

# 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 conducted a COVID-19 Risk Assessment considering all government guidance which was shared with staff. The assessment is reviewed weekly considering any changes to guidance.



## Our pledge to you...

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



## Our pledge to you...

- We have enhanced our usual high standard of strict hand-washing, 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 2-metre distance in our kitchens and all delivery drivers are always observing a 2-metre distance.



## Our pledge to you...

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

