

COVID 19 Statement

We can confirm that we have complied fully with the Government's 'COVID-19 Secure' guidance on managing the risk of COVID-19'. In addition, our supplier's industry leading environmental health experts have guided our response to coronavirus.

- As our customers know and expect, exceptional service, locally sourced fresh food, hygiene and safety have always been amongst our values and delivering these consistently is in our nature.
- We continue to maintain 5 star EHO food hygiene ratings across 98% of our business. Food safety and our customer and team safety have always been and remain the top priority for us.
- To help us avoid the unnecessary handling of cash, all customers are asked to make payment by the biometric system or card wherever possible. You can help by pre-loading biometric accounts on line.
- We have completed a full review of our food safety management systems to ensure that they fully incorporate the required COVID-19 controls.
- Due to the developing nature of the situation and guidance, our procedures and operations are continuously reviewed and promptly updated when required. The information that we are sharing with you about how we operate will be subject to review and change without notice.
- We do request the support and assistance of our valued customers in this newly changed environment, so that together we manage the COVID-19 crisis and ensure that we continue to provide an outstanding services where both our customers and team can feel comfortable and safe.

Our Teams Undertaking

We are proud that all members of our team are personally committed to the measures we are taking to protect our customers and colleagues from the risks of COVID-19.

This commitment includes:

- Employee daily declaration of their fitness to work and displaying no symptoms at the beginning of each shift
- Completion of our bespoke training in COVID-19 risk awareness and our enhanced cleaning and sanitisation measures
- Full use of PPE at all times
- A commitment to follow our own clinical 8-step handwashing procedure
- An understanding of the importance of all COVID-19 prevention measures including social distancing

We know that you may have questions about what to expect from our service. You can find more information at www.accentcatering.co.uk/covid-19-update/ or please ask to speak to the Catering Manager.