

A chef in a white uniform and black apron is shown in a kitchen setting, looking down at his work. The image is overlaid with a dark, semi-transparent filter. The text 'andrew familie' is written in a light-colored, cursive font across the center of the image. Below it, the text 'EXPANDED HEALTH & SAFETY PROCEDURES' is written in a smaller, all-caps, sans-serif font.

*andrew familie*

EXPANDED HEALTH & SAFETY PROCEDURES

## MAIN SAFETY PROCEDURES AT RESTAURANT ANDREW FAIRLIE

An updated business risk assessment has been completed to incorporate all COVID-19 risks. This has been assessed, discussed and shared with each member of our team.



There is additional cleaning, hand washing and hand hygiene procedures in place as advised by the Scottish Government and Food Standards Scotland.



All reasonable precautions have been implemented to maintain distance in the workplace as advised by the Scottish Government and Food Standards Scotland.



Where our guests and team cannot observe appropriate social distancing, we have done everything practical to manage transmission risk.

## THE HEALTH AND WELLBEING OF OUR TEAM

Each team member has been contacted and assessed for personal health concerns.



Our team will be practicing physical distancing by standing at least two meters away from colleagues when possible.



Before entering the main Gleneagles building, team members will wash and sanitise their hands using the provided facilities and trained procedures.



Each team member will perform a thorough, hourly hand wash. Hand sanitising liquid will also be used throughout the hour and when required.



Fresh, washed uniforms are worn daily. Any clothing items that cannot be washed daily will be sanitised after each service.



All team members will use the appropriate personal protective equipment (PPE) when required in accordance with our risk assessment, Scottish Government and Food Standards Scotland guidelines.

THE HEALTH AND WELLBEING  
OF OUR GUESTS

Upon arrival at the restaurant, guests will sanitise their hands using the provided facilities.



When guests are welcomed by our team at the entrance to the restaurant, they will observe social distancing measures while reservation details are confirmed.



If guests would like to make use of our cloakroom facilities, they will be asked to hang their own coat on a temporary coat rail. Our team will then place the items in a sanitised dry cleaner bag and store the items in our cloakroom facility.



Each table in the dining room will be set with a hand sanitiser dispenser. Alcohol sanitiser wipes are available on request.



Face masks will be available for guests on request.



Guests will be expected to observe our 'No Handshake' and 'No Physical Contact' policies.



Guests will be expected to practice physical distancing by standing at least two meters from other groups of people when possible.

THE HEALTH AND WELLBEING  
OF OUR SUPPLIERS AND PRODUCE DELIVERIES

Produce deliveries from our suppliers will be delivered to a specific area at the goods inward department of the hotel.



Suppliers are not permitted within the premises of the Gleneagles Hotel or Restaurant Andrew Fairlie.



Produce and equipment deliveries are checked by dedicated managers.



All deliveries will be sanitised upon arrival at the restaurant.

ENHANCED STANDARD  
OPERATING PROCEDURES

*1 of 2*

The kitchen and front of house departments will have a duty manager present to assess and manage their teams throughout each business day. They are responsible for following and recording the health and hygiene procedures in accordance to our risk assessment and advised by the Scottish Government and Food Standards Scotland.

◇

Team rotas have been adjusted to limit the quantity of team members in the building when they are not required.

◇

A 'No Handshake' policy has been implemented for both team members and guests.

◇

A 'No Physical Contact' policy has been implemented between team members. This has also been extended to contact between team members and guests. This includes handshakes, high fives, fist pumps, hugs etc.

◇

The restaurant does not have any windows. We will be using the ventilation systems in place to circulate fresh air throughout the day and night. These systems will operate continually and will not be turned off.

◇

The dining room will be dressed by team members wearing disposable nitrile gloves.

◇

The dining room will be cleaned by team members wearing disposable nitrile gloves and specific PPE when required.

◇

Carts, trolleys and associated equipment will be sanitised at the start and end of each shift.

◇

All hard surfaces in the dining room are dusted and wiped with sanitiser products hourly.

◇

At the end of each evening sanitiser products will be used to sanitise soft surfaces.

◇

Hand sanitiser dispensers and alcohol wipes are available for both staff and guests in all areas.

◇

Each table in the dining room will be set with a hand sanitiser dispenser.

ENHANCED STANDARD  
OPERATING PROCEDURES

*2 of 2*

Face masks will be available for all team members.



Face masks will be available for guests on request.



Personal, single-use menus will be available at the restaurant. They can also be viewed digitally at our website by following the link [A La Carte & Degustation Menus](#). Drinks menus and wine lists will only be available digitally and can be viewed by following the link [Drinks & Wine List](#). Guests can view these using their smart phones or tablet devices within the dining room.



After each interaction with a table or a contaminated contact (dirty cutlery, crockery, glassware, linen etc) team members will sanitise their hands with alcohol sanitising gel.



Team members will wash their hands thoroughly each hour. They will also sanitise their hands when required or needed using alcohol sanitising gel.



The table will be set with a linen napkin. To avoid a contaminated contact, guests will break their own napkins. All fresh linen has been handled using nitrile disposable gloves.



Service surfaces within the kitchen and restaurant will be sanitised every 60 minutes or before if required.



We are encouraging guests to use contactless methods of payment through the use of their smart phone.



Our credit card terminals will be sanitised using alcohol wipes before and after every use. They will also be deep cleaned at the start and end of each day.



Pens used to sign bills will be presented sanitised and wrapped. These will be used only once and will be returned to a specific box to be sanitised and wrapped.



Personal protective equipment will be used at the end of the service to clean down and prepare the business for the next day of trading.



Personal protective equipment will be disposed in a specific and identified waste bag.

*andrew familie*

*We have missed you all and are delighted to welcome you back.  
We cannot wait to continue to create unforgettable, world-class  
dining experiences in these sumptuous surroundings.*