

# BOCCA DI LUPO

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## **Statement of COVID-19 mitigations**

We understand that at this time, many of our customers have concerns about exactly what measures we are taking to mitigate the risk of COVID transmission between, and amongst, staff and customers.

The following statement details what steps we have currently taken; should you require further information, please contact us and we would be happy to send you a copy of our full risk assessment. We review and improve the measures we have in place constantly.

### **Our Staff:**

- All our staff now wear masks or visors whenever they are at work
- Staff temperatures are taken and logged at the beginning of each person's work day – any staff member with a high temperature is refused entry to the building, and must obtain a negative COVID test result prior to returning to work
- Handwashing takes place at the beginning of each shift, and throughout the working day. Hand sanitizing takes place for the floor staff after clearing each and every table in the restaurant, as well as regularly throughout the work day.
- Our staff are well briefed on social distancing, and commanded to practice this at all times, both inside and outside of work – smaller rooms, such as our changing rooms, office & walk-in fridge – are limited to occupancy by one staff member at a time.
- Our staff have been split into four teams – two front of house (green & red), and two back of house (green & red). None of these teams have any contact with one another – kitchen & FOH are separated by large Perspex barriers, and green & red teams are never in the building at the same time. Staff from separate teams do not socialize together either inside or outside of work. This minimizes the risk of transmission between any two teams
- Our kitchen staff work at designated socially distanced workstations to avoid prolonged close contact

### **Our home:**

- We have installed a clear Perspex screen at reception to provide a clear barrier between reception staff and customers.

- We have installed large Perspex screens, with dividers, along our iconic marble bar; this creates small booths in which people are completely protected on three sides, whilst allowing for the open kitchen atmosphere & vibes we are famous for.
- We have reduced tables in the restaurant to allow for adequate distancing, and altered table positions so that separate parties are always sat back to back. Closer tables in the restaurant are also divided by clear Perspex.
- Touch points, such as handrails, door handles and the like, are sanitized with D10 (a specific virucidal sanitizer) at half hour intervals throughout the day.
- All our EPOS screens are sanitized at the beginning and end of each service. The same is true of our front desk, phones, computers and other restaurant hardware. The number of staff allowed to use any particular piece of hardware is strongly limited to avoid the potential for contamination.

### **Our guests:**

- In order to comply with government guidance, and our own distancing policies, we must limit parties to a maximum of 6 guests, from no more than two separate households.
- We take customer temperatures upon arrival to the restaurant. Unfortunately, for obvious reasons we are unable to grant access to customers with a high temperature.
- We ask guests to queue in a socially distanced fashion outside the restaurant, with one person at a time announcing their arrival to reception, whereupon we can lead you to your table.
- We have installed numerous hands-free sanitizer dispensers around the restaurant and outside the entrance – these are for the use of both guests & staff. We kindly ask that people sanitize their hands prior to entry, as well as whenever desired throughout your time with us.
- Our menus are accessed via QR code – should you prefer a paper menu, we provide single use disposable (or take home) menus upon request.
- We no longer provide salt & pepper on tables as a matter of course, but sanitized salt & pepper grinders are available upon request.

### **Contact us:**

If you have any questions please either email Jason the General Manager on [jason@boccadilupo.com](mailto:jason@boccadilupo.com) or call us on 0207 734 2223