



COVID-19 Catering Update: restart, readiness and return

We are doing everything we can to ensure that students, staff and visitors will feel safe and still enjoy a quality food service.

Consumer Mark Accreditation

All our food and beverage outlets are now accredited with the 'We're Good to Go' COVID-19 industry standard and consumer mark accreditation from Visit England. This will reassure customers that clear processes are in place.



Restart

We have set out three core principles for our return, whilst ensuring the safety and wellbeing of our staff and students.

1. Maintain the quality of our food and beverage experience
2. Remain adaptable to the prevailing Covid-19 alert level
3. Adopt innovative ways of working to emerge stronger

Catering Outlets

Catering teams will follow strict hygiene protocols, behind the scenes and front of house. Outlets will start to re-open during the phased return to campus; some may operate reduced hours.

What to expect:

- A queue management system, distancing markings on the floor, and clear signposting
- Reduced seating capacity and fewer tables
- Food and drink served in disposable boxes, with disposable cups, cutlery and napkins; these will be recyclable where possible
- A mix of disposable and china for dine-in areas
- Sanitising stations
- Regular cleaning of surfaces and contact points

Delivered Catering and Event Catering

We're providing a limited service with a reduced menu. This can be found at conferences.bham.ac.uk/catering, where you can place an order online.

1. We will work with colleagues to develop our understanding of the desired level of delivered catering.
2. In light of government guidance, we will not be providing large-scale event catering until 2021.

Bars (currently under review)

To meet government guidance and social distancing requirements, we will be operating a restricted service in terms of opening times, venue capacity and service style.

Work still in progress

Introduce external multiple kiosk-style (street food) catering facilities to reduce queuing and to distribute demand

Readiness

As we head towards the start of term, we will increase our food and beverage services as follows:

| Unit | Planned re-opening date |
|--------------------------|-------------------------|
| Jiffy Van | Open |
| Costcutter | Open |
| Winterbourne Tea Room | Open |
| Costa Bramall | Open |
| Café Aroma | Open |
| Starbucks Muirhead Tower | 02/09/2020 |
| Costa Uni Centre | 03/09/2020 |
| Costa Sports Centre | 03/09/2020 |
| The Melt | 04/09/2020 |
| Costa Pod @ Med school | 07/09/2020 |
| Noble Room | 07/09/2020 |
| Starbucks Pavilion | 07/09/2020 |
| Research Park | 14/09/2020 |
| Wokfresh | 14/09/2020 |
| Medical School | 14/09/2020 |
| Go Mex | 14/09/2020 |
| Library | 14/09/2020 |
| Waffle hut | 19/09/2020 |
| Cuore | 19/09/2020 |
| Infusion | 19/09/2020 |

| | |
|---------------------|------------|
| Duck and Scholar | 19/09/2020 |
| Revive | 21/09/2020 |
| Go Central | 21/09/2020 |
| Gisbert Kapp | 21/09/2020 |
| ITM | 21/09/2020 |
| School of Education | 21/09/2020 |
| Atrium TLB | 21/09/2020 |
| Brooks | 21/09/2020 |
| Bratby Bar | 21/09/2020 |
| OLRC | 28/09/2020 |
| Business School | 28/09/2020 |

Please note:

1. Unfortunately, it has been necessary to temporarily delay reopening some outlets.
2. We will continuously review our operating plan to ensure it aligns with the University's business activities.
3. As we develop a better understanding of teaching patterns and footfall across campus, we will adapt our food and beverage services accordingly.

Return

Click and Collect

We will launch a new Click and Collect service for the start of term. Customers will be able to order (and pay) in advance from our new takeaway menus, selecting the most convenient area for them to collect their order, with an initial six collection points available across campus. We are excited to offer our customers this new service which has been introduced to make life just that little bit easier for everyone.

Cashless Campus

Our cashless payment system will be in place across all bars, cafes, and food outlets. We are aware there may be customers who do not have payment cards. In order to support them, staff and students will be able to change cash into catering gift cards or buy a pre-charged meal card at The Melt and on the third floor of Staff House.

Track and Trace

To follow Government guidelines we will need to collect the following information for those choosing to sit in:

- The name of one of the guests visiting a catering outlet in each party
- A contact telephone number
- A contact email address

We will use a QR code for customer Track and Trace in all areas with sit-in dining, which can be accessed via an app or website. We will keep records for 30 days from the date of each separate visit. This covers the typical maximum 14-day incubation period and additional days during which people may be infectious after symptom onset. After 30 days, this information will be automatically deleted.

Students Self Isolating

The catering team, in conjunction with the Accommodation Services team, will provide a 'welcome box' for all students who are required to self-isolate.

Information sharing

We are producing new campus maps, showing catering outlets with their new opening times and types of service available.

We are currently in the process of updating our dedicated food and beverage web pages. These will provide opening dates, times and sample menus.

Catering Ambassadors

Wearing bright orange and grey uniforms, it will be hard to miss our dedicated catering support team who will be ensuring that safe distancing is maintained in our operations. The team will provide additional high-level cleaning activities within the units, and the ambassadors will also be on hand to offer advice and guidance on how to safely use our services.

We look forward to welcoming you back.

