



*Mouth-watering
home-cooked food*

Covid-19 Protection Charter



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Covid-19 protection charter: summary

As well as maintaining our strict protocols regarding hygiene and conduct, meeting all our industry's legal requirements in both Switzerland and the UK, Mountain Thyme will ensure:

1. Everyone in the building regularly cleans their hands with soap/water and disposable paper towels or with disinfectant, upon entry and at regular intervals throughout the day.
2. Different groups of clients will not mingle.
3. Those working here, and other people on the premises, will maintain a distance of 1.5 metres between them. If there are tasks for which the distance of 1.5 metres cannot be maintained, the risk of exposure will be minimised, by reducing the duration of the task or by using appropriate protective equipment.
4. Surfaces will be cleaned regularly and appropriately; sufficient bins will be provided; fabrics used by clients will be washed after each use.
5. Anyone feeling unwell or displaying symptoms of Covid-19 will be asked to go home and follow the advice of the OFSP regarding self-isolation.
6. Specific measures will be taken relevant to our work to ensure the protection of our staff and clients:
 - only one group of clients will be permitted in each room at any one time;
 - face masks will be used where necessary and changed appropriately;
 - distancing will be maintained during deliveries at our premises and at other venues.
7. Everyone affected will be informed of all relevant measures and policies, and the whole team takes responsibility for implementing them.
8. Management has facilitated the implementation of these measures by providing all necessary equipment.
9. Client information will be collected by Mountain Thyme in order to trace any potential chain of infection. These details will be provided upon request to the cantonal authorities.



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Covid-19 protection charter: in full

Measures:

1. Everyone in the establishment regularly cleans their hands. Measures taken to implement this:
 - a. Installation of hand hygiene sites: clients can clean their hands with soap and water (with disposable paper towels) or with disinfectant when they enter the premises.
 - b. All individuals on the premises regularly wash their hands with soap and water, especially upon entering. If this is not possible, they disinfect their hands.
 - c. All employees also ensure their hands are washed before the following tasks: handling food or food containers, setting tables, handling clean crockery, glasses or cutlery, folding of napkins.
2. Mountain Thyme ensures that different client groups do not mingle.
 - a. Contact details will be noted for at least one person per client group if the group will be remaining on-site (for example, participating in a cooking class).
 - b. Clients are requested to observe social distancing rules among groups when entering or exiting the building.
3. Employees, and any person in the premises, maintain a distance of at least 1.5 metres between each other, as per the Swiss Confederation's recommendation. Where tasks may require that this distance be reduced, exposure will be kept to a minimum by reducing the duration of the task and in taking the appropriate protective measures.
 - a. If there is a queue, clients must remain 1.5m from each other
 - b. Mountain Thyme therefore will only accept one group of clients in each room of our premises at any one time
 - c. Mountain Thyme will inform our clients of our policies on hygiene and protective measures. Mountain Thyme is not responsible for the enforcement of these measures in public spaces/outside of our premises.
4. Employees wear masks and clients are asked to wear a mask upon entering the premises.
5. Surfaces are cleaned regularly and appropriately.
 - a. Any surfaces in regular use are cleaned frequently.
 - b. Sufficient bins are made available, particularly to enable the disposal of paper towels and disposable masks. Bins are emptied regularly.
 - c. Work clothing is changed regularly and washed after each use with commercial detergent
 - d. Mountain Thyme ensures the premises are regularly aired several times per day by opening windows and doors.
 - e. Any fabrics used by clients are washed after each use (for example, aprons, napkins, etc.)
 - f. Staff keep their own work clothes; aprons are not exchanged among staff members.



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6. If staff members experience symptoms of Covid-19, they are asked to go home and follow the directions of the Swiss authorities. Other measures may be taken on request of the cantonal authorities. Any other staff members or client groups who have been in contact with the individual will be informed.
7. The specific nature of our work is also taken into consideration:
 - a. No physical contact between staff and clients (including shaking of hands). This measure is not applicable in case of medical emergency.
 - b. Masks will be changed regularly according to their usage. Staff will wash hands before putting masks on and after removing and disposing of them. Disposable masks will be placed in closed bins.
 - c. Protective measures (in particular the minimal social distance of 1.5m) are also in force during deliveries, or removal of rubbish/materials.
8. Staff and any other relevant individuals are kept informed of all regulations and measures in force, and staff are required to cooperate in the implementation of these.
 - a. Mountain Thyme keeps its staff up to date on their rights and protective measures within the business, particularly for vulnerable employees.
 - b. Mountain Thyme displays information concerning the protective measures in the entrance to draw the attention of clients to the social distancing rules and those concerning the mingling of client groups.
 - c. Mountain Thyme regularly informs staff of current hygiene and safety measures in place for client-facing situations.
 - d. Staff are trained in the use of personal protective equipment (for example masks, their correct usage and disposal of).
 - e. Staff are trained in the appropriate use of disinfectants.
9. Management will implement these measures in an effective manner:
 - a. Mountain Thyme puts masks, soap, disinfectant, disposable paper towels, gloves and cleaning products available in sufficient quantities, regularly replenishing stock as required.
 - b. The safety officer (Amy Corbett) oversees the implementation of these measures. On demand, she will inform the cantonal authorities about this protection plan and grant them access to the premises if required.
10. Client contact details will be collected:
 - a. Mountain Thyme will collect the contact details of clients in order to be able to establish a chain of infection if necessary.
 - b. Mountain Thyme informs anyone present if there is a likelihood that the necessary social distancing will not be maintained, if there is a higher risk of infection at that time, and that it is possible the cantonal authorities may contact them to order them to quarantine if there has been contact with someone who has tested positive for Covid-19.
 - c. The following details will be taken:
 - i. Family name, first name, address, telephone number;
 - ii. Arrival and departure times.



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- d. For families or groups where individuals know each other, one person's contact details will be sufficient.
- e. Mountain Thyme keeps all contact details confidential (apart from when requested to submit them to cantonal authorities).
- f. Contact details must be sent to the cantonal authorities on demand with the aim of identifying and informing those at risk of having been infected.



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