

Health and Safety COVID-19 summary of our procedures.

Dear guests,

We are delighted to announce that Fhior will reopen on the 17th July 2020.

We have kept up to date with government guidelines and will continue to implement the highest levels of health and safety across all areas of our business.

As we prepare to re-open our restaurant, we wanted to share with you the additional steps we are taking to ensure that Fhior is a safe space for you to enjoy dining in over the coming months.

Summary of our Procedures:

- To allow for safe social distancing, we have reduced the number of tables in our restaurant from 14 to 9. We will also have new procedures for employees to minimise contact with cutlery and napkins.
- Hand sanitisers are available at the entrance of our buildings and we ask all customers to make use of this.
- Our employees will maintain a distance of 1m from your table when talking with you, and after every single interaction, employees will wash and sanitise their hands.
- We will continue to maintain the highest standards of hygiene and cleanliness throughout our restaurant and we have also increased all cleaning and disinfection routines, particularly at key touch points.
- All employees have undergone rigorous training to maintain the highest levels of hygiene and cleanliness and to implement government safety guidelines to keep Fhior a safe environment.
- We request that if you are experiencing any symptoms that you please stay safely at home and we will reschedule your reservation.
- To ensure everyone's safety, we ask that you comply with any health and safety advice communicated to you by our employees, prior to and during your visit.

We have taken every reasonable step to make sure you feel safe and confident in returning to Fhior, and that you enjoy your experience.

Our health and safety procedures are listed in further detail below, but if you have any questions then please do not hesitate to contact us at info@fhior.com

We look forward to seeing you again soon!

Health and Safety COVID-19 extended procedures.

Fhior and Secret Herb Garden July 2020

At Fhior, we take your safety seriously and have complied with the government's guidance in all areas of health and safety in mitigating the risk of COVID-19

Being an essential business, and seeing the need to support local producers, we created a new business to bring the fantastic products that you enjoy in our restaurant, directly to you through Root to Market. This enabled us to stay open and to implement Health and Safety guidelines with regards to COVID-19.

We are delighted to be opening back up and to be able to share all the things that we love with you again.

We wanted you to know the steps that we have taken to ensure you that your safety is paramount to us. Every reasonable measure that we could take to mitigate any risk has been taken, and you will find below how we have done this and how we would ask you to participate with us and keeping Fhior a safe space for you to enjoy.

Raising Awareness

1. Bringing awareness of the risks of COVID-19 has been our priority. We have instructed our elected Health and Safety representatives with all the information they need to know how to implement best practice in our restaurant, premises and farm (SHG).
2. We have carried out risk assessments to ensure the safety of our guests and employees and to mitigate all risks within our environments.
3. We are implementing guidelines on staying informed as to best practice to reduce these risks.
4. We are informing our guests and our employees as to how to prevent the spread of COVID-19.
5. We are promoting effective personal hygiene by instructing our employees on staying safe to and from work, through frequent hand washing and use of hand sanitiser, avoiding public transport and contact with at-risk surfaces.
6. All guests and visitors will be made aware of the steps we have taken and our expectation of compliance from any person entering our premises, including using hand sanitiser at the entrance of all our premises and frequent hand washing.

Cleaning and Disinfection

1. As always, we work to the highest standards of hygiene and cleanliness. In taking every effort to neutralise any risks posed by COVID-19 and to ensure your safety we have increased our cleaning and disinfection routines, identified key touch points, and using methods known to be effective against viruses.
2. We have placed hand sanitisers at the entrance of our buildings for our employees to use before entering the premises which we will invite our guests to use also.
3. Uniforms are washed at 60° everyday.
4. We will provide additional training to our employees to know how to reduce risks from covid-19.

Control Measures

1. We will ensure physical distancing measures on site by reducing the number of tables and by practicing social distancing.
2. Guests, employees and suppliers will be asked to make a declaration of absence of COVID-19 symptoms before entering our premises. These may include health assessments with our employees.
3. We reserve the right to check the temperature of our guests, our employees and any visitor on sight. Where any person shows symptoms of COVID-19 we will ask them to go home and self-isolate and inform them of the steps they need to take. Where we notice a higher temperature amongst our guests, we reserve the right to cancel their reservation. We will follow this up with a phone call to reschedule your booking.
4. Home working will be available for employees where possible.
5. We will provide signage for workflow and movement around our premises to minimise movement between areas e.g. using one-way traffic flows.
6. Assigning workstations to single individuals where appropriate.
7. Deliveries across our businesses are limited to suppliers that we have risk assessed and where minimum contact procedures have been put into place.
8. We have reduced the number of employees and assigned them sections.

Employees Procedures

1. We will undertake health assessments of our employees to ensure that they are fit to work.
2. We will undertake temperature checks.
3. Our elected Health and Safety representatives will take a supervisory role in implementing our measure to mitigate any risks and ensuring that employees follow our procedures and that guests understand how we are applying the guidelines.
4. This includes increased cleaning processes and signage around our premises about flow of movements.
5. Our health and safety representatives will undertake regular training with our employees to ensure that everyone remains aware and informed of what measure we are taking to protect our guests and our employees.
6. We have increased hygiene measures to ensure that hand sanitisers and hand washing stations are available.
7. After every interaction with our guests, employees will wash/sanitise their hands.
8. We will minimise access to walk in fridges, freezers, pantries.
9. Ensuring that at the end of shifts there are measures for preventing employees from congregating in groups.
10. Moving certain tasks where more room is needed to other larger locations where this is practical.
11. Staggering break times to reduce congestion in communal areas.

Changes to Dining Experience

1. We will be directing our guests and employees to use the premises in a manner which is consistent with best practice to reduce the risk posed by COVID-19.
2. Guests will be informed of the procedures and what is expected of them.
3. We have changed our procedures around cutlery and folding of napkins to reduce contact and will be using paper napkins.
4. Chairs, tables and other contact areas will be regularly cleaned and disinfected.

5. The menu and wine list will be available through our website, or where hardcopies are requested, these will be in a fully cleanable format.

What we ask of our guests

1. We have taken every reasonable care to make our work environment safe for our guests and we want you to feel safe in an enjoyable and comfortable space.
2. To ensure this we would ask that you follow the guidelines set out here to help us maintain a safe environment for all.
3. If you are experiencing any symptoms, then please stay at home. We will arrange with you to re-book your reservation.
4. Please follow our physical distancing guidelines.
5. Follow our signage with regards to flow of movement and our employees' guidance.

Face Masks

1. Health Protection Scotland and UK Government advises that face masks should not be required outside of clinical and care settings, as the evidence for their effectiveness against the spread of COVID-19 in non-healthcare workplaces is not proven.
2. To keep you safe we have chosen to practice distancing of 1m from your table when talking, as per WHO guidance, and have heightened security and hygiene measures.