

# Coronavirus

Dear fellow coffee lovers

As part of our big SOHO family it is important, we keep you updated on the steps we are taking to look after you, your own families and our teams.

Firstly, we are monitoring closely and complying with the WHO and UK Government guidelines. Additionally, we have increased our already stringent hygiene procedures across the board. Here are some of the measures we've put in place:

- We have retrained our teams on the frequency and best way to thoroughly wash their hands.
- Our teams continue to use blue gloves for all food handling.
- We have increased the frequency of cleaning and sanitising of tabletops, work surfaces, chairs, highchairs, door handles, credit card pin pads and condiment stands, on a regular basis and throughout the day. This includes increased cleaning procedures for toilet facilities.
- We have issued a Coronavirus training session to all our teams to ensure best practice is upheld at all times, so that you can be confident of the highest standards of handwashing and store cleanliness.
- Our teams are concerned and fearful too and this training gives them the knowledge to better understand and safeguard themselves and you.
- Our cutlery, straws and napkins are kept behind the counter – handed out on request, for your reassurance.

The Government Guidelines are very clear, and we're committed to making sure that the risk of infection to you, our teams and those we all come in contact with, is minimised.

We have briefed all teams to adhere to the government advice around decisions to self-isolate, what to do if they are feeling unwell and what to do if they are experiencing symptoms. So, again, you can be confident that our teams are looking out for you, and each other, as they always have done.

This is a time to pull together, be mindful in everything we're doing and look after one another, and as a valued customer of ours, we hope you'll continue to support us, in the knowledge that our procedures are creating a safe and enjoyable environment for everyone.

We send you and your families our very best thoughts and wishes and look forward to happier times ahead.

With my best regards,

Penny Manuel,

Managing Director