

# SOHO Coffee Co.

## COVID-19 Update

As of the 22<sup>nd</sup> March we took the decision to temporarily close our stores in order to protect both our staff and our customers, with the firm view that we would not re-open until we were sure it was safe to do so. As of the 18<sup>th</sup> May we slowly began to re-open our stores on a phased bases, whilst strictly adhering to all government guidelines.

All our furloughed staff received regular weekly updates from their line-managers as well as video communications from our MD, Penny Manuel. Many team members took this as an opportunity to further their training, taking on a variety of courses from HR to Leadership & Management.

As always, our business has a high focus on safe hygiene practises. Before each aspect of the business re-opened, whether that be our Central Production Unit or one of our stores, extensive risk assessments were completed and will continue to be reviewed as we move through these challenging times.

## What's our focus?

### PROTECT OUR PEOPLE

#### - Stores

- PPE available for all staff including full face visors, gloves and hand sanitiser as well as Perspex screens fitted to all counter tops
- Card payments only
- Social distancing guidelines for customers in the form of posters as well as floor stickers to guide customers safely through the store
- One-way systems for customers to enter and leave the store safely
- On top of strict food handling guidelines – we now have updated on site cleaning and sanitising schedules
- Where possible shifts are split in order to limit contact between groups

#### - Central Production Unit

- Strict on site check in where employees must sanitise, temperature check, and sign in
- There is a one-way system through the building including the Production Kitchen
- Employees have a pre-scheduled time to check in to avoid congestion in hallways and changing room
- Employees have pre-designated areas that they work in and the number of people in the fridges, freezers, dispatch etc. is limited
- All employees practice social distancing

- Delivery vehicles and crates are cleaned daily
- Where possible shifts are split in order to limit contact between groups

- **Head Office**

- Where possible those that can work from home will continue to do so
- Regular cleaning and sanitising of hot spots such as door handles, toilets etc.
- Maintain social distancing between desks
- Restricted access to Production Kitchen and Warehouse

**PROTECT & PROVIDE FOR OUR CUSTOMER**

- Strictly adhering to government guidelines
- Listening to our customers to help us formulate plans
- Opening stores when we feel it is safe to do so providing takeaway only
- We are fully aware we will not be going back to "normal" but forging a path to our "new normal"
- A cautious approach – we have started with a small condensed food range, and will only grow it at a pace we are confident is practical

**Overall goal**

Looking ahead to what our new normal will be, SOHO want to reassure everyone that we are only working at a pace that we are confident will continue to protect and provide the best for our people and customers. We will continue to be flexible and adaptable whilst navigating through these challenging times.

We thank everyone for their ongoing support, and we are incredibly proud of our people here at SOHO and the way they have adjusted to the ever-evolving ways of working.