

# Connect and collaborate - output from

## CORONAVIRUS WEBINAR #5

### Remobilising safely & successfully

As restrictions begin to ease and the end of lockdown is in sight, employers are planning a return to the office in the safest, most practical way. Working collaboratively with your caterer will help to shape the 'new normal' and keep your team close in a socially-distant world.

Freshly cooked food strengthens an employee's sense of connection to their organisation. And, a sense of security and protection is evoked when it's served by a safe pair of hands.

Our clients Colin Tegg, Underwriters Laboratories and Matthew Dale, Martin Baker have maintained an onsite presence during lockdown. Staff catering has been instrumental in maintaining a sense of normality for their key workers in uncertain times; sending a positive signal to their teams and paving the way for more people to return when it's safe to do so.

**Wendy Bartlett, Exec. Chair and founding owner**

### STAYING SAFE AT WORK

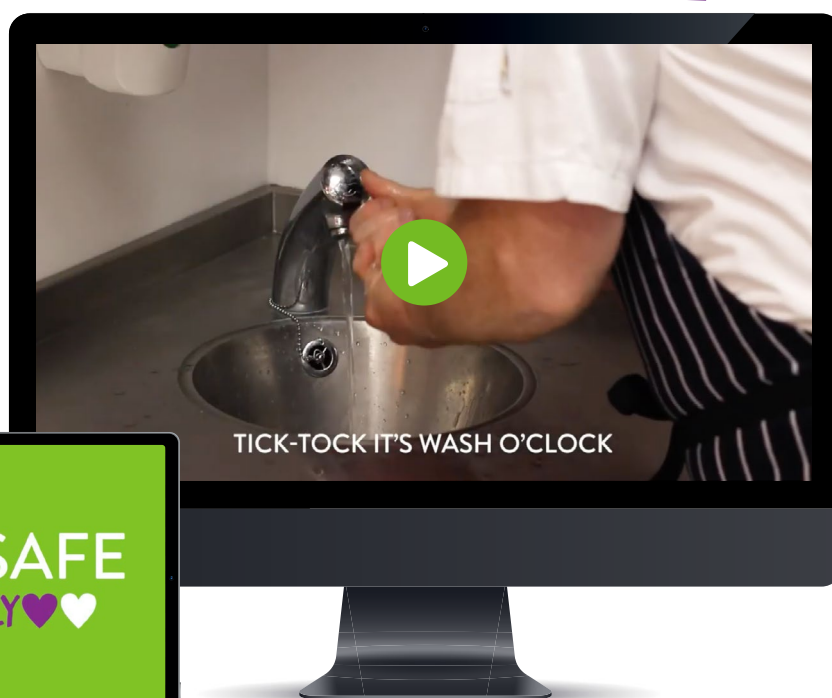
We are committed to helping our clients have safe workplaces. We've taken many steps to support our team and our customers with increased safety measures and operational changes. See how sites are already successfully adapting to a 'new normal' in this video

... click the link or scan the QR code below:

<https://bit.ly/3gYodn1>



**STAY SAFE**  
#BMFAMILY  



### GUEST SPEAKERS

**Colin Tegg**, Underwriters Laboratories (UL)

**Matt Dale**, Martin Baker (MB)

**Francois Gautreaux**, bartlett mitchell (BM)

### 1. HAVE YOU PROVIDED SERVICES THROUGHOUT COVID-19?

**MB:** the service closed when gov.uk guidelines advised all restaurants to shut. It reopened when guidelines were revised to allow for onsite catering for key workers. The service provides grab & go and hot mains. A popular freshly-baked afternoon cake service has recently been introduced.

**UL:** the service continued to operate throughout with reduced numbers onsite and a significantly reduced offer, but have since introduced more options to meet the demand and appetite of their teams.





## 2. WHAT LEARNINGS CAN YOU SHARE FOR THOSE YET TO RE-OPEN?

Catering has been vital and without it clients feel that office occupancy would have reduced further:

- It rewards employees who “risk” working in the office
- It makes front line workers feel “safe, welcome and wanted”
- It offers a sense of normality
- It’s a morale booster – a decent fish and chips!
- It saves time - there are queues on the high street and at supermarkets, so lunch out isn’t quick

MB: introduced a small micro-market, selling essentials like flour, baking powder and other products during supermarket shortages

Although onsite populations are smaller, uptake for catering is average 80% - the demand is there

Clients can inform and manage the risks of the onsite food service and ‘own’ the final solution vs. unmanaged risks when employees visit and queue for external food providers

Enable open dialogue between your service providers: catering and cleaning are partnering more closely to increase frequency of and ‘red flag’ areas for cleaning

Employees returning to the office will have vastly different and some extreme perspectives on safety and social distancing: train in your safety measures; reinforce the message; answer any concerns as quickly as possible

There are new learnings every day - a single route for all communications is imperative to manage the pace of change

## 3. WHAT CHANGES HAVE BEEN MADE TO ENABLE SOCIAL DISTANCING?



### PHYSICAL DISTANCING

- Reduced numbers onsite make it easy to social distance
- Physical distancing in all areas of the office
- Floor markers manage queues into the restaurant space
- One way systems around the servery
- Perspex screens installed with collection hatches
- Service times extended to increase 'safe' usage
- Microwave station access reduced
- Table seating reduced to allow for distanced seating
- Table wipe down process introduced

### FOOD OFFER

- Fresh food is in demand
- Grab & go is a good basic, but customers want more
- Demand for an extended range to include hot items and points of difference
- Hot food is popular - comforting classics, exciting street food, pleasure in 'eating out'
- 80% using the restaurant; minimal packed-lunchers



## 4. HOW IS FOOD BEING SERVED? DISPOSABLES VS. CUTLERY/CROCKERY?

Food is pre-ordered or chosen from the counter

Catering team wearing PPE and behind screens

Two service solutions:

- UL: take-away model with 100% disposables
- MB: take-away and eat-in model using a combination of disposables and plated hot meals served with crockery
- Both: no self-serve in the restaurant!

If you haven't invested in waste streams to responsibly recycle disposables, now is the time to start!



## 5. HAVE YOU ALLOWED DINING AREAS TO BE USED? ARE STAFF EATING AT THEIR DESKS?

Relaxation of strict "no eating at desk" policies

Dining areas used with social distancing guides:

- Cordoned-off table seating
- Chairs removed from tables
- Signage on tables re: distancing
- Wipe-down instructions to 'turn the tables'
- Catering team police restaurant seating
- 'Deep cleans' by the cleaning team increased



## 6. HOW HAVE HOSPITALITY AND TEA POINTS BEEN IMPACTED?

Hospitality is not a current priority: no external visitors, meeting rooms temporarily closed

Self-service tea points have remained open:

- Reduced range of pre-packaged individual items
- Clear signage to maintain distancing
- Wipes and sanitisers clearly on display for users
- Frequent sanitisation by in-house cleaning team
- Signed 'comms' by cleaning team visible to demonstrate cleanliness
- No free issue fruit



## 7. HAVE YOU HAD TO MONITOR/ REMIND TEAMS ABOUT SOCIAL DISTANCING?



Yes, ongoing education is needed. Learnings include:

- Install visual aids and floor markers identifying new layouts and ways of working
- Train in physical distancing for every new wave returning to the office
- Provide refresher training - some behaviours will need to be 'managed' and 'checked' quickly once people return to work
- Be proactive with concerns and queries - respond immediately





## 8. WHAT CHALLENGES WILL CHANGING TO 1M DISTANCING BRING?

The World Health Organisation says:

"A distance of 1m is safe. Some countries have adopted this guidance, while others, including the UK, have gone further. Until updated guidelines are released by the government, keeping 2m from other people is thought to be the best way to limit the chances of infection."

We foresee no real challenges if distancing is reduced - barring a need to revise physical markers.



### #1 PRIORITY

#### Remobilising the office

Clients are now actively planning the Phase 1 return to the office, though time-frames are mixed:

28% remained open to key workers

44% to open before end of June

28% to open later than end of August



NEXT WEBINAR  
COVID-19: REINFORCING  
SUSTAINABLE SERVICE

## 9. WHAT ABOUT THE COST OF CATERING?

The importance of catering has outweighed the costs, but as things settle cost conversations will need to be had:

### SHORT TERM

- Cost almost irrelevant
- The safety of your team is important, as is rewarding them for being onsite
- Catering is viewed as integral part of the employee benefit

### MEDIUM TERM

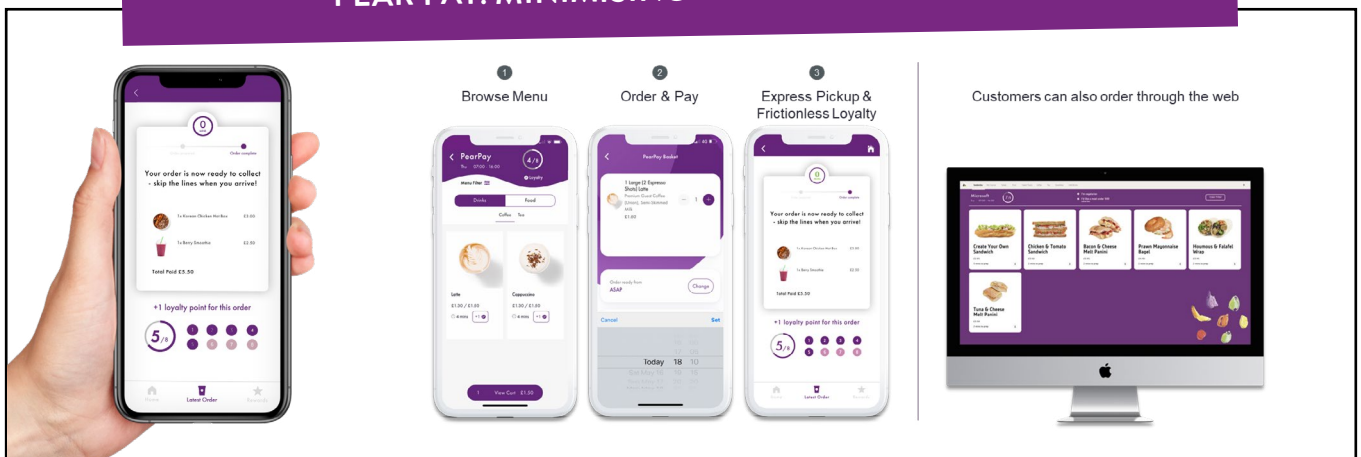
- Quarterly reviews to establish changes to the 'new normal'
- Scaling of services to cater safely for increasing onsite population important

### LONG TERM

- Onsite populations and daily onsite numbers will likely fall; budgets will need to be reviewed
- Open dialogue about delivering efficiencies within the 'new normal'



## PEAR PAY: MINIMISING RISK THROUGH TECH



BM has partnered with Dynamify to deliver Pear Pay, our new contact-free food app. This tech enables customers to order food straight to their desks, thus minimising the risk of transmitting coronavirus.

Benefits of integrating this tech into our Covid-19 food service solution include:

- One-stop shop to order, pay and arrange for delivery / collection
- Easy access online menus, promotions and push messaging for deals
- Pre-ordering promotes social distancing through virtual queuing

- Cashless payments and paperless receipts/loyalty remove unnecessary human contact
- Multiple delivery/collection solutions inc. time slot allocation and desk delivery
- Integration with nutrition, allergen and ingredient information systems
- Cost effective: low upfront and ongoing maintenance costs

Impact on day one of Phase 1 return at a Hammersmith (London) client site has been impressive: 50 workers onsite, 100% uptake, desk delivery, and it alleviated an estimated queue-time of 1.5 hrs.

