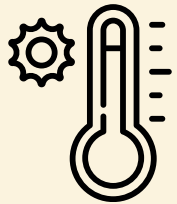


HOPPERS

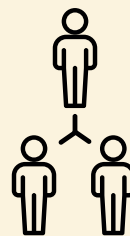
COVID-19 GUEST INFORMATION

Hoppers understand that the health and safety of our staff and our guests are the uppermost importance whilst co-existing with COVID-19. We have developed new ways of working based on advice and guidance provided by the government and industry bodies. These include, but are not limited to the following:



WELLNESS CHECKS

Wellness checks are completed daily for all staff members arriving at work and anyone displaying symptoms of COVID-19 will be excluded from the workplace.



TEST & TRACE

We are following enhanced return-to-work processes and supporting the NHS Test and Trace procedures to ensure that all guests are contactable should there be a localised outbreak.



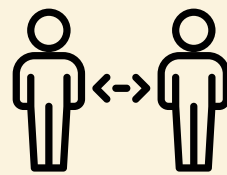
SHIFT PATTERNS

We are staggering start times so staff can maintain physical distancing rules when they arrive at work, both on entry to the building and when using changing rooms.



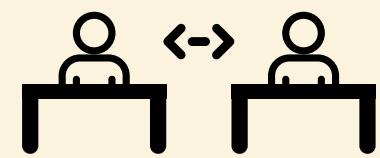
ENHANCED HAND-WASHING

All employees have been trained in an enhanced hand-washing approach and method for effective handwashing. Alcohol gel is available in all front of house and back of house locations, accessible to both staff and guests. Staff will use this gel regularly, including before seeing guests, after taking coats, after issuing or collecting menus, and after clearing tables.



REARRANGEMENT OF WORKING ENVIRONMENTS

Where possible, physical distancing has been marked out in our back of house areas (including our kitchens), to accommodate the 2m rule or 1m+. Some of our mitigating actions include working side-to-side and back-to-back, avoiding face-to-face working.



LAYOUT ADJUSTMENT

Where possible, we have adjusted our layouts to allow for physical distancing between guests in accordance with the Government guidelines. We will be using the "1- metre-plus" approach where we cannot alter layouts to provide 2m distancing, we have ensured guests will be sitting in a back-to-back layout, thereby minimising risk.



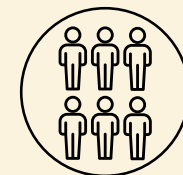
GUESTS TO SANITISE HANDS ON ARRIVAL

On arrival, guests are asked to sanitise their hands before being seated.



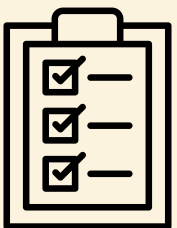
GUESTS TO STAY AT HOME IF SYMPTOMATIC

We ask our guests not to visit us if they are displaying any symptoms of COVID-19, however mild.



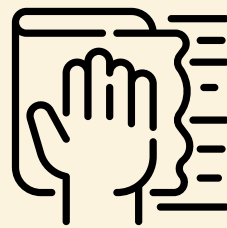
HOUSEHOLDS/SOCIAL BUBBLES

Guests are required to limit bookings to the maximum number of individuals and households currently permitted by government guidelines.



COVID RISK ASSESSMENT

A risk assessment has been completed and documented to demonstrate that we have considered all COVID-19 hazards within the business and have introduced controls in order to operate safely.



ENHANCED CLEANING REGIMES

Enhanced cleaning regimes have been implemented, particularly for hand-contact surfaces using chemicals which are highly effective against viruses. Guest bathrooms will be sanitised routinely, and hand sanitisers are available for all our guests upon entry of bathrooms.



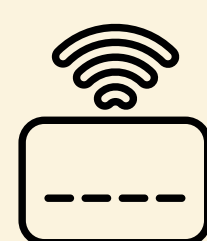
FOOD & DRINK MENUS

Food and drink menus are fully sanitised between guests and are also available to view digitally.



PPE

Our staff will be adhering to government guidelines on the necessary levels of PPE.



PAYMENT

We've gone cashless and prefer contactless payment to minimise risk.