

Twelve15 Covid-19 Customer Charter

Our customer charter highlighting what Twelve15 are doing to ensure all of our customers are fed and served **SAFELY** during the battle against COVID-19



Our pledge to you...

- We have carried out a COVID-19 Risk Assessment taking into account all government guidance sharing the results with our staff through a COVID-19 Staff Charter. The risk assessment is revised weekly, taking into account any changes to guidance.



Our pledge to you...

- To ensure **SAFE**, nutritious and tasty food we have adapted our menu and serving methods to minimise contact between staff, children and school at lunchtimes.



Our pledge to you...

- We use strict handwashing, hygiene and sanitisation procedures in line with Government guidance.

Our pledge to you...

- We have restricted the number of staff in a kitchen to maintain a 1-metre+ distance and all delivery drivers are always observing a 1-metre+ distance.



Our pledge to you...

- Our staff will only be asked to work in one kitchen in any one day.

