

# UWE Bristol Hospitality Covid Secure Outlets

## FAQs

All UWE Bristol catering areas are Covid Secure, in keeping with University Health and Safety and UK Government guidance.

We have a number of catering outlets open where you can get freshly made sandwiches, salads and homestyle comfort food. We will continue to offer a selection of vegan and vegetarian foods, along with options for customers with different dietary needs.

You can also order from some of our outlets via a [click and collect](#) service.

- Atrium Frenchay
- Bristas (Staff Only) Frenchay
- Starbucks Frenchay
- The Grill Frenchay
- The Street Frenchay
- Costa R Block Frenchay
- Costa Bus Stop Frenchay
- Coffee Pod Glenside
- Costa Bower

We've put together some Frequently Asked Questions below.

## Which catering areas are open?

During this time, we have a limited offer in place and our opening times will vary. Currently, we have Starbucks, Subway and The Atrium open on Frenchay campus, also The Coffee Pod at Glenside and Costa at Bower Ashton. Please see our [catering outlets](#) webpage for more information.

Menus have been changed to allow for both a safe and timely operation for both staff and customers across all sites.

## Do I have to wear a face covering in catering areas?

Yes. Please wear a face covering unless you are sitting down and eating or drinking.

The University's approach is to maintain 2 metres social distancing on campus. However, in some locations and circumstances it is possible that people may find themselves being closer than 2 metres.

Therefore, we have decided to take a common-sense approach with regards to the use of face coverings in and around our University buildings. We will be encouraging all staff, students and visitors to please wear a face covering when moving around in indoor public spaces.

## What have UWE done to make their outlets Covid-secure?

Each catering area has carried out a detailed risk assessment, in line with Government Guidelines. That risk assessment forms the basis of Covid-secure operating procedures for both staff and customers, with a strong focus on social distancing and regular handwashing.

## How are you managing social distancing in outlets?

- Every catering area has a maximum occupancy this is based on the 2 metre social distancing requirements and other space considerations such as furnishings. Our staff will manage the numbers in any area and ask people to wait if needed.
- There are designated spaces for waiting. Gatherings are not permitted.
- Test and Trace is in place as you enter each outlet.
- In outlets that allow seating, signage will show you exactly where you can sit and how many people are allowed at each table.
- There is clear signage on social distancing and hygiene in every venue and our staff are on hand to remind people.

- There is signage, floor markings and staff to manage the flow and maintain distance between customers (arrival, queuing, payment, exiting etc.)
- We have installed a number of outside covered spaces to avoid people gathering indoors.

## How is my order taken and served?

- All our staff wear face coverings or visors
- Service counters, till points etc. have been fitted with a screen where possible and staff members will wear appropriate Personal Protective Equipment (PPE).
- When we take your order, our staff will keep to a 2 metre distance.
- Condiments (sauces etc) are served in sachets with food to help reduce the risk of transmission.
- Disposable, recyclable cutlery is given to customers with their food.
- Our staff will remind customers not to lean on service counters etc. and to limit their contact with surfaces.

## Is there free hand sanitiser?

Yes. Hand sanitiser stations (and reminder signage) are available at the front of each building and throughout our catering venues. There are also hand washing facilities in or very near every outlet.

## How are you keeping the catering areas clean?

Staff members will clear and sanitise tables after each use.

All catering outlets across campus are regularly cleaned throughout the day including high touch points, toilets and communal areas.

Our menus will also be advertised through signage and electronic media.

## What payment methods will you accept?

At the moment we are not accepting cash in any outlets except Starbucks.

Card readers have been placed on the customer side of the counter to allow social distancing between staff and customers. Readers are cleaned with a sanitising wipe every 15 minutes during service.

## Are UWE Bristol using the NHS Test and Trace system?

Yes. All our outlets display the NHS Test and Trace QR Code posters or record contact details of customers who are dining/drinking in, if customers do not have a smart phone.

Please make sure you register using whatever method is available each time you enter an outlet – even if you are not sitting down.

Government guidelines are that we should refuse service to anyone who does not comply with this.

We are collecting personal data from our customers solely for the purpose of NHS Test and Trace, as directed by the Government. We will only share this data with NHS Test and Trace, and it will not be used for marketing or business purposes.

We will securely keep the data for 21 days, after which, it will be permanently deleted.

## How are UWE looking after staff?

- We have adjusted our staffing levels to allow for social distancing measures.
- Individuals who are symptomatic of COVID-19, or those identified through NHS Test and Trace operations will self-isolate immediately as per the Government guidelines. Home working will be encouraged where possible.
- All staff are given a specific COVID-19 related workplace induction.
- Staff members maintain social distancing both from each other and customers/visitors at all times, including on arrival at work, while in work and if travelling between sites.
- Staff members have increased the frequency of hand washing and the cleaning of surfaces. Hand sanitiser/hand washing facilities are provided, especially at workplace entrances and exits.

- If work tasks don't allow for 2 metre social distancing, we have decided to take a common-sense approach with regards to the use of face coverings in and around our University buildings. We will be encouraging all staff, students and visitors to please wear a face covering when moving around in indoor public spaces.
- Social distancing is encouraged where possible by keeping to fixed teams or bubble working, with little or no cross over with other teams.
- Where possible, staff start and finish times will be staggered to enable social distancing at entrances, exits, clocking in areas and changing facilities.
- Working areas for those who work in a limited space (e.g. cashiers) have been adapted to enable them to socially distance. Screens, barriers, signage etc. will be used.

## Do UWE provide PPE for staff?

Yes. All our catering staff must wear PPE. We provide face-coverings/masks, face shields, gloves and protective eyewear as required and on request.