



Many businesses, as well as people, in Aotearoa have suffered immensely from the COVID-19 virus.

However, we would like to take the time to share with you what we are doing to ensure our customers enjoy their dining experience with us. We take the safety of our customers very seriously and have a position on the virus that is based on the current advice from the Ministry of Health (MOH) and other Government Agencies.

To provide you with an enjoyable dining experience, we are:

- Ensuring we are following Ministry of Health guidance around physical distancing
- We have rearranged our dining layout to maintain physical distancing between customers as well.
- We have provided an APP for convenient contactless ordering.

For your reassurance, we are taking the following steps:

- Along with our routine cleaning, we are taking extra steps to sanitise all surfaces, increasing the cleaning intervals and monitoring the regularity and cleanliness of our premises.
 - Cleaning all high touch surfaces - the high-touch surfaces are surfaces where we touch the most. These include, but are not limited to door handles, door knobs, cutlery, Eftpos machines, toilet flushes, faucets and all other table surfaces.
 - Washing and sanitizing food contact surfaces and equipment on a more frequent basis.
 - Wearing face masks or face coverings whilst at work.
 - Changing out utensils frequently.
 - Making sure your dining area and tables/chairs are disinfected and thoroughly cleaned multiple times a day.
 - Our staff are trained appropriately in food hygiene practices, but we have been reinforcing and ramping up our practices to stay vigilant, particularly in sanitizing and disinfecting procedures, which reinforces a clean environment for us all.
 - Ensuring all hand sinks available to our customers are accessible and available for customers to use with handwash, warm water and paper towels to dry as well as a bin to dispose paper towels in.
 - Professionally cleaning the cafe as often as possible.
- As part of our strategy, our teams know to take sick leave and stay away from the business if they are unwell, and in addition to this, we are requiring staff to self-isolate if applicable, following Ministry Of Health guidance.

- We also request, for everyone's health and safety, that if you are unwell, or self-isolating that you leave the premises immediately – we'd love to see you back when you are well. Additionally, if you, or someone you have had close contact with, has potentially come into contact with the virus, we ask that you leave the premises immediately.

I hope that this confirms our commitment to our people – our staff and you, our customers, as well as everyone who enters our premises.

Thank you for your ongoing support. Your understanding is greatly appreciated. We welcome your feedback and wish to thank you for dining with us.

The Bikery Team