

Grandstand Bar 2021 – Canada Square Park

COVID19 and infectious diseases control

Overview

The procedures detailed in the following paragraphs outline the control systems which will be in place to ensure adherence to the current government guidelines for the protection and safety of both the staff and the patrons to the bar venue.

These systems and procedures will be reviewed in line with any alterations to the Government guidelines as required.

Currently the social distancing optimal target is to keep at least a 1m distance wherever possible.

All monetary transactions will be cashless, card only and whenever the transaction is below £45 will be Contactless Payment.

All drinks supply and the use of on-site facilities will be constantly reassessed in line with the current Government Guidelines allowing such usage.

Patrons and visitors to the bar venue

Prior to the venue opening the following actions have been put in place for each area and will be assessed for approval with Canary Wharf Management.

To allow for the safe and controlled serving of patrons at the Grandstand Bar and to adhere with current legislation, patrons will be served via table service only.

The table service procedures will be as follows:

- Patrons will enter the venue via the South path only, which is now known as the venue entrance.
- A member of staff and or Security staff will be stationed at this point to help control the queue, help maintain the one-way system and advise the patrons of the seating process and answer any questions the patrons may have.
- Whilst waiting, there will be a hand sanitising station available for use by all patrons. This will be constantly checked and replenished by the on-duty member of staff at this location.
- Patrons will make their way to their numbered table following the one way system, where they will be seated.
- Waiting staff will attend their table to take their order, explain the one way system again and ensure that ALL patrons have logged into the venues QR Code using the NHS Covid-19 app.
- For those who do not want to register with the QR code, they will be given the option to complete a hand written patron track and trace form.
- Once the drinks are served, the waiting staff will take payment using contactless payment wherever possible, using portable pdq's.
- The patrons will have a 2 hour seating slot at the table, so new patrons will have the opportunity to enjoy the limited seating offering.

- Upon leaving the venue, patrons will use the exit walkway and disabled ramp on the North side of the venue facing The Parlour, where a member of staff and or Security staff will be posted. This member of the team will also be in situ for patrons to exit and return after using the toilet facilities.
- Signage will be placed on the support pillars detailing:
 - The request to maintain social distancing.
 - The request to ensure that ALL patrons log the venues QR Code using the NHS Covid-19 app.
 - No smoking under the covered bar areas.
 - Exit signs.
 - The menus are to be in place and visible around the venue in free-standing sign posts. This will assist in patrons knowing what they want to order in advance and help reduces the time exposure to waiting staff.
- Disabled access to the bar
 - General disabled access is in the same way as the general queue as the South path entrance of the venue is the same level as the grass of the park area.
 - Further access if required is available from the already in place ramps located to the South West corner of the venue accessing the deck. Generally this access will be utilised as the exit from the venue, however if the situation requires access from this point, the member of staff controlling the start of the queuing line will be able to allow access through the other disabled access point at the top of the ramp.
- Cleaning, restocking and serving vessels for the venue
 - In addition to the general cleaning program already in place for the operation use of the bar, an extended program of cleaning will be undertaken.
 - Each serving point will have an antibacterial cleaning product and the counter will be wiped down after each patron interaction.
 - All cleaning will be done with disposable paper towels and disposed in a suitable manner
 - All serving stations will be cleaned before and after a shift as well as when taken over by another staff member.
 - All serving vessels will be disposable hence removing the exposure to used vessels which require cleaning.
 - All of the re-stocking of the beer kegs for T bar taps is done within the isolated cellar store with no public interaction.
 - Re-stocking of the fridges and spirits will be done by the bar backs – Stock will be collected from the store and brought to the bar via the rear steps on the left and enter directly behind the counter. This will ensure staff and patron separation is fully maintained.

Staff safety and procedures – Operational

The details of how staff and patrons will remain separated have already been detailed in above procedures and will not be covered again here.

Upon arrival at the bar and prior to work commencing

- **NO** staff member is to enter the bar or the store without first reporting to the on duty senior manager to ensure they are fit and healthy, with symptoms **NO** display.
- **NO** staff members are allowed to interact with each other until reporting to the senior manager and confirmed as safe to interact with the other staff.
- **ANY STAFF** member displaying any symptoms or generally unwell **MUST NOT** enter the bar or store, they **MUST NOT** interact with other staff members and **MUST** return home to seek medical advice.
- **ANY STAFF MEMBER** feeling unwell proper to leaving home **MUST NOT** travel to work and stay at home, contact the senior manager to inform them of the situation. If they do attend work, they **WILL NOT** be allowed on site or to interact with the other staff members.
- This will help to ensure the continued protection of the staff and patrons from possible infection.
- HR must be informed immediately of any issues and the company set policy's brought into effect.

Working behind the counter

- Each bar tender will endeavour to maintain a 2m distance however as recognised by the government, in the work place this is not always possible and in case where the distance has to be closed the following will be adhered too
 - Work colleagues will face away from each other when the distance is closed
 - Any form of physical contact will be reduced as far as is practicable.
 - The moment the task requiring the closure of the distance is complete, all parties will move back to a safety distance.
 - The fact that the distance is about to be encroached upon will be communicated from a safe distance to help create as much space as possible.
- All staff will have access to nose and mouth coverings in the form of face masks and disposable gloves will be available however there use in solely based on individual person decisions.

Staff breaks

- All staff breaks will be undertaken with the same measurements in place pertaining to the 2m requirement to socially distance as far as I reasonable practicable.
- Staff will as far as practicable limit any interaction with the patrons or general public during their break periods.

Toilet – Grandstand Bar

This section relates to the toilet block built on the park that is built, operated and controlled by Grandstand Events as part of the Grandstand Bar and no other facilities.

- A full time toilet attendant has been employed and trained to manage these facilities.
- Floor mounted social distancing markers will be placed on the entrance ramp leading to the access door.
- The furthest most sink in the main toilet area will be closed to ensure a suitable 2m distance is kept for access to the disabled toilet cubicle.
- 2 of the available urinals will be closed off to help maintain a social distance.
- 1 of the 2 sinks in the urinal area will be closed for to maintain the social distancing rule.
- A heightened cleaning regime will be in place by the onsite toilet attendant.
- A maximum of 4 people at any time will be allowed access to the toilet to ensure social distancing is maintained, the control of this number will be undertaken by a member of staff stationed at the bottom of the toilet entrance ramp.

Music – Grandstand Bar

The Grandstand Bar will play low level background music for our patrons.