



Hyde & Co

— G R O U P —

COVID-19 MANIFESTO

INTRODUCTION

We are in the midst of the biggest challenge ever to face us as a company. We have overcome many challenges along the way, from the financial crisis to major roadworks on our doorstep, changing dining habits & growing incredibly fast to name but a few!

The pandemic, and subsequent lockdown have given us all the time to take stock, reassess and really think about our values and how we want to live our lives when lock down is over. One thing is certain, we won't be going back to 'normal'. There is going to be a new normal and the transition is going to be tough.

At the moment we are living day to day, dealing with what the pandemic throws at us. We are trying to make decisions based on scant information which makes forward planning super hard.

We know that there will be limits put on numbers of people who can gather in one place, weddings and birthday parties are going to be different for a while. Social distancing will mean that our capacity is reduced significantly in all venues. Staff will also need to adhere to social distancing measures and above all, we'll need to create an environment which is safe for everyone.

This manifesto is my attempt at making some sense of the world as it is at the moment, the challenges we will face as lockdown eases and how we are going to go about reopening each of our sites safely with the health and wellbeing of our staff and guests at the forefront of our plans.

Nathan Lee

HYDE & CO GROUP CO-FOUNDER

OUR CORE VALUES



PRIDE

We are proud to do what we do. It takes skill to make it look easy. We are not just delivering food or drinks, we are delivering experiences



HONESTY

Always be honest with ourselves. Without honesty we will never improve. Never be afraid to question why we do things



CONSISTENCY

Greatness is not measured by how awesome we were on one occasion. True greatness comes from delivering on the small things day after day after day



ATMOSPHERE

It's about more than just good food or drinks. We set the tone from the moment someone visits our websites or interacts on social media to when they walk through the door and feel the atmosphere in the room



THE LITTLE THINGS

The welcome, music, lighting, cleanliness, even how we put the menus down plays a part in how the customer is going to feel



LEADERSHIP

We set the pace in the city. Sometimes it takes a while for the customer to catch up but we will never deviate from our objective to be the best we can be. Our successes and failures are collective



FAMILY FIRST

We are all part of the community. Our customers, staff & suppliers are an integral part of what makes us successful. We support and nurture all of our team members as part of the family



RESPECT & UNITY

We don't discriminate. We treat everybody the way we would like to be treated ourselves



APPETITE FOR RISK

We began as risk takers and that is in our blood. Sometimes it might not work but progress only happens when you take risks



ROOM FOR IMPROVEMENT

We strive to be better everyday. Never rest on our laurels. If we have a bad service we have the perfect opportunity to make sure the next one is the best service ever



HYGIENE

The most obvious place to start! In this post-lockdown world providing a safe and clean environment for you to visit and our teams to come to work in is essential, so we will be overt in our cleanliness.

Our staff hygiene policy will include:

- Wash hands frequently and diligently (at least every 30 mins)
- Try not to touch your face
- Hand sanitisers and wipes will be made available absolutely everywhere
- Masks will be available and mandatory for all
- Scheduled sanitising of all shared surfaces every 30 minutes including toilets
- Increased cleaning across the board with an external agency deep sanitisation every 10 days
- No physical contact (no handshakes, high fives, fist bumps etc.)
- We will publicise our cleaning procedures & guidelines on our website, internally and through social channels



HEALTH

Now, more than ever we must be strict about best practice, so have created the following guidelines for all of our venues.

- If a team member is feeling unwell, don't take a chance. They must stay at home and isolate if they have any of the symptoms
 - a new continuous cough
 - a high temperature
 - a loss of, or change in, your normal sense of taste or smell (anosmia)
- Anyone with symptoms can now take a test to see if they have COVID-19 by following this link <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/ask-for-a-test-to-check-if-you-have-coronavirus/>
- Hospitality is not a work-from-home industry so there will always be exposure risks. Ensure your team understands those risks. We will advise that any team member who is unsure about coming back to work can ask for dispensation by speaking to their manager.
- We will strongly discourage travel abroad for our teams for the moment. The new government guidelines mean that they will need to self-isolate for 14 days on return
- We will invest in contactless thermometers and enforce daily, mandatory temperature checks for our teams upon arrival. Anyone with a fever or other COVID-19 symptoms, will be sent home
- We will extend this to anyone who visits our premises, we will have deliveries left outside wherever possible. If not, delivery persons will also sign a Health Declaration (see ours here)
- We're aware that team members may be suffering from mental health issues associated with the stress of the current situation and mental health and wellbeing support is available through Healthshield

The health of our guests is equally as important as that of our team members, so we've also implemented the following guidelines for all of our guests:



WITH GUESTS

- We will create an online Health Declaration form that all guests must complete before entering the restaurant or bar. This will include contact details and is kept safe so that we are able to contact everyone who dined with us if we need to (e.g. if there is a confirmed case of COVID-19 within the restaurant)
- Make sure all front-of-house understand why it is necessary, e.g. : “We are trying our best to ensure our staff & guests are safe and are asking everyone to complete this health declaration as a precaution.”
- If guests decline to complete the form we reserve the right to refuse entry. We appreciate this may be upsetting at that moment but it is absolutely the right thing to do to protect our team and you, our guests. It feels uncomfortable because we are in the business of hospitality but we have to understand the reality of the new world we exist in



WITHIN THE RESTAURANT / BAR

- We will give guests more space to physically distance themselves from each other, working with government recommendations of 1 metre plus. We believe physical distancing is going to be part of the ‘new normal’ for the foreseeable future
- You can never have too many wipes or hand sanitisers available, we’ll have this on every table
- We’ll manage the flow of guests to the toilets. This could include keycodes or keys to ensure no more than one person in each toilet at a time
- Will we not have any food on display that is not covered or packaged
- We will only accept card payments



TEAM ORGANISATION

Less guests means less staff, but as a company who also pride ourselves on creating careers for people in the city, we'll do our best to redeploy our team wherever possible over making redundancies. Clearly, if our capacity is cut by 40% or more by the social distancing measures we will require fewer staff per shift. This will be countered slightly by a need for more obvious cleaning routines and managing customer flow to avoid bottlenecks at the entrances or toilets. Our recommendations for organising our teams will vary between each venue, but will include:

- Working out the minimum staff levels for each shift and being very strict with rota's. Standby shifts will be implemented where we are unsure of business levels.
- We are a multi-venue group, so identifying the team members who travel between the restaurants and finding a way of eliminating or at least severely limiting this will be essential. As the proximity of many of our restaurants is close, we have traditionally shared a lot of resources but will need to change this
- Larger teams will split in two and scheduled to two groups, so that the As and the Bs do not interact in-person, in or outside of work. This limits the impact so if someone on the As becomes ill and the rest of the As need to self-isolate, hopefully, the Bs can still keep working

Our team culture is that we all pull together to ensure our guests are looked after. Because of this our wider teams such as our office teams and managers will be able to provide invaluable support on the floor when needed.



MANAGING MENUS & F&B COSTS

Running bars and restaurants has notoriously been something of a juggling act when it comes to managing costs, and with fewer guests we must adapt our menus and the way in which we run our service to counter this. This will include:

- Running reduced menus to help with food cost and wastage. We'll do our best to increase our menus as time goes by, but for now we really hope our guests will understand the need for this in the early days
- Possible fixed price set menus at some sites
- There will be a reduction of special offers or deals for now
- We may cut some services to reduce costs
- We may need to strictly schedule bookings over separate services where we have only one entrance
- We will eliminate buffets and group sharing dishes
- Physical menus will be printed on paper and will be single use
- Work with suppliers to ensure quality and freshness of product and produce



DELIVERY / TAKEAWAY

Certain sites will lend themselves to collection or delivery more than others. We have started a delivery service Hyde at Home <https://hydeandco-delivery.co.uk> for bottled cocktails, wine, beer & cook at home steak, Sunday roast or BBQ kits. We see this as an important part of the new future and have been incredibly grateful for the huge amount of support shown to us from so many of our guests throughout lockdown to keep this going.

- We will be going cashless to limit unnecessary contact
- Click and collect options will be available as much as possible at venues which can accommodate this
- We'll be carefully testing which dishes travel well for delivery and takeaway and will likely need to run a reduced menu to begin with
- We'll implement strict contactless pick-up from our restaurants for all delivery services
- Floor markers will be implemented for queuing guests



ADDED VALUE

Whilst we won't be able to hit the dance floor anytime soon we completely understand that we're all going to want something to replace that buzz.

- We are considering some late night entertainment - Jazz at The Milk Thistle, late night eats & beats at The Ox, Ibiza beach bar vibes on the terrace at Bambalan - any suggestions from our team and our guests would be greatly appreciated!
- Licensing laws have been relaxed on take out so we're hoping to be able to offer takeaway cocktails to enjoy at home eg. our bottled cocktails, wine



ALFRESCO DINING & DRINKING

The Old City is to be pedestrianised and licensing laws relaxed to encourage businesses to spill out onto the pavement creating a European style atmosphere.

- This applies to The Ox, Pata Negra & Milk Thistle. Increasing our trading space and allowing for safer social distancing
- Sites with existing outdoor space should be maximising the space to allow more dining and table service



TECHNOLOGY

They say that technology will set us free. I don't know about that but the crisis will certainly bring forward the adoption of many technological solutions to problems. We've researched the best options for our company when it comes to technology, and will be implementing contactless ordering solutions wherever possible, allowing you to scan a QR code on your table, order directly on your phone and process payment, minimising the amount of contact between our guests and our team.

- The benefits of this system are less contact between staff & guests, speed of ordering & paying, fewer physical menus and more opportunity to notify you of any news from our sites if you should choose to opt in

NO APP NEEDED

LUCKY GODS 七福神

TABLE 35



- **1. OPEN CAMERA**
- **2. SCAN QR CODE**
- **3. ORDER & PAY**

OR VISIT
[PAY.YOELLO.COM/V/LUCKY-GODS](https://pay.yoello.com/v/luke-gods)



ACCENTUATE THE POSITIVE

One thing the lockdown has taught us is that without restaurants, bars, cafes, markets, clubs, theatres & music venues the streets are devoid of colour and life. We are proud to be part of the life blood of the city.

We sometimes take it for granted that many of the things we do are positive for the community, environment & city at large and we want to show you the lengths we go to create a positive experience every time you come to visit us.

- We separate all our waste to ensure that recyclable items don't end up in landfill
- We source almost all of our food & produce from local businesses cutting down on pollution associated with transport
- We are now using biodegradable or paper straws in all sites
- We run an apprentice program bringing through the next generation of chefs & front of house
- We encourage staff to take advantage of our cycle to work scheme and are looking at introducing a salary sacrifice scheme to support buying e-scooters and e-bikes at a discount
- We provide a claim back scheme for health & well being for salaried staff



COMMUNICATIONS

We believe that open and honest communication builds trust and loyalty from you, our guests, and that's even more important now than ever before. Our communications policy includes:

- Ensuring that the messaging across all of our platforms (social media, emails, EDMs, press releases, conversations with guests etc.) is aligned and timely
- We must communicate all that we are doing to keep our guests and staff safe in these times.
- In the instance that a guest or a team member tests positive for the virus we promise to react quickly, sincerely and transparently



GUEST RELATIONS

We completely understand that there will be times when some of our guests will be frustrated, stressed and potentially scared. As always, we promise to stay empathetic in the face of emotional responses.

- If a guest tests positive we will be as open and honest as possible but due to the confidential nature of such information we will also do everything we can to protect your privacy
- When we are informed that a guest of one of our restaurants has tested positive, in addition to the external comms we put out we will reach out to every guest individually
- In this event we will let guests with upcoming reservations know that they cannot be accommodated, and provide alternatives if you would like us to
- We will ensure team members are on hand to answer all calls and emails (there will be a lot) in real-time, even when we are closed, redirecting phones if we need to



INTERNAL COMMUNICATIONS

This is never more important than in a crisis. As with external comms, we will strive to keep communication lines open and transparent, everyone fears the unknown and there is so much unknown at the moment, so sharing is crucial.

- We will do whatever it takes to make our teams understand that there is no shame around COVID-19 and that they will never be penalised for communicating with us
- We will ensure a full buy-in from the team around all of the hygiene and health protocols. We will create signage for back-of-house areas across all the restaurants to remind everyone daily



THE ROAD AHEAD



It is important to stay optimistic but realistic about the future. It is going to be a long time before the restaurant landscape looks the way it used to.

Adaptation has always been the key to survival and as we are a small to medium sized organisation this is easier for us, so we must maximise our strengths. What we lack in resources we can make up for in agility. We must act swiftly and find creative solutions to the problems that we face.

In adversity there is always opportunity, to learn, to grow and to do things differently. We know that the scene in Bristol is going to look very different when the dust settles. As we negotiate our way through this we need to consider what the 'new normal' will look like and how we can best cater to the new era of guests, and all we ask of you is for your patience and understanding.

Ultimately, we give our guests the chance to meet, share stories & break bread in a controlled, safe environment. We're social animals and will always need spaces to be social in, perhaps more than ever in the future?



Hyde & Co
— GROUP —