



**Tapa Real Ltd T/A Tapa**  
**Coronavirus & Social Distancing Operation Policy**  
Correct as of 26<sup>th</sup> April 2021.

1. **Objective:** As a business we have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures as well as guaranteeing that the premises are as safe as is possible for our customers and employees. In the context of COVID-19 this means protecting the health and safety of both our Team and customers by ensuring the following steps are strictly adhered to.

This document is produced alongside a coronavirus risk assessment.

## 2. **Managing Risk**

- 2.1 Any member of staff who begins to feel unwell (irrespective if they not showing symptoms of COVID-19 must not attend work, or, will be sent home from work immediately and will required to stay home and observe how their symptoms develop. Customers will be advised not to enter the premises via a prominent sign at the entrance to the restaurant and via the Tapa Dining Out During Covid-19 Information Sheet which will be including in their booking confirmation and available to be perused on our website at [www.tapaedinburgh.co.uk](http://www.tapaedinburgh.co.uk). Similarly, any worker or customer who is showing symptoms of Covid-19 (a continuous cough, a fever or a loss of taste or smell) will be immediately sent home and be directed to follow the guidelines set out on the NHS Scotland Website.
  - 2.1.1 All staff will have their temperature tested before commencement of their shift and their core temperature will be recorded for that day. A sample greater than 37.8°C or inconsistent with the average of previous recordings will result in the staff member being relieved of their duties for that day.
  - 2.1.2 Should this be the case, the staff member will not be permitted to return to work until they have received a negative test for Coronavirus, or, in the case of a positive test, 14 days have elapsed since the test result was received and the staff member is no longer showing any symptoms of the virus. Tapa Real Ltd will keep copies of the test results on file for each employee.
- 2.2 Tapa have implemented a 1m (with mitigations) social distancing policy.
  - 2.2.1 As such, tables and chairs- both indoors and outdoors- will be spaced 2m apart from others unless,
    - 2.2.1.1 The chairs are back-to-back. Or;
    - 2.2.1.2 There is a screen covering the area between the tables.
      - 2.2.1.2.1 If either 2.2.1.1 and 2.2.1.2 are satisfied, then tables and chairs may be separated by 1m distance.
  - 2.2.2 In mixed household tables it is expected that members of the same household sit side by side whilst maintaining a 1m gap- in this case the table- between them and members of a different household.
- 2.3 Increased frequency of handwashing and surface cleaning.
  - 2.3.1 All staff are to wash their hands following the hand sanitising hygiene procedure from our House Rules immediately after the following; clearing plates from tables, cleaning tables, visiting the bathroom, touching their face or body, unpacking deliveries, coming into contact with money, using the credit card machine, having a break, eating and smoking.

- 2.3.2 Hand washing should only take place in the restaurant's two designated handwash sinks- behind the bar and in the kitchen- or by the use of one of the restaurant's designated hand sanitizing stations- at the entrances to the restaurant, men's bathroom and ladies bathroom.
  - 2.3.3 In addition to this, all staff will be supplied with a small bottle of hand sanitiser for when access to a hand-wash sink/ hand sanitizing station would require them to queue or would bring them into close proximity with another colleague or member of the public.
  - 2.3.4 All push and pull door handles- entrances to the restaurant, male & female bathrooms and into the kitchen- will be cleaned and sanitised at regular one hour intervals via a cleaning schedule outlined in Section 5 of this policy.
  - 2.3.5 The male, female and disabled access bathrooms will be cleaned at regular one hour intervals. All contact surfaces will be cleaned and sanitized and a record of each clean will be signed off and kept on display as outlined in Section 5 of this policy.
  - 2.3.6 Our menus will be accessed via a QR Code on a non- disposable laminated piece of paper that will be cleaned and sanitized after use. Should a customer not being able to access the Menu via the QR Code a disposable paper copy will be available that will be recycled once used.
  - 2.3.7 A clean black tray will be used when clearing tables and be sanitised immediately after use. This tray will not be permitted to be used to attend any other tables.
- 2.4 All staff will be properly trained, receiving- subject to position- at the very least, an accredited Food Hygiene Level 2 Certificate- which will also include information about the management of COVID-19.
- 2.4.1 In addition to this, all staff will be trained on the contents of this document as well as the Tapa Dining During Covid-19 Information Sheet.
- 2.5 The capacity of the restaurant is,
- 2.5.1.1 Outdoor- 28 seated guests. Up to a maximum of six people per table, from six households.
  - 2.5.1.2 Indoor- Front Room- 26 seated guests. Up to a maximum of five people per table, from two households.
  - 2.5.1.3 Indoor- Back Room-32 seated guests. Up to a maximum of six people per table, from two households.

### **3 Keeping Customers Safe**

- 3.1 All customers who provide an e-mail address when booking will receive a confirmation email of their reservation with a link to the Tapa Dining Out During Covid-19 Information Sheet. In the case that not all members of the party may have access to this email or customers arriving without a reservation, in addition to this the Information Sheet will be made available to access on our website as well as a hard copy being available in the area in which the customers will be required to wait to be seated (in the bar area) and a QR code link to the Sheet on all COVID-19 signage in the restaurant. This sheet will inform the customer of the correct social distancing procedures to be aware of before entering the restaurant.

- 3.2 Customers will be instructed, via appropriate signage, to sanitize their hands at the sanitising station prior to entry to the restaurant.  
*Signage installed as of 26<sup>th</sup> of April 2021 and checked/ complied with by the signee of this document.*
- 3.3 Customers will also be instructed, via appropriate signage, to sanitize their hands before entering the male, female and disabled access bathrooms and to thoroughly wash their hands before leaving the bathroom.  
*Signage installed as of 26<sup>th</sup> of April 2021 and checked/ complied with by the signee of this document.*
- 3.4 Unless medically permitted not to, customers will be instructed, via appropriate signage, to wear a face covering upon entry to the restaurant and at any time when they are not seated.  
*Signage installed as of 26<sup>th</sup> of April 2021 and checked/ complied with by the signee of this document.*
- 3.5 There will be one-way systems implemented to ease the flow of people round the restaurant.
- 3.5.1 At the main entrance to the restaurant. Customers leaving the restaurant will have priority over customers arriving to the restaurant.
- 3.5.1.1 The area encompassing the archway of the entrance of the restaurant and directly outside of this will become a “No Smoking” area to prevent people congregating in a bottle neck area.
- 3.5.1.2 As a consequence the Smoking Area will be moved to the passageway beside the stairwell to 18 Shore Place. The cigarette bin will be located here and as there is no tangible place to insert signs to alert customers to this, all staff will encourage guests to move to this Area to smoke.
- 3.5.1.3 The door to the entrance of the restaurant will be propped open whenever weather dictates.
- 3.5.1.4 On the walkway that connects the front and back rooms of the restaurant, customers and staff will be instructed, via appropriate signage, to keep to the left hand side.  
*Signage installed as of 26<sup>th</sup> of April 2021 and checked/ complied with by the signee of this document.*
- 3.6 Customers will not be permitted to sit or stand at the bar.
- 3.7 All tables, both indoors and outdoors, will be positioned in accordance with 2.2 and it will be constantly evaluated that mitigating circumstances (such as screens and chairs) are not moved to contravene social distancing rules at any point throughout the day.
- 3.8 A “Keep your Distance/ 1m Social Distancing” sign informing customers of the social distancing procedures will be prominently displayed in the entrance.  
*Signage installed as of 26<sup>th</sup> of April 2021 and checked/ complied with by the signee of this document.*
- 3.9 Tapa will discourage queueing in any area of the restaurant or outside of the restaurant. Arrival times for bookings will be staggered to minimize the likelihood of queueing for entry, however, should a queue be required to form, customers can do so following the socially distanced floor markings directly outside the restaurant.

These markings are 2m apart and staff will monitor the queues to ensure compliance.

*Socially distanced floor marking installed as of 26<sup>th</sup> of April 2021 and checked/ complied with by the signee of this document.*

#### **4 Managing the Service of Food and Drinks**

- 4.1 Staff will not touch the table or chairs whilst customers are seated upon them.
- 4.2 Plates, cutlery, napkins and glasses will not be on the table upon customer arrival and only relevant items will be taken to the table as and when required.
- 4.3 Salt and pepper shakers will be available to the customer upon request but will not be on the tables. They will be cleaned and sanitised after each use.
- 4.4 Customers are to remain at their table to pay their final bill. The credit card machine will be cleaned after each use and customers will be encouraged to pay using contactless technology. Anti-Bacterial wipes will be adjacent to where we store each credit card machine (in both front and back rooms of the restaurant) and made available for sanitizing the device once used.
- 4.5 All food and drink should be transported to the customer on a black tray.
- 4.6 When clearing an occupied table only items from that specific table may be cleared at that time.
- 4.7 If clearing unoccupied tables the same tray may be used on multiple tables.
- 4.8 Food trays are to be sanitized in the kitchen before being loaded with food. A D10 spray bottle and cloth will be kept in the kitchen solely for this purpose.
- 4.9 Waiters should work together when it comes to running food/ drinks to the outside area. It should be ensured that for the person carrying the food/ drinks contact with the entrance door is minimum and that, as with customers leaving the restaurant, priority is given to waiters transporting food/ drinks outside. Customers trying to enter the premises at this point will be requested to wait momentarily on the socially distanced floor markings directly outside the restaurant.

#### **5 Customer Toilets**

- 5.1 Toilet capacity is restricted to three people in the male bathroom and four people in the female bathroom. There is no capacity for queuing outside the bathrooms. When these toilets are at capacity customers will be required to return to their table. This is outlined in the Tapa Dining Out During COVID-19 Information Sheet and reinforced via signage at the entrance to each bathroom.

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- 5.2 The toilet capacity for the disabled toilet is one (unless additional assistance is necessary) and strictly reserved for the use of disabled customers, customers who require to use the baby change facilities and employees of the business.
- 5.3 The toilets will be cleaned and sanitized every hour. All touchable surfaces will be sanitized (taps, door handles, cubicle handles, pull chains, toilet roll holders, sanitary bins) and a check list will be kept on display and signed off when completed.
- 5.4 Toilets will be professionally cleaned every night by Daybreak Cleaning Services.

## 6 Social Distancing for Workers

- 6.1 All staff should practice social distancing in the restaurant wherever possible.
- 6.2 Where activities do not allow the full distancing guideline then additional mitigating actions should also be taken to reduce risk, these include;
  - 6.2.1 Further increasing the frequency of hand washing and surface cleaning.
  - 6.2.2 Keeping the activity time involved as short as possible.
  - 6.2.3 Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
  - 6.2.4 Staff should wear a face covering whenever they are on the premises.
    - 6.2.4.1 Tapa will provide clean face coverings to all staff every shift.
  - 6.2.5 Staff should arrive and then change into their work clothes on the premises. They should then change out of their work clothes after the shift before leaving the premises.
  - 6.2.6 Clothes and shoes kept in the changing rooms should be kept inside a bag and hung on a clearly labelled peg. Staff should not have more than one bag in the changing rooms at any time.
  - 6.2.7 Avoid physical contact with colleagues at all times.
- 6.3 All staff will be reminded that social distancing and general Coronavirus Regulations apply when not on the premises too and that an adherence to the guidelines is expected to minimize exposure to the virus outside of the work environment.

## 7 Work Areas

- 7.1 Tapa will take care to ensure that high traffic areas have rules implemented to continue adhering to social distancing laws.
  - 7.1.1 Door into the kitchen.
    - 7.1.1.1 The walkway into the kitchen is for the use of only one person at a time. Should the area be in use then there is space for queuing beside the wooden partition in the restaurant and beside the shelf behind the door. Only two staff members should be in this area at any one time and are expected to vacate the area as quickly and efficiently as possible.
    - 7.1.1.2 Chef's wishing to leave the kitchen should ensure there are no waiters in or around the doorway before proceeding.
    - 7.1.1.3 Staff Members waiting for food should stand at the designated area by the pass and wait patiently.
  - 7.1.2 Dishwasher Area.
    - 7.1.2.1 There should be no more than two member of the Kitchen Team in the dishwasher area at any one time.
    - 7.1.2.2 Waiters are only permitted to stand on the "Please Wait Here" floor marking in the main area of the kitchen and this is only permissible when waiting for food.
    - 7.1.2.3 Waiters are only permitted to enter the dishwasher area when there are no chef's present in the kitchen.
  - 7.1.3 Bar Area.

7.1.3.1 Staff will not be permitted to stand in the area at the entrance to the bar unless they are making coffee.

7.1.3.2 The phone and the reservation diary will be located in an area adjacent to the entrance to the bar, but, in a position that will allow ease of flow to and from the bar.

7.1.4 Changing Room and Toilets.

7.1.4.1 Only one member of staff is permitted in the changing room at any one time.

7.1.4.2 Tapa will stagger all employee start & finish times as well as break times to avoid bottlenecks in the staff room.

7.1.5 Outdoor Area.

7.1.5.1 Guests who need to wait briefly to enter the restaurant will do so along the window outside the bar area upon the socially distanced floor markings to keep the right of way clear.

## 8 Record Keeping

8.1 All customers must provide their personal details for NHS Test and Protect. Each customer's full name, email address and telephone number will be kept on file for 21 days. The details will only be supplied to NHS Test and Protect upon request and the customer's details will be destroyed within 21 days. Tapa will utilize the guest Wi-Fi system to record customer details – all customers will be required to log into the wi-fi and by doing so agree to share their details with Track & Trace should it require. If the guest Wi-Fi option is not applicable to the customer then a paper copy of the details will be kept as an alternative.

8.2 Tapa will keep a record of its staff shift patterns on file for 21 days.

## 9 Amendments to This Policy

9.1 This policy will be considered at the commencement of each working week- on a Tuesday- at the Management Meeting to ensure that it is compliant with any new legislation using the Scottish Government's Tourism & Hospitality Sector Guidance on the [www.gov.scot](http://www.gov.scot) website. Should amendments be required, the policy will be updated immediately and emailed to the staff in our weekly communication with them. Staff will be permitted to seek clarification on all changes to the policy but once happy will be required to sign off an acknowledgment of amendments sheet.

I have read and understand all the contents contained in this document and I understand that failure to adhere to all of the points contained within can severely affect the business and render me liable for disciplinary action.

## 10 Signature

Daniel Shearon  
Director, Tapa Real Ltd

Greig Davidson  
Director, Tapa Real Ltd