

# CATERING AT BRUNEL UNIVERSITY LONDON



Catering at Brunel University has always been safe with all outlets holding a 5 star rating from the Environmental Health Officer. Our procedures and processes have been enhanced in light of the COVID-19 Pandemic to ensure all our customers can have the peace of mind that using any of our outlets and purchasing any items is safe and trustworthy.

It is vital that all customers practice safe distancing and that they act responsibly within the catering, café and restaurant outlets. We are taking measures to protect your health whilst on campus but we rely on you to follow the guidance and use the facilities we provide. We all must do our part to reduce the spread of germs.

These enhanced protocols draw from guidance published by HM Government, the department of health, other Universities within the sector and service providers in the catering industry. This ensures the University is able to safeguard the health of all those that work and visit the campus as far as reasonably practicable.

Washing your hands remains the most effective method for removing germs from your hands. Every building across campus has a toilet and hand wash basin where you can wash your hands. The government guidelines state to wash your hands regularly, for a minimum of 20 seconds. Posters will be available in every wash room to guide you through the correct hand washing technique. The Q&A below aims to answer your questions and outline some of the differences that visiting the catering outlets on campus in the current environment will bring. Furthermore, it also outlines the expectations of and behaviour required from those on campus in order to ensure safety.

## **1) What have you done within catering prior to reopening in relation to COVID-19?**

We have carried out a COVID-19 Risk Assessment and shared this with our teams and the University. We have also completed a comprehensive Pre-opening Checklist to ensure complete safety ahead of reopening. Social distancing policies are in place for our teams and training given on how to work whilst maintaining distance.

## **2) Is social distancing enforced in the cafes and restaurants?**

We are following the government and university guidelines and would expect all customers to practice social distancing as the norm in all outlets. Some outlets will have a one way flow, others with restricted space will not, however 1m+ distancing is recommended.

### **3) How do I know my food is safe?**

All our food production is carried out under strict EHO guidelines and has full traceability. Our teams all hold L2 Food Safety and Health & Safety accreditation as a minimum, many are L3. Our supply chain is robust and the largest, safest supply line in the country. Chefs work in the kitchens, maintaining social distancing or following 1m+ regulations, with coverings where distancing is not possible. Enhanced regularity in cleaning and sanitising is in place within the kitchens

### **4) Will front line service staff be wearing coverings?**

Yes, all our team members who interact with customers will be wearing face coverings. Customers will be expected to wear face coverings inside our cafes when entering to collect food and drink.

### **5) What additional training has been given to the catering and service staff?**

All Taste Kingdom staff will have had COVID specific training upon returning to work. This covers the new regularity of sanitising procedures, social distancing operations and daily health declaration.

### **6) When are face coverings required?**

Face coverings must be worn on entering any of the catering outlets on campus, notices will be displayed at outlet entrances requesting you comply.

### **7) Will hand sanitiser be available in the outlets?**

Yes, all outlets will have hand sanitiser dispensers at or near the entrance.

### **8) Will all staff be wearing gloves and other PPE? Kitchen/Back of House?**

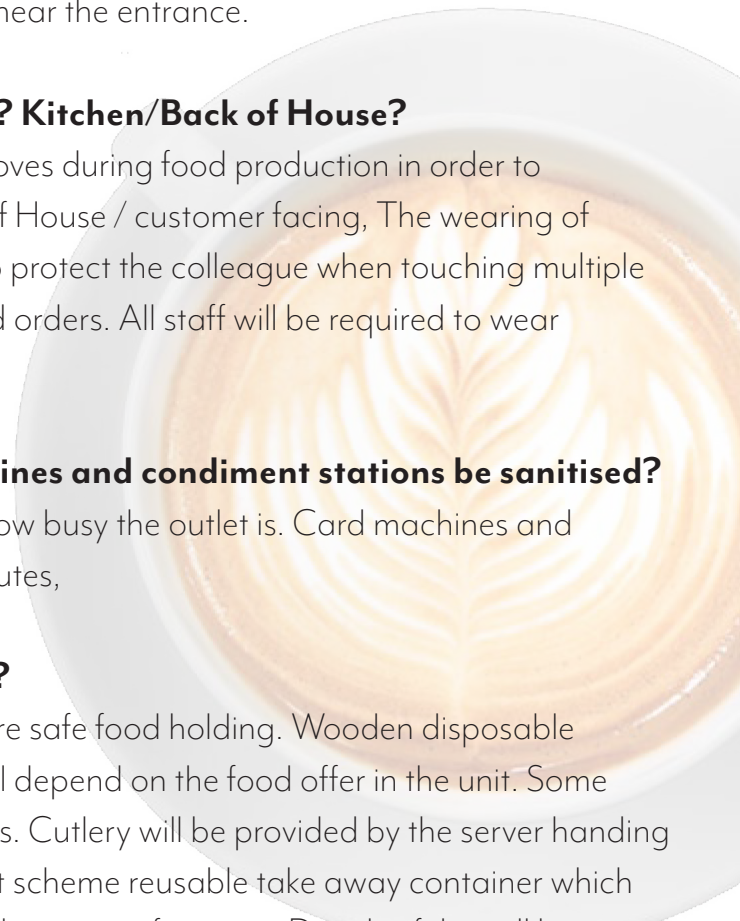
It is Chartwells policy not to mandate the wearing of gloves during food production in order to promote frequent and thorough hand washing. Front of House / customer facing, The wearing of disposable gloves for food service is required in order to protect the colleague when touching multiple surfaces and touch points, and handling customer food orders. All staff will be required to wear disposable aprons.

### **9) How often will door handles, credit card machines and condiment stations be sanitised?**

We have a matrix of regularity of sanitising related to how busy the outlet is. Card machines and counter tops for example will be sanitised every 30 minutes,

### **10) How will eat in or take away meals be served?**

We have reviewed all our take away containers to ensure safe food holding. Wooden disposable cutlery will be supplied with your meal. Eat in service will depend on the food offer in the unit. Some may be in disposable containers or on crockery in others. Cutlery will be provided by the server handing over your meal. We are looking at introducing a deposit scheme reusable take away container which can be returned to the outlet dirty and we will clean and sanitise it for reuse. Details of this will be communicated soon.



### **11) Can we bring in our own food in containers into the restaurant or cafe?**

As we have no control over the sanitary status of the containers, this will NOT be allowed in the catering outlets. We are sorry about this.

### **12) Will there be a restriction on numbers of people in an outlet?**

If the outlet becomes overcrowded causing an issue with the ability to socially distance safely, we will look to control the numbers of customers entering the outlet.

### **13) Will you still be taking cash as payment?**

All of our outlets have gone cashless. The use of contactless payments via card or phone app are encouraged. Cashless transactions are 3 times faster than cash transactions and help reduce queues and wait times.

### **14) Where can I find out what outlets are open on campus?**

The Taste Kingdom pages on the Brunel website have all details about food and drink on campus, including opening times, events and details of the food and drink offers available. It also showcases all the sustainability actions we have introduced to campus life. <https://www.brunel.ac.uk/life/shops/Taste-Kingdom>

