# Twelve15 Covid-19 Customer Charter

Our customer charter highlighting what Twelve 15 are doing to ensure all of our customers are fed and served SAFELY during the battle against

COVID-19



#### Our pledge to you...

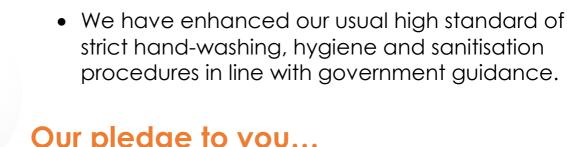
 We conducted a COVID-19 Risk Assessment considering all government guidance which was shared with staff. The assessment is reviewed weekly considering any changes to guidance.



## 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 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.

