

# Connect and collaborate - output from CORONAVIRUS WEBINAR #2

## GETTING BACK TO WORK SAFELY

- Initial building occupancy levels are predicted to be 20%-30% during the first phase, when lock-down eases.
- Outer London organisations will come back earlier due to better parking facilities on site, creating a safer commute.
- Appropriate customer communication channels and messaging will be key to convey safety measures and social etiquette.
- Customer information graphics for phase one will have a directive tone. Softer iterations personalised to client branding are likely to be introduced at phase two.
- Companies will offer longer and more flexible work days to give employees the opportunity to travel during off-peak times.
- Employees could choose alternatives to public transport such as cycling and running to get to work. As a result, changing room amenities may need to be increased. This could have a knock-on effect for catering.

## CHALLENGES

- Traveling to and from work on public transport is still the biggest issue for employees' safety.
- Re-purposing buildings so that catering can facilitate social distancing. This will be especially difficult in lifts and stairwells.
- All facilities service providers will need to collaborate on a post Covid-19 client remobilisation plan.
- Back of house spaces will need the same level of cleaning and measures as front of house.
- Concern around the lead-time required to get buildings ready for re-opening. This includes implementation of social distancing, cleaning and technical measures required to operate safely.
- Costs associated with the measures required to open safely will need to be established ASAP.
- PPE requirements and guidance are still unclear.
- Tangible data showing how employees use the building facilities needs to be captured in phase one of return. This will inform learning for phase two implementation.



## HOW TECHNOLOGY CAN PLAY A KEY ROLE

- Click and collect and pre-ordering of pre-wrapped grab & go remains a popular solution for phase one.
- Opportunity to engage customers by using tech, specifically order and payment apps.
- Current pre-order systems need to be stress-tested before reopening to ensure they are ready for increased volume.
- Collection points need to be spread around the building in order to maintain physical distancing.
- There is some scepticism around some of the biometric tech and its capability along with GDPR concerns.
- Tech is not THE only answer, but a combination of initiatives including tech will need to be implemented.



## WHAT IS 'CATERING'S 'NEW NORMAL' ?

- Some businesses are not intending to allow external visitors in to their building during phase one.
- Hospitality meeting rooms will be used, but requirements for formal dining are not likely to be part of phase one.
- The majority of clients will be asking employees not to leave the building during the working day to minimise spread of the disease.
- General catering services can also be operated from separate hospitality kitchens (where they exist) to support physical distancing requirements.
- Introduction of disposable place mats for dining and workstations to reduce surface contact.
- All-day menu offers rather than split into day parts, to cater for potential longer service times and a grazing habit developed when customers were WFH.



### #1 PRIORITY

Checklist of critical, enhanced and heightened measures within lock-down re-opening plan



**NEXT WEBINAR**  
Ask Adam Byatt, what's on the menu post-lock-down

Adam is the Michelin star chef proprietor of Trinity, Clapham

Adam, bartlett mitchell's chef consultant is also a food writer and regular on BBC's Saturday Kitchen