

23rd February 2021

Dear School,

I hope you remain safe and well

Following the Government's announcement yesterday the 22nd February 2021, detailing the re-opening of all schools from Monday 8th March 2021, I'm writing to provide you with an update of our plans to support you with the return to school.

Please see below our headline actions we have taken this far:

Staffing

Most of our schools have been open and operating during the recent lockdown however, with safety of paramount importance, Chartwells employees will be required to complete a Covid-19 safety briefing before returning to work. In addition, we will ensure all schools where Chartwells staff are employed have completed an updated risk assessment for social distancing to ensure the safety of all involved.

Food Safety and PPE

As always, the safety of your pupils, teachers and support staff along with our team members remain our number one priority. Throughout the Covid-19 pandemic we have implemented the latest social distancing guidelines and provision of appropriate personal protective equipment as laid out by the Government. These measures will remain in place and stay in line with the latest Government advice.

In addition, for those schools where Chartwells staff are employed, we will be implementing a daily quality food service auditing system, to provide assurance around medical diets and food quality. The audit tool will require taking photographs of the food each day. We recognise the sensitivity of taking photographs in a school, therefore in order to meet our safeguarding obligations, we have provided strict guidelines to ensure no staff or pupils will be captured within any of these images.

Meal Provisions

Your local Chartwells team will be contacting you directly to ensure we can support your return to school. We look forward to working with you this week to confirm the best solution for your school that will provide your pupils with a healthy and nutritious lunch service.

Medical diets and allergens

The delivery of special diets for your school is one of our key priorities and we know all your school staff will be under great pressure preparing for the return to school. We have developed a short 12-minute video, "Allergy Academy for School Staff", covering everything school teams need to know about delivering meals safely. We would appreciate if you could make use of this video, which in turn will support you and your team with the duty of care - Watch it here: <https://youtu.be/Xcz8r49kWEU>

Should you have any pupils which require new or additional Medical Diets support, we would please ask that you communicate with them as soon as possible by **asking them to contact us at BPAdmin@compass-group.co.uk**. The Medical Diet Parent Guide and Request Form will be issued directly to the parent or alternatively they can view the following link for details <https://loveschoolmeals.co.uk/medical-diets/>

'Re-opening' Webinar

We have resent your invitation to our 'Re-Opening webinar' scheduled at 2pm on the 25th February. In this webinar we will talk you through, what improvements we have made operationally, our food offer, service style, medical diets and much more. We very much hope you can attend.

Lastly, we have been reviewing all current instructions to ensure we have the most up to date, robust set of processes and procedures for our services to make sure we keep our teams, pupils and staff safe within your school. This information will be sent to the Chartwells employee separately in the form of a re-opening guide next week.

Thank you once again for your continued support, should you have any questions your Regional Manager will be in contact in the next few days or alternatively please do not hesitate to contact myself.

Yours Sincerely



Charles Brown
MD, Chartwells