



# The Old Crown

SINCE 1368



**COVID-19**  
**STANDARDS OF PRACTICE**

The current outbreak of COVID-19 across the world has impacted everyone. It poses a massive threat to our health and well-being as well as businesses across all industries and sectors.

The introduction of social distancing measures in the hospitality industry will be challenging. This document provides our guide on how The Old Crown will respond and implement these measures into the business. This document includes what processes we will put into place to adhere with health and safety legislation and more importantly how we can stay strong together to come out of this at the other end as a team by sticking to our brands core messages outlined in this document.

We want to create a safe and hospitable environment for our loyal staff and guests: we want people to enjoy visiting The Old Crown. The "new normal" is ever changing and we have a duty of care to all of our staff to help protect their jobs and help support the hospitality industry.

We have missed all of our team and guests over the past few months and we are looking forward to reopening our doors officially on the 4th July.

"The UK hospitality industry is the third biggest employer in the UK: hospitality venues are the glue that binds our communities together. The Old Crown has served at the heart of the Birmingham community since 1368. During these uncertain times it is our duty to ask all of our family, friends, staff and guests to work together, be patient and understanding in order to help create a safe and enjoyable environment for everyone. We can't wait to welcome you back."

**— KIERAN MCINERNEY AND CIARAN HEALY  
DIRECTORS OF THE OLD CROWN**







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## STAYING STRONG TOGETHER

Since closing our doors back in March we have been working hard behind the scenes to help make The Old Crown safe for your return.

We've developed four key promises to help keep everyone safe which we will deliver to our customers and our team. We are all in this together so if we stay strong with our promises we can create a safe and hospitable environment.

Inside our venue, on our website and social media you will find our house rules and four key promises on display: these rules are vital to help keep everyone safe and we are asking our community to stay informed: please read these requests.



**We want to create a safe and hospitable environment for everybody to enjoy.** All of our team have been fully trained and we have faith in our guests to follow Government guidelines and our venue house rules.

**Increased hygiene and cleanliness.**

We have increased our cleaning schedules across the entire venue, our team will be wearing PPE, additional hand sanitisation points and toilets have been installed in the venue.



**Venue signage and layout.** There are two zones. The inside bar and the beer garden. Each zone will have social distancing measures and clear signage and guidance in place, by working together we will create a safe environment.

**New contactless technologies.** All inside guests will have table service or must use 'Swifty' – our order to the table app. Outside guests have the choice to use either our app or queue safely at the bar. We encourage contactless payments.



## PEOPLE

The Old Crown can be a very busy pub, especially when the sun is shining. We need our team and our guests to follow the below requests and play their part in making our venue COVID-19 secure.

### OUR TEAM

#### NEW “MANDATORY HYGIENE PRACTICE” IMPLEMENTED AND MONITORED ACROSS THE BUSINESS

<b>Overall Responsibility:</b>	General Managers
<b>Monitoring Responsibility:</b>	All Managers
<b>Who does it apply to:</b>	Every Team Member

**Returning to work:** We have missed all of our team over the past few months and thank you for your continued support. All of our team will receive reintroductions back into the company.

**Training:** All staff will be working to new operational procedures and receive full training before they begin their first shift back.

**Shifts:** Start and finish times will be staggered where possible, please consult the rota.

#### Arriving to work: When arriving to work you must follow the below procedures.

1. **Get your temperature checked:** When entering work all team members will have their temperatures taken outside the premises using infrared technology: we will record your temperature. These checks will take place by your duty manager. In the event of an abnormal reading the team member will not be able to work and must return home and follow the current isolation guidelines from the UK Government. (See page 7)
2. **Wash your hands** for 20 seconds with soap and water.
3. **Clock in** via the machine in the back of the cafe area.
4. **Put on your work uniform & PPE:** Staff must get changed into their work uniform at the start of their shift in upstairs rooms 9-10 and then change back into their own clothes when they finish. In this climate all hair must be tied up, we will wash staff uniforms on site at 60+ degrees. We will provide all staff with disposable gloves and two reusable cotton masks which we will wash on site at 60+ degrees.





**Team member hygiene which must be adhered to at all times – we understand that these measures will take time to implement – remember we have around 40% of our usual capacity in the pub.**

**Hand washing:** Please wash your hands every 30 minutes on the hour and half past the hour: remember to wash your hands for a minimum of 20 seconds with soap and water. You must also wash your hands before handling plates and food. Mounted hand sanitiser stations are also dotted around the venue.

**Sneezing / coughing:** Team members must wash their hands for a minimum of 20 seconds with soap and water immediately after coughing or sneezing

**There will be limited access to the kitchen** and minimised contact with other employees when handing over food. We have worked hard to rearrange our kitchen and back of house layouts: please adhere to the signage in these areas and keep your distance from other staff members.

**Rest Breaks:** These will be encouraged to be taken outside when the weather permits in safe ventilated locations, observing social distancing measures. If breaks are to be taken inside the premises, this will be done in a separate and dedicated part of the venue.

**What else can we do to keep our venue COVID-19 secure?**

**COVID-19 Symptoms:** Any team members who demonstrate symptoms of COVID-19 will be instructed to return home and self-isolate following the current government guidelines. You can now request a test by following instructions via NHS.

**Self-Isolation:** Any team members who share a home with someone who has symptoms of COVID-19 must notify their managers and they will be asked to self-isolate in line with government guidelines found here: [COVID-19: guidance for households with possible coronavirus infection](#)

**Team Assessments:** We have carried out an internal team assessment to identify who is vulnerable, extremely vulnerable and living with someone who is shielding or showing symptoms of COVID-19. This will be done before any of the team come back to work.

**Reporting:** if you see something that you don't think is safe please tell your duty manager on shift and they will take responsibility.



## LOOKING AFTER OUR TEAM

As an independent business operator The Old Crown would not exist without its hard working team. The past few months have provided lots of uncertainties and continue to do so. The Hospitality industry is a very challenging industry to stick to social distancing, we are putting measures in place to help keep everyone safe. Please let us know if you have any suggestions or concerns on how we can improve our policies.

**Traveling to work:** where possible please avoid public transport. We have secured bicycle parking from The Custard Factory and we have bike racks outside the front of the building. For those of you that can not avoid public transport please wear a face mask and gloves at all times.

**Mental well being:** the past few months have not been easy. We understand that. Please let us know how we can help you. We're here for a chat, if you find your return to work stressful we can help: we have free online training packages which promote positive mental health awareness and show you how you can keep physically fit.

**Communication:** reopening our venue in a matter of days has not been easy. Our senior team has weekly meetings: please raise anything to your duty manager who can bring this to the attention of the senior management team at these meetings. It is more important than ever that we have strong lines of communication.

We are doing everything we can to help keep the team safe. We will communicate any further changes to our team and then our guests. We will be carefully monitoring the social distancing measures we have implemented and identifying areas of improvement.



## GUESTS

We want our guests to enjoy their time with us: we will be putting guest hygiene processes into place to help maintain a safe venue.

**Stay informed:** all pre-booked guests will be sent our social distancing policies and made aware of them in advance of their visit. We will be communicating our policies to our guests via social media, email marketing and our website.

**Visiting the venue:** We are asking guests to only book tables with other guests they are happy to be close to (i.e. the same household). We ask that whilst there will be a desire to meet friends and family from outside of their households in the venues, that numbers are kept to a minimum to discourage a big gathering of people.

**Bookings and Tables:** Our limits on numbers will be reduced so that fewer customers are booked in for peak times and there will be less traffic of guests entering and leaving the restaurants at the same time. We are currently looking at tables of six as a maximum

**Hand sanitiser stations:** these will be located at all entrances, exits and other key areas of the venue, please use these. We encourage guests to bring anti bacterial hand gel.

**Venue map and signage: we have created two zones for the pub: inside and outside (garden one and garden two). Inside guests will have our order-to-the-table app and full table service and all outside guests will be able to use our app or queue safely at our outside bars.** All guests must follow the directional signage, floor markings, one way systems and guidance whilst in the venue.

**Security:** we are working with our security suppliers to ensure a safe and secure service to our customers, we will update all staff with further details.

**Availability:** we will be limiting our capacities in order to adhere to social distancing rules. The venue now operates at 40% capacity with around 300 people. At busy periods guests may not be able to come inside. Guests can book a table using our online reservation system and on Saturdays currently we are operating a trialled ticketed system via DesignMyNight.com which means no ticket – no entry.

**Directional signage:** All guests must follow floor signage and one way systems when queuing

**Additional Seating:** Where possible, additional outside seating will be made in each of our venues to allow us to cater for more guests safely and practically whilst maintaining social distancing – and hopefully enjoying the warm weather





Hand sanitation stations placed throughout the venue



## VENUE HYGIENE

What are we doing in the venue to help ensure a cleaner and safer environment?

**Additional cleaning:** We will be introducing daily venue cleaning schedules with dedicated disinfectant measures on all key contact points and high traffic areas before opening to the public each day.

### BACK OF HOUSE

Back of House stairways and corridors will operate with social distancing considerations.

**Surfaces:** all surfaces in the restaurant and kitchen must be cleaned every 30 minutes and cleaning wipes must be disposed of. Surfaces must be cleaned with disposable products where possible and follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants

**Tills:** tills will all be moved pointing away from the customer into back of house areas.

**Bins:** all bins will be emptied using single-use disposable gloves.

**Congested areas:** Be mindful of how close you get to another member of the team or guests – please observe social distancing rules – if it means making a guests drink or delivering guests food takes longer that is fine. Your safety is paramount. We understand that The Old Crown can cause bottlenecks – we have additional signage printed and we will identify these on each shift and respond to reduce risk.

## FOOD SERVICE

When dining at one of our venues we realise that our guests want to be relaxed, feel safe and have a wonderful time. We are putting measures in place that will keep everyone as safe as possible while maintaining the most enjoyable experience for all our guests.

Tables will be thoroughly cleaned after each sitting and we will be extending turn times to allow for more intensive cleaning – see our 're-set' table process in appendix XX.

**Menus:** Recyclable, environmentally conscious single-use menus will be in use for the time being. All our menus are available to view online and on our app.

**Cutlery:** All cutlery will be wrapped individually in a napkin and sealed to help reduce the need for additional contact. There will be no cutlery left out for guests to help themselves to – a member of staff will bring guests anything needed.

**Condiments:** There will be no condiments left on the tables and will only be available by customer request

**Plates & dishes:** these will be placed on the pass by the dedicated chef. You will then pick this up without touching their hands. Runners must stand 2-metre diagonal distance apart throughout service.

**Table Based Ordering App:** We are currently working on an 'at table ordering app' details will be released



## BAR SERVICE

Guests enjoying a drink or two in the bar, whilst socialising with friends is part of the experience many expect when visiting a pub.

**Table Capacity:** Our venue will control an overall safe capacity by restricting the capacity and layouts of tables. All tables will have a notice on directing the customer of all the necessary information. In order for this policy to be effective we all must:

**Enforce the table capacity rule** – if more people are sitting at the table or moving tables and chairs then we must intervene

**No Standing at Inside Bar:** Customers will be asked not to stand directly at the bar and not to congregate so we can ensure we are maintaining social distancing. No seat = no service.

**Safe social distanced queueing out Outside Bars** – there will be floor signage and markers showing where guests should safely stand when queueing at our outside bars.

**Limited Seating:** We will arrange our drinkers seating area according to best practices and social distancing guidelines

**Cashless payment:** We ask all our guests to pay via contactless or debit/credit card where possible and reduce the use of cash to limit the contact with our teams and help maintain social distancing

## TOILETS

Currently there are no specific government guidelines on restricting the use of the toilet facilities within our venues. We ask our guests to abide by the social distancing rules, wash their hands before and after using the toilets and of course report anything not right.

A member of the team will be vigilantly checking the toilets and routinely cleaning taps, handles and doorknobs during opening hours. We have installed extra toilets outside to help with demand and ease congestion.

We have installed extra toilets in the venue. All toilets will be cleaned every 30 minutes.





## KITCHENS

Our kitchen will be operating during these hours each day.

Monday – Thursday:	12:00PM – 20:00PM
Friday:	12:00PM – 21:00PM
Saturday	11:30AM – 21:30PM
Sunday:	12:00PM – 18:00PM

**Kitchen sections:** these will be marked to help assist with social distancing. We have moved around some equipment to help create larger more distant spaces.

**Our menu:** this will be reduced: this will help the kitchen team prepare and deliver in the most safe and responsible way possible. We will still be using local independent Birmingham suppliers as much as possible.

**Walk in fridges and dry stores:** these are limited to one-person access at any time.

**Prep shifts:** these will take place before service starts.

**Teams:** we will be pairing up our kitchen teams and introducing rota partnering: to ensure the same people work together in the kitchen.

**Ways of working:** we will be encouraging back to back and side to side working to prevent face to face operations.

## DELIVERIES

To help minimise the contact with external companies and their teams, we have made sure we have stringent operational processes in place for any delivery that arrives at our venues. Following these guidelines will help us minimise contact and keep our venues as safe as possible for everyone.

- **Dedicated:** There will be one person per venue per shift dedicated to receiving deliveries and will be wearing the correct and relevant PPE
- **Delivery Point:** Each venue will have a dedicated delivery point and we will not allow couriers to walk into the venue where our guests are unless totally unavoidable
- **Delivery Times:** Suppliers will be asked to leave deliveries in the same dedicated location for each venue with delivery times, prearranged and spread out in advance and spaced out appropriately
- **Delivery Operations:** All our normal delivery operations will remain in place including temperature and quality checks whilst maintaining social distancing



## PPE: FACE MASKS

It is important to note that according to the current government guidelines evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and the government would therefore not expect to see us relying on face coverings as risk management.

Please be aware that wearing a face-covering is currently optional and is not required by law, including in the workplace. At the same time, we wholeheartedly need our teams to feel safe and confident whilst at work, therefore, we have given everyone the discretion to wear a face-covering should they choose to.

We ask that you please respect their personal decisions in this difficult time. Any team member who will be wearing a face-covering have been provided with the following guidance for the correct use of them:

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- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
  - When wearing a face covering, avoid touching your face or face covering, you could contaminate them with germs from your hands
  - Change your face covering if it becomes damp or if you have touched it
  - Continue to wash your hands regularly
  - Change and wash your face covering daily
  - As the material is washable, wash in line with the manufacturer's instructions
- 

In regards to face shields, visors and disposable gloves we will have these on-site as additional protection for any of the team who choose to wear them. Will will ask our housekeepers to wear a shield during their duties and to replace their gloves after each room has been cleaned. Chef's and anyone handling food will be asked to wear disposable gloves (as they already do) when carrying out tasks such as handling fish, raw meat or preparing fruit.



## SIGNAGE AND GUIDANCE

Around the venue we have put signage with directional arrows, one way systems and details about our social distancing policies. We must stick to these policies and lead from the front. Our guests have a part to play in keeping our venue COVID-19 secure.

### VENUE HOUSE RULES

- According to current UK Government guidance (published on 23rd June) only groups of six people maximum can book a table in the venue: these can be two families inside, two families outside, or six people from different households.
- We will be closing earlier and operating at a reduced capacity to help keep the atmosphere calmer and more responsible.
- **All over 18s must show ID if asked to do so by our security or upon entry.**
- All under 18s are to be off the premises by 21:00PM
- No under 18s are to approach the bar
- Please respect our neighbours, especially when leaving: we are a community pub.
- Dress code is smart casual.
- We have a zero tolerance to drug use
- Abusive or violent behaviour will not be tolerated.
- Most importantly enjoy yourself and have fun.

**THEOLDCROWN.COM | 0121 248 1368**







## MENUS

Commerciality and productivity will become more crucial than ever for our business under trading restrictions or reduced demand. Therefore, we have reviewed our current food and drink menus and streamlined them to ensure the following:

- **Minimise Waste:** This can be achieved by removing less popular items and those that perish quickly. As a fresh food operator, all our cuisine is prepared fresh every day, with reduced trade we will need to ensure we reduce wastage to a minimum.
- **Reduce Holding Stock:** With uncertain trading levels, holding stock values will need to be reduced also, this can be assisted by reducing the number of high-cost items with lower sales volumes
- **Simplify Processes:** Some of our menu items are complex and require multiple stage preparation and delivery. In an environment with social distancing measures in place, these complex processes will need to be reduced to allow a smoother kitchen operation

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View our menu at [theoldcrown.com](https://theoldcrown.com)

NEARLY THERE!

PLEASE WAIT HERE

▲ Queueing floor vinyls



▲ One way system floor vinyls



▲ Hand washing posters



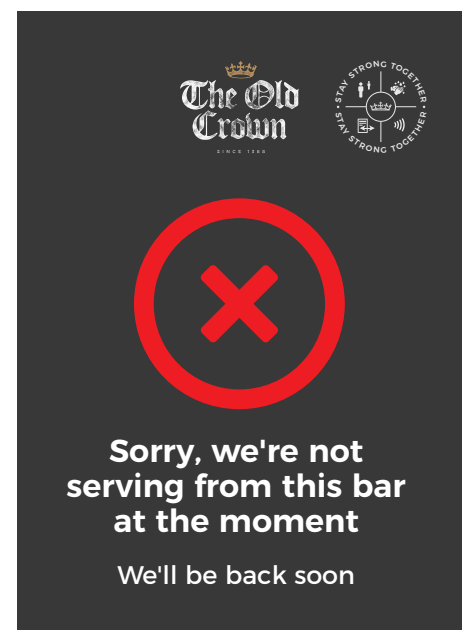
▲ Pull-up banner



▲ Table talker (front)



▲ Table talker (back)



▲ Bar sign



## NEW TECHNOLOGIES & CONTACTLESS PAYMENTS

### ORDER TO YOUR TABLE APP



We are using **Swiftly** allowing you to order and pay from your phone.

You can navigate the new normal by ordering and paying for food and drinks directly from your table with your phone.

For more information and to download head to [swifty-app.co.uk](https://swifty-app.co.uk) – All managers have been briefed and trained on the app, so please speak to them if you have any questions.



### GUEST COMMUNICATIONS

Through great communication we can achieve our brand promises. It has never been more important for the future of the hospitality industry that social distancing measures are adhered to. We will be ensuring that guests are aware of our requests and that we are aware of their needs.

**Website:** A link to this document is available to view from our website: we will be updating our website and third party sites with new opening hours and menus as quickly as possible.

**Social media:** We will be using social media to inform guests about our social distancing measures, promote news and information and share how our peers in the community are also responding to COVID-19.

**In venue signage and guidance:** house rules posters will be available in all of our venues. Our teams will be fully briefed on these. We encourage our guests to use these.

Any guest showing symptoms of COVID-19 will be asked not to visit our venues.



**WE WELCOME YOUR FEEDBACK  
OR ANY SUGGESTIONS TO  
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oldcrownbham



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