



MARSTON'S

Coronavirus risk assessment - updated 2 December 2020

It's really important to us that our pubs, bars and hotels continue to offer memorable occasions for every guest and every community – but that we do this with the safety of our teams and guests in mind.

We'd like to thank all of our teams, guests and partners for doing their bit to continue to keep everyone safe and well.

We've reviewed and updated our processes and procedures in line with guidance from the devolved nations. Below you'll find more information about some of the measures in our pubs and restaurants in England, Scotland and Wales.

England

Tier one:

- In tier one, guests can meet and sit with up to six people from multiple households inside and outside.
- Our pubs and bars will close at 11pm and last orders will be called at 10pm.
- Food service will end at 8:30-9pm.

Tier two:

- Alcohol will only be served as part of a table meal.
- Alcohol cannot be consumed at pool tables or gaming machines.
- No mixing of households is allowed indoors. You can visit a pub and sit inside with people in your household or your support bubble.
- Outside groups from different households are limited to six people.
- Our pubs and bars will close at 11pm and last orders will be called at 10pm.

Tier three:

- In line with government guidance, we're closed. Takeaway and delivery are permitted.

Scotland

Level one:

- Up to six people from two separate households can meet indoors (children under 12 are not counted in the six).
- Up to eight people from three separate households can meet outdoors (children under 12 are not counted in the six).
- Food and alcohol can be served both indoors and outdoors.
- Pubs and bars will close at 10:30pm. Last entry is 9:30pm.

Level two:

- Up to six people from two separate households can meet indoors (children under 12 are not counted in the six).
- Indoors alcohol can only be served with a main meal. Last entry is 7:00pm and doors will close at 8:00pm.
- Outdoors, alcohol can be served without a main meal. Last entry is 9:30pm and doors will close at 10:30pm.

Level three:

- Up to six people from two separate households can meet indoors (children under 12 are not counted in the six).



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- Pubs and bars will be open for food and non-alcoholic drinks. Alcoholic drinks cannot be served indoors or outdoors.
- Doors will close at 6:00pm and last entry is 5:00pm.

Level four:

- In line with government guidance, we are closed.

Wales

- Pubs and restaurants are open.
- From Friday 4 December no alcohol will be served, and our pubs and bars will close at 18:00.
- Takeaway and delivery will be available after 18:00 for food and non-alcoholic drinks.
- A maximum of four guests from four different households can meet indoors (children under 11 are not counted in the six).
- There is a maximum two-hour dwell time allowed in pubs and restaurants.

In addition, it's important to note that despite the special rules for meeting others over the festive period, you will not be allowed to go to hospitality settings (pubs and restaurants) in England, Wales and Scotland with your Christmas bubble.

Where our pubs and hotels are open, you'll find the following measures in place:

Thorough training:

- All of our team members receive regular Coronavirus training.
- Daily team member briefings are being held to reinforce the key controls around regular hand washing, personal hygiene, enhanced cleaning regimes and social distancing.

Guest journey:

- We are serving a reduced menu, so we can operate with fewer people in our kitchens.
- On entry, one member of the party must provide their contact details to assist NHS Test and Trace (and the equivalent in Wales and Scotland). Guests can scan the Marston's QR code, text a number or scan the contact tracing app QR code where applicable.
- We also collect guest details through our online bookings and hotel reservations systems.
- We're providing full table service. Food and drinks will be ordered and served at the table. Ordering at the bar will not be permitted.
- As well as someone on the door to welcome you and explain any changes, there will be clear signage in and around our sites.
- Contactless payment is encouraged. Where taking payment at the table is not possible, one member of the party may go up to bar to make payment (wearing a face covering). A till screen will be in place and queue dots on the floor to aid social distancing.
- We're continuing to roll out a new online ordering system called Marston's Tap. It is widely available in our food-led pubs and enables guests to order from their table.

Face coverings:

- Team members will wear face coverings when they are front of house (taking orders, delivering food and drinks to tables and cleaning). Please note: Team members with medical conditions will be exempt.



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- Guests will be required to wear face coverings as they enter, if they get up to use the toilets, using gaming machines or playing pool or darts. The only exception is when seated at a table to eat or drink or outside the premises.
- Children under the age of 11 or those with medical exemption are not required to wear a face covering.
- Please note, wearing a face covering provides very little protection against the risk of transmission of COVID-19. It's important to continue to wash your hands regularly and observe social distancing.

Social distancing:

- Every effort is being made to comply with the social distancing guidelines set out by the government.
- Guests will find floor markings and signs to help them stay socially distant from others, for example when waiting to be seated or waiting to use the toilets.
- One-way systems for entry and exit will be in operation where possible.
- Some tables are marked as 'out of use' inside our pubs to make sure guests aren't sat too closely together.

Enhanced cleaning and hygiene measures:

- Hand sanitiser stations are located at the entrance to our pubs and hotels, and outside the toilets for our guests to use.
- We have enhanced standards of cleanliness in place, with a particular focus on the high-touch points in our front of house areas, toilets and guest bedrooms.
- Screens are in place between seating and at till payment points where appropriate.

Health screening:

- We are screening our team members' health on a daily basis to make sure they are safe to come to work.

Our office

We are also following government guidance at Marston's House, our support centre in Wolverhampton. Everyone who can work from home is continuing to do so; and to protect the small number of essential workers who need to use the office, we've introduced enhanced cleaning and social distancing measures.

We will continually review these protocols in line with the latest government guidance and industry best practice.