



The Swedish Den Covid-19 reopening statement

Dear Customer,

Here at the Swedish Den we take health and safety very seriously. To help reassure you, we thought you'd appreciate us explaining we are doing to enable us to deliver fresh delicious goods to you in a completely safe and contact free, socially-distant way.

From Saturday 23 May 2020 we will be offering both a delivery and a pick-up service. This means you can get our food delivered to your door via the Deliveroo App or website. Alternatively, you can use our website (www.swedishden.co.uk) to order for you to pick up.

We completely understand that people may have concerns when ordering food to their homes in this current climate, but we want to assure you that we can do so in a safe and diligent way, and have done so by taking the following steps:

- We have conducted a full deep clean of the premises.
- We have completed a COVID-19 risk assessment in accordance with government guidelines; signed by all members of staff.
- We have published our risk assessment in the window and on our website.
- Our staff will wear appropriate personal protective equipment (PPE) at all times during preparation, cooking and delivery of food to riders/ customers.
- Our staff will wash their hands regularly (approx. every 15 minutes) in accordance with government guidelines.
- We will also ensure hand gels etc are available to staff, riders and customers.

We hope that everything we do instils faith in you, our dear and valued customer and we hope you will continue to "support local" and help us and the economy get back on its feet as soon as possible.

Kinds regards,

Rebecca and Gerry McKay and the whole Swedish Den Team!