to ensure the air in our restaurants is the purest it can possibly be.