

CATERING ROADMAP TO RECOVERY



AGREE ACCESS PROCEDURES FOR TEAMS
both logistically and from a safety perspective, including temperature checks and daily COVID declarations

PROVIDE A CLEAR RESTACK PLAN
highlighting when, which and how many team members will be back to work

PLAN THE CATERING OFFER
to meet customer needs and desires

INSTALL SAFETY SIGNAGE
including safety screens and hand sanitising stations

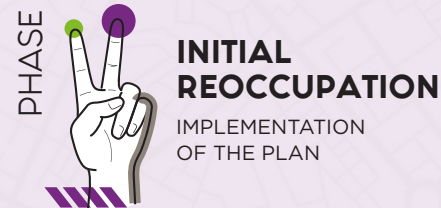
DEEP CLEAN CATERING FACILITIES
to include flushing systems, pest control check and recommissioning of equipment

IMPLEMENT SOCIAL DISTANCING MEASURES
including one-way systems and seating plans

INSTALL AND TEST NEW TECH
including new payment systems and payment apps

RETRAIN YOUR TEAM
including refreshers and risk assessments

PERFORM A DRY RUN
for service prior to reopening day



LAUNCH CATERING SERVICES
with clear marketing, way finding and instructions

BE CLEAR WHAT OFFER IS AVAILABLE
during this initial phase

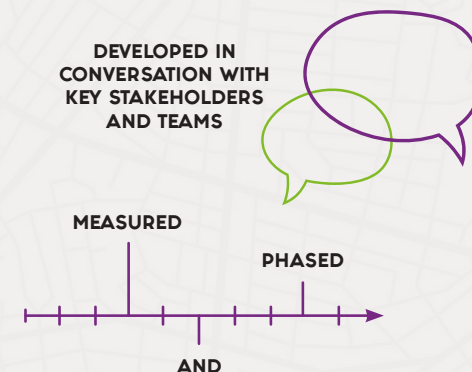
CONSIDER METHOD OF PAYMENT
contactless or cash payments

REVIEW THE OFFER ON A DAILY BASIS
gaining feedback from customers

- » Is the range wide enough?
- » Are we meeting our customers' needs?
- » Is service quick enough?
- » Have we mastered any new payment systems?

IMPLEMENT ANY VALID IMPROVEMENTS
and suggestions

REFINE THE PLAN
for the next stage and test



REVIEW THE CURRENT OFFER
Does service need to be increased?
Review all the data and customer feedback

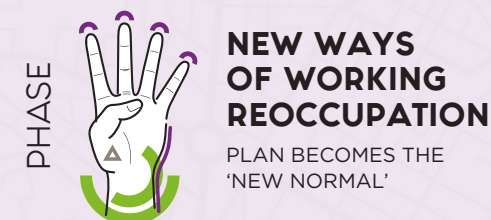
SAFETY AT WORK
Do our teams, suppliers and customers feel safe being back at work?

WHAT ARE THE NEXT STEPS FOR CATERING?

- » Stay as we are?
- » Introduce full hot menu in the café?
- » Open socially distanced seating areas?
- » Recommence face-to-face meetings with hospitality?
- » Socially distanced fine dining?
- » What is the external professional advice?

IMPLEMENT ANY CHANGES
based on the findings

REFINE PLAN FOR THE FINAL STAGE
BATNU (Business As 'The New' Usual) and test



THE 'NEW NORMAL'
all services should now be operating under 'new normal' protocols

SYSTEMATICALLY REVIEW THE PLAN
and new operating procedures internally with key stakeholder and teams, ensure external professional advice is adhered to and actioned

KEEP TEAM MEMBERS AND CUSTOMERS INFORMED
of any changes to ways of working or changes to the offer or range of services available

WE WILL KEEP YOU INFORMED
of general updates which may affect contract catering, foodservice and wider hospitality trade as we receive them

STAY POSITIVE AND STAY SAFE!

