

Appendix F

COVID-19 Protocols

Clubhouse / Catering / Hospitality

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1.1 Clubhouse

1.1.1 Set Up and Operation of Internal Catering Facilities

1.1.1.1 Layout

- Primary consideration should be given to local social distancing regulations
- Once the facility and user group are identified, a comprehensive layout should be produced taking into account the preferred dining style, and a maximum capacity of diners at any one time should be agreed with local health officials in line with local regulations
- To promote effective social distancing, bistro-style tables should be used, with no more than two people at each table at any time. Large round tables with multiple seats are not recommended, however, if required, limits on the number of seats should be applied – for example a 6ft round table should have no more than 5 seats, evenly spaced out around the tables
- Tables should be spread through the facility, paying attention to aisles and designated spaces for moving around the facility
- Particular attention should be given to the catering style – for example in a buffet situation, how users move through the facility with ease of access between buffet and seating areas
- Consideration should also be made to service staff movement through the facility

1.1.1.2 Entry Points

Promoters should consider method of entry to any catering facility. To promote effective social distancing, there should ideally be one permitted entry door and one separate exit. Promoters should consider:

- Propping doors open during service to avoid users having to touch door handles/push bars
- Where this is not possible, a steward or guard or staff member should open/close the door so that they are the only ones touching the handle
- Consider adequate queuing facilities, promoting social distance, outside the entry to each facility and at buffet points
- A credential check should take place before entry, and only those permitted should enter.
- A staff member from the promoter's team should be present to manage the facility entry and operation and ensure capacity guidelines are enforced. They will only allow the agreed number of diners into the facility at any one time, and when at capacity, will operate a 'one in, one out' system

1.1.1.3 Hand Sanitiser

- Hand Sanitiser should be provided in multiple locations, in all facilities. Automatically dispensing units, either free standing or attached to a wall, are preferred
- Signage should be displayed at the entrance, and throughout each facility, enforcing the message that hand sanitiser should be used at regular intervals
- It is recommended that hand sanitising wipes are placed on each table and replenished frequently as required

1.1.1.4 Furniture

- Tabletops should be wipe clean – for example a melamine material. Tables should ideally not be clothed, however, if this is not possible, venues and catering providers should incorporate into their planning frequency of changing tablecloths, etc. after each dining period
- Chairs made from a leather type material to enable ease of cleaning

- Refer to separate guidance on food service counters

1.1.1.5 Cleaning

The venue and appointed caterer should demonstrate an enhanced internal facility cleaning plan to be reviewed and agreed in advance of the event. This should include details on:

- Frequency – how often during the day will the facility be cleaned?
- Methods – does the supplier activate enhanced cleaning protocols
- Food preparation and service areas – specific plans in coordination with food hygiene regulations and best practices
- Washrooms – planning on specific protocols for washroom facilities

Tables and surfaces where people are dining should ideally be wipe clean (not clothed) and be wiped down with sanitiser spray after each service period.

Venues and catering providers should present plans for a deep clean of the facility before the first day of operation, and at the end of each day.

Plans should be submitted to the promoter/ organiser at least 14 days prior to the first day of operation. Plans should then be reviewed and agreed and put into operation.

1.1.1.6 Fridges

Our guidelines recommend that ‘help yourself’ fridges with doors, are not available front of house in catering facilities. However, if it is not possible or practical to deliver cold drinks by an alternative method, the use of open-fronted grab and go fridges should be considered to avoid possible contamination.

1.1.1.7 UK Government Advice

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

1.1.2 Catering and Venue Staff Hygiene

1.1.2.1 General Staff Hygiene

Venues and catering providers should enforce strict hygiene measures and ensure staff are compliant at all times. Staff hygiene protocols should be submitted to the promoter a minimum of 14 days before the first day of operation. Example measures include:

- Staff should not travel to work in their uniform. Staff should change into uniform on arrival wherever possible
- Uniform should include a full-length removable apron which should be washed after each shift
- Aprons should be removed when staff are taking a break
- Upon returning from scheduled breaks, employees must wash their hands thoroughly with anti-bacterial soap
- Hand sanitiser must be available in all employee areas
- Excessive jewellery (particularly on the hands & wrist) should be discouraged
- Long hair should be tied back at all times
- Staff should be reminded of other enhanced protocols such as not touching their face, and sneezing into a tissue or their elbow etc.

1.1.2.2 Use of Facial Coverings and Disposable Gloves

It is our recommendation that all venue and catering staff wear a facial covering throughout their shift.

It is further recommended that all venue and catering staff wear disposable gloves in food and beverage service areas.

1.1.3 Food and Beverage Service Options and Guidelines

1.1.3.1 Catering Options

- Buffet service (see buffet guidance notes below)
- Limited à la carte service. Food is cooked to order, plated and served to the guest
- Mobile catering providers
- Take-away service / pre-packaged food collection (see notes below)
- A hybrid of all options may be applicable to some stakeholders

1.1.3.2 General Guidelines

Applicable to all styles of service:

- *Cutlery & Napkins:* Venues and catering providers should consider the hygienic presentation of cutlery. Cutlery should either be rolled in disposable napkins or provided in a disposable cutlery pouch. The use of pre-packaged, plastic disposable cutlery is acceptable, but should be discouraged based on recycling and environmental policies (unless you are offering a take-away service).

Additional disposable napkins should be available at the buffet, and/ or on dining tables. The use of cotton napkins is not advised. Cutlery should not be laid out on the table.

- *Clearing:* Venues and catering providers should have minimal staff available for clearing dirty plates, cutlery and glassware promptly, and wiping down tables with sanitising spray. Clearing should only take place once the user has finished and left the table, and before a new user arrives. To avoid cross-contamination, clearing staff should not spray directly onto the surface of the table.
- *Condiments:* The use of communal condiments (such as ketchup/ salt/ pepper/ mayonnaise/ vinegar) should be avoided. Bottles should be substituted for disposable solutions. If it is not possible to use disposable, then communal condiments should be kept behind a counter, and sanitised by a staff member after each use.

1.1.3.3 Buffet Service

1.1.3.3.1 Buffet Service

Buffet service can be the most effective option for serving a large volume of guests in an efficient way. However, a traditional 'help yourself' buffet counter is currently not practical. If a buffet is provided for any of the stakeholder groups onsite, precautions should be taken. Below are a series of guidelines and venues and catering providers should issue their buffet planning to the promoter a minimum of 14 days prior to the first day of operation.

1.1.3.3.2 Assisted Service

If a buffet counter is used then they should be designed to be a non-touch environment for the user. The venue or catering provider must provide staff behind a buffet counter (maintaining required social

distance) to serve the items. At no point should any service user (player /caddie / support staff member, etc.) be required to touch any service utensil (tongs, spoons, ladles etc.) or buffet equipment. A buffet should not be considered if assisted service is not possible.

1.1.3.3.3 Buffet Equipment

Buffet equipment (i.e. chafing dishes) should be cleaned and sanitised before each serving session. China plates should be readily available, however, there should also be disposable boxes and wrap available should the user want to make something up to take away.

1.1.3.3.4 Buffet Set Up

Promoters, venues and catering providers should consider the style of counter that is used to create a buffet. Ideally, this should be made from, or covered with, a hygienic, wipe clean material that can be sanitised after each use.

Where the above is not possible, a clothed table or counter could be used. The cloth should be changed at the end of each service.

Catering providers should consider further modifying their buffet counters by installing a protective Perspex screen between the user and the server.

1.1.3.3.5 Queuing

Where a buffet is the preferred option, social distancing measures must be incorporated. When designing buffet areas, promoters, venues and catering providers should consider how much physical distance is needed between serving staff (who should remain behind the counter) and the user. This could vary depending on local social distancing guidelines, but it is recommended that a minimum of 1.5 metres distance is kept. For buffet users, a queuing system which promotes social distancing must be designed. Floor markings, showing a 2-metre distance, must be in place, and measures to control the number of people in the queue at any one time should form part of buffet/ facility planning.

1.1.3.4 Limited À La Carte Service

Providing a choice menu, taking orders, preparing the food in the kitchen, plating it, and then serving it to the guest (either on plates or in disposable boxes) is considered a safe and practical option for serving certain stakeholder groups. However certain challenges should be considered:

- Limited choice for the user – a menu that is varied and caters for all special dietary requirements and is alternated each day
- Complex menu planning around specific dietary and nutritional needs
- Labour intensive (preparation staff/ serving staff)
- Time issues (i.e. time from order – preparation – service)

Further guidelines and considerations are issued below if this option is to be used:

1.1.3.4.1 Menu Presentation

The presentation of the menu should be in a tabletop menu holder that should be sanitised before first use and should be cleaned as part of the table cleaning when the user has left the table. Paper menus that cannot be sanitised should not be used. Alternatively, a sign attached to the wall of the facility can be used.

1.1.3.4.2 Order Taking

Orders can be taken at the table, provided local social distancing measures can be complied with. Orders can also be taken at an order counter if this is more practical.

1.1.3.4.3 Service

Meals can be delivered to the table by a staff member if local social distancing measures allow. Alternatively, once an order is ready, it can be left at a designated counter for collection by the user.

1.1.3.5 Mobile Catering Operators

Mobile catering operators can provide an efficient option for catering for some of our stakeholders. While recognising that mobile operators will be independent and have their own individual procedures, the following guidelines need to be considered:

1.1.3.5.1 Queuing

Social distancing measures must be incorporated when planning to use mobile catering operators. Promoters should consider how much physical distance is needed. This could vary depending on local social distancing guidelines, but it is recommended that a minimum of 1.5 metres distance is kept. Floor markings, showing the approved distance, must be in place, and measures to control the number of people in the queue at any one time should form part of planning process.

1.1.3.5.2 Procedures

Each mobile catering operator should submit to the promoter their up-to-date planning and operational procedures, considering local health rules, and social distancing measures. These plans should be submitted to the promoter no later than 3 weeks before the first day of operation. If the operator does not have any appropriate plans in place, the promoter should consider using a different provider.

1.1.3.5.3 Health & Safety

Each mobile catering provider should submit the following documentation to the promoter a minimum of 3 weeks before the first day of operation:

- Local Authority/Environmental Health Registration Documents
- Food Safety Risk Assessment
- HACCP Procedures
- Details of any specific food hygiene training/qualifications
- Copies of Employers' Liability Insurance and Public Liability Insurance
- Copies of Gas Safety and Electrical Safety Certificates

These documents are mainly UK/European specific and other regional variations may be in place.

1.1.3.6 Take-Away Service

Providing a take-away service is an effective way to achieve maximum social distance, however, promoters should consider if the user is ordering food to take away, where are they expected to sit and eat it? It may be that a facility is still needed to be providing for sitting and eating on site, and therefore a buffet or à la carte service may be a better option.

A take-away service could supplement a buffet and à la carte offering – for example by offering disposable food boxes and wrap, and disposable cutlery.

1.1.3.7 Beverages

1.1.3.7.1 Beverage Counter

Beverages should be in disposable, recyclable plastic bottles and should be kept behind a counter and served to the user. Jugs or communal pouring/ sharing bottles should only be used if poured into a glass by a member of staff.

1.1.3.7.2 Hot Drinks

Hot drinks should be served from a counter by a catering staff member upon request, including the adding of milk. Individual packets of sugar and sweetener should be provided along with disposable stirrers. Ideally, only disposable cups should be used.

1.1.4 Catering Arrangements for Groups/ Stakeholders

- Model A (Baseline) – Behind Closed Doors with absolute minimum numbers
- Model B – Behind Closed Doors with additional player support services, limited media and Pro Am
- Model C – As above with sponsor guests, full media and spectators

Other catering arrangements for other models to be defined depending on lifting of restrictions and local COVID-19 / social distancing regulations.

| User Group | Catering Location | Comments | Cost Centre | Model A | Model B | Model C |
|---|----------------------------|---|-------------|----------|---------|---------|
| INTERNAL FACILITIES | | | | | | |
| Players | Players' Lounge | Style of catering to be agreed based on local government guidance. Numbers dependant on tournament field size. | Promoter | Min. 132 | 132 | 132 |
| Caddies | Caddies Lounge | Style of catering to be agreed based on local government guidance. Numbers dependant on tournament field size. | Promoter | Min. 132 | 132 | 132 |
| Player Guests | Players' Lounge* | Subject to local health guidance and social distancing rules. Promoter to cater for a player guest only where a guest is permitted. | Promoter | -- | 132 | 132 |
| Player Managers, Coaches/ Physios, etc. | Players' Lounge* | Subject to local health guidance and social distancing rules. Promoter to consider catering for an additional player guest only if social distancing rules are relaxed. | Promoter | -- | 70 | 70 |
| Media | Media Centre* | Media Catering to be provided only when social distancing measures are relaxed, and media are permitted on site. | Promoter | -- | 40 | 65 |
| Sponsor VIP Guests | TBC | Sponsor Hospitality Facilities (where permitted) to be defined. See guidelines in specifications | Promoter | -- | -- | 200 |
| TAKE AWAY SERVICES | | | | | | |
| Operations Staff | Mobile Caterer / Take Away | Options could include ordering from the venue and delivery to offices, and vouchers for use at approved mobile operators. | Promoter | 6 | 7 | 8 |
| Field Staff | Mobile Caterer / Take Away | Options could include ordering from the venue and delivery to offices, and vouchers for use at approved mobile operators. | Promoter | 10 | 12 | 12 |
| Other Staff / Support Services | Mobile Caterer / Take Away | IT / Content / Ticket Staff / Player Relations / Starter / Courtesy Car Service / Partnership Management / ETTS | | 31 | 35 | 40 |
| Scoring Staff | Mobile Caterer / Take Away | Options could include ordering from the venue and delivery to offices, and vouchers for use at approved | Promoter | 2 | 2 | 2 |

| | | | | | | |
|---|---|--|---------------------------|----|----|-------|
| | | mobile operators. | | | | |
| Physio | Mobile Caterer / Take Away | Options could include ordering from the venue and delivery to offices, and vouchers for use at approved mobile operators. | Promoter | 2 | 4 | 4 |
| Media Staff | Media Centre* or Take Away/Mobile Caterer | Options could include ordering from the venue and delivery to offices, and vouchers for use at approved mobile operators. | Promoter | 2 | 2 | 4 |
| Photographers | Media Centre* or Take Away/Mobile Caterer | If a Media Centre catering is provided, photographers will be catered for as part of that facility. | Promoter | 2 | 10 | 10 |
| European Tour Productions | Mobile Caterer / Take Away | Based in TV Compound. ETP to arrange either vouchers for use at on site mobile caterer or a take-away service can be ordered from venue or alternative supplier? | European Tour Productions | 75 | 75 | 75 |
| IMG Arena/ Flightscope | Mobile Caterer / Take Away | Based in TV Compound. IMG to arrange either vouchers for use at on site mobile caterer or a take-away service can be ordered from venue or alternative supplier? | IMG | 80 | 80 | 80 |
| Volunteers / Marshals | Mobile Caterer / Take Away | Will a volunteer / Marshall HQ be provided? May not be appropriate to cater in an enclosed facility given high risk categories. Suggest use mobile/take away service | Promoter | 15 | 25 | 100 |
| Medical, Virus Screening & H&S | Mobile Caterer / Take Away | Options could include ordering from the venue and delivery to offices, and vouchers for use at approved mobile operators. | Promoter | 19 | 22 | 27 |
| Manufacturers | Mobile Caterer / Take Away | Only until Wednesday. Based in Manufacturers Compound. To use on site mobile/take away service or own arrangements. | Individual | -- | 21 | 40 |
| Ticket Holders (contractual & paid for) | Mobile Caterer | In the event that spectators are permitted on site, a public village would be provided containing mobile catering facilities & bar | Individual | -- | -- | 1,000 |
| Sponsors | Mobile Caterer / Take Away | Options could include ordering from the venue and delivery to offices, and vouchers for use at approved mobile operators. | Individual | 2 | 20 | 30 |

Mobile caterers / take away could also include the venue operating a limited take-away service should facilities allow.

1.1.5 Catering Specifications

1.1.5.1 Assumptions

The catering specifications set out below assume that an assisted service buffet is to be provided for each user group. Should that not be possible due to local regulations, then the principal of the minimum requirements should be applied to an alternative catering plan.

1.1.5.2 Special Dietary Requirements

Venues and catering providers should develop and issue to the promoter a clear plan for dealing with special dietary requirements including vegan, vegetarian, dairy free, gluten free and nut free. Allergen information for each individual dish must be available and provided upon request.

1.1.5.3 Labelling

Where food is provided through a buffet format, the allergen information should be provided for each food item separately. Labelling should also contain advice on the suitability of the item for specific groups (Vegan, Vegetarian etc.). Labels should be in English.

1.1.5.4 Player Lounges

1.1.5.4.1 General

Food and drink must be suitable for a wide variety of cultures and backgrounds. The R&A events have golfers from many different nationalities. The food choices available at tournaments should therefore cater to this. **The below indicates a reduced version from the Catering Guidelines that have been previously issued:

1.1.5.4.2 Service Times

- Breakfast: from opening (1.5 hours before first tee) to 11am
- Lunch: 11.30am – 3pm
- All Day Snacks: from opening until 5pm

1.1.5.4.3 Offer

The following food and beverages should be offered:

Breakfast

Hot Items

- Lean bacon
- High quality sausages
- Grilled tomatoes
- Baked beans
- Eggs:
 - scrambled
 - poached
 - *Provision of fresh omelettes, cooked to order (if budget and facilities allow)*
- Porridge made with semi-skimmed milk and toppings (dry fruit, nuts, seeds, honey, cinnamon)

Cold / Ambient Items

- White, granary, multi-grain and wholemeal sliced breads (plus alternatives for those with allergies) and facility to toast
- Selection of cereals to include muesli
- Selection of milk (whole, semi-skimmed, skimmed, almond, rice)
- Live yoghurt (ideally in individual pots)
- Greek yoghurt (ideally in individual pots)
- Yakult & Yakult light
- Fresh fruit (sliced) and whole berries
- Condiments including ketchup, peanut butter, jams, honey and marmalade (in individual pots)

Drinks

- Coffee (to include espresso, cappuccino, latte etc.)
- Tea (to include herbal infusions, fruit tea)
- Bottled still and sparkling water
- Bottled juices and smoothies

Lunch

Cold Selection

- Individual salad items
 - Leaves (ie rocket, watercress, baby spinach)
 - Sliced red onions
 - Sliced mixed peppers
 - Grated carrot
 - Sliced cucumber
 - Cherry tomatoes
 - Sliced avocado
 - Sliced beetroot
- Selection of dressings (olive oil, vinaigrette, balsamic vinegar, etc.)
- Selection of cold meats or fish (can be alternated by day)
- Selection of bread rolls, butter

Soup

- 1x Soup of the Day

Hot Items

- 1x white meat dish
- 1x red meat dish
- 1x fish dish
- 1x vegetarian dish
- Selection of fresh seasonal vegetables
- 1x pasta (with choice of 2 sauces on the side)
- 2x carbohydrate dishes (i.e. rice, potatoes, etc.)
- Dessert
- Bananas, mixed berries, kiwi fruit
- Greek yoghurt
- Fresh fruit salad
- Homemade rice pudding

Drinks

- Coffee (to include espresso, cappuccino, latte etc...)
- Tea (to include herbal infusions, fruit tea)
- Bottled still and sparkling water
- Bottled juices and smoothies

All Day Snacks / Grab & Go

All must be handed out from a counter – no help yourself service. Pre-packaged in take-away containers.

- Pre-packaged, freshly made sandwiches (meat, fish, vegetarian and gluten free options)
- Granola and cereal bars
- Muffins
- Homemade protein balls
- Fresh fruit pots

1.1.5.5 Caddie Lounges

1.1.5.5.1 Service Times

- Breakfast: from opening (1.5 hours before first tee) to 11am
- Lunch: 11.30am – 3pm
- Drinks: From opening until 5pm

1.1.5.5.2 Offer

Breakfast

- Selection of pre-packaged breakfast rolls
- Bacon roll
- Sausage roll
- Egg Roll (vegetarian)
- Gluten-free roll to be available
- Cereal bars
- Fruit salad pots

Lunch

Cold Items

- Choice of 2x chef's Salad of the Day
- Cold cut meats
- Selection of bread rolls and butter

Soup

- Chef's Soup of the Day

Hot Items

- 1x meat dish
- 1x vegetarian dish
- Seasonal vegetables
- 1x carbohydrate (i.e. rice/ potato, etc.)

Dessert

- Chefs Dessert of the Day
- Fresh fruit salad

Drinks

- Coffee (to include espresso, cappuccino, latte etc...)
- Tea (to include herbal infusions, fruit tea)
- Bottled still and sparkling water
- Bottled juices (breakfast period only)

1.1.5.6 Media Centre

Breakfast

- Selection of pastries and muffins

Lunch

- 2x Chef's Salad of the Day
- 1x meat dish
- 1x vegetarian dish
- 1x Chef's Dessert of the Day

Drinks

- Filter coffee
- Tea (to include herbal infusions, fruit tea)
- Bottled still and sparkling water
- Bottled juices (breakfast period only)

1.1.5.7 Sponsor Hospitality

The inclusion of sponsor hospitality will be down to local regulations – primarily, whether spectators will be allowed onsite, whether social distancing is still in place, and local sponsorship and rights fee variations. Hospitality should be designed to avoid 'dwell time' in facilities.

With reduced dwell time in mind, our recommendation is that only a lunch is provided in an enclosed facility (no breakfast or afternoon tea). Should a breakfast offering be required, a take-away service should be considered. Lunch and any drinks should ideally be plated and served to tables to avoid the need to have a buffet set up.

Lunch

- Three-course lunch consisting of starter, main course and dessert
- Bread rolls and butter to be provided
- Special dietary requirements to be taken into consideration

Drinks

- Coffee (including espresso, cappuccino, latte etc...)
- Tea (to include herbal infusions, fruit tea)
- Bottled still and sparkling water
- Bottled juices (breakfast period only)
- Selection of beers, wine and soft drinks during limited period (suggest 12.30 – 5pm)

Appendices

Appendix A: Catering Facility Guidelines

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- 1 - [Purpose](#)
- 2 - [Catering Arrangements for Groups & Stakeholders](#)
- 3 – [Catering Specifications](#)

1. Purpose:

This document has been prepared as a brief to catering providers and venues on the catering specifications required for all stakeholders present at the 2020 UK Swing events. This document should be accompanied by the Catering Facility Set up and Operational Guidance document, which gives further details on essential hygiene and health and safety minimum requirements.

2. Catering Arrangements for Groups / Stakeholders:

- Model A (Baseline) – Behind Closed Doors with absolute minimum numbers
- Model B – Behind Closed Doors with additional player support services, limited media and Pro Am
- Model C – As above with sponsor guests, full media and spectators

Other catering arrangements for other models to be defined depending on lifting of restrictions and local Covid-19 / social distancing regulations.

Not all stakeholder groups will be present at each event. The Promoter to advise the catering provider of exact numbers for catering.

| User Group | Catering Location | Comments |
|--|---|--|
| STAKEHOLDER CATERING CONFIRMED REQUIREMENTS | | |
| Players | Players' Lounge | Potentially shared with caddies if space allows. Style of catering as per below. Numbers dependant on tournament field size. |
| Caddies | Caddies Lounge | Potentially shared with players if space allows. Style of catering as per below. Numbers dependant on tournament field size. |
| Staff Catering | Mobile Caterer / Take Away | Either the venue to provide a take away/café style catering service, or R&A to look at bringing a mobile caterer to site to provide food for staff. Numbers to include: <ul style="list-style-type: none"> - R&A Staff (CM / Field Staff / IT / Accreditation / PRD / Scoring / Physio / Content etc..) - Volunteers - Doctors / First Aid and Medical Screening - Manufacturers |
| European Tour Productions | Mobile Caterer / Take Away | Based in TV Compound. ETP preference to have Packed Lunches delivered to Compound each day. Can also use mobile catering if this is being provided. See specification. |
| IMG Arena/Flightscope | Mobile Caterer / Take Away | Based in TV Compound. IMGGA preference to have Packed Lunches delivered to Compound each day. Can also use mobile catering if this is being provided. See specification. |
| Media (incl. ET Media Staff & Photographers) | Media Centre Delivery or Café/Take Away Service | Limited media. Site-specific arrangements to be considered. |
| STAKEHOLDER CATERING (NOT CONFIRMED) – EVENT SPECIFIC | | |
| Player Guests | TBC | Not currently included in UK Swing however should restrictions change would need to be considered. |

| | | |
|---|----------------------------|--|
| Player Managers, Coaches/Physios/etc | TBC | Not currently included however should restrictions change would need to be considered. |
| Sponsor VIP Guests | TBC | Sponsor Hospitality Facilities (where permitted) to be defined. See guidelines in specifications |
| Ticket Holders (contractual & paid for) | Mobile Caterer | In the event that spectators are permitted on site, a public village would be provided containing mobile catering facilities & bar |
| Sponsors | Mobile Caterer / Take Away | Options could include ordering from the venue and delivery to offices, and vouchers for use at approved mobile operators. |

Mobile Caterers / Take Away could also include the venue operating a limited take away service should facilities allow.

3. Catering Specifications:

- 3.1. Assumptions: The catering specifications set out below assume that an assisted service buffet is to be provided for each user group. Should that not be possible due to local regulations, then the principal of the minimum requirements should be applied to an alternative catering plan.
- 3.2. Special Dietary Requirements: Venues and catering providers should develop and issue to the promoter a clear plan for dealing with special dietary requirements including vegan, vegetarian, dairy free, gluten free and nut free. Allergen information for each individual dish must be available and provided upon request.
- 3.3. Labelling: Where food is provided through a buffet format, the allergen information should be provided for each food item separately. Labelling should also contain advice on the suitability of the item for specific groups (Vegan, Vegetarian etc...). Labels should be in English.

3.4. Player Lounges:

General: Food and drink must be suitable for a wide variety of cultures and backgrounds. The R&A events has golfers from many different nationalities. The food choices available at tournaments should therefore cater to this.

**The below indicates a reduced version from the Catering Guidelines that have been previously issued.

Breakfast:

All players will be instructed to take breakfast at their hotel. However, in order to provide a service on site, limited numbers of Grab and Go breakfast bags should be provided and be available on a first come / first served basis.

| Day/Date: | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|----------------|---|-----|-----|-----|-----|-----|-----|
| Numbers: | | | | | | | |
| Time: | | | | | | | |
| Specification: | <p><u>Pre-Packaged Grab and Go Breakfast:</u></p> <ul style="list-style-type: none"> ▪ Bottle of Juice ▪ Whole Fruit (Apple, Banana etc) ▪ Muffin (packaged) ▪ Pastry (packaged) ▪ Yoghurt ▪ Napkin and spoon (packaged) <p><u>Drinks:</u></p> <ul style="list-style-type: none"> ▪ Coffee (to include espresso, cappuccino, latte etc...) – take away cups and lids only. ▪ Tea (to include herbal infusions, fruit tea) ▪ Bottled Still and Sparkling Water ▪ Bottled Smoothies | | | | | | |

Lunch / All Day Snacks:

| Day/Date: | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|----------------|---|-----|-----|-----|-----|-----|-----|
| Numbers: | | | | | | | |
| Time: | | | | | | | |
| Specification: | <p><u>Assisted Service Buffet (11.00 – 16.00):</u></p> <p><u>Cold Selection:</u></p> <ul style="list-style-type: none"> ▪ Individual salad items ▪ Leaves (ie Rocket, Watercress, Baby Spinach), Sliced Red Onions, Sliced Mixed peppers, Grated carrot, Sliced Cucumber, Cherry Tomatoes, Sliced Avocado, Sliced Beetroot ▪ Selection of dressings (olive oil, vinaigrette, balsamic vinegar etc...) ▪ Selection of Cold Meats or Fish (can be alternated by day) ▪ Selection of bread rolls, Butter (individual packs) <p><u>Soup:</u></p> <ul style="list-style-type: none"> ▪ 1x Soup of the Day <p><u>Hot Items:</u></p> <ul style="list-style-type: none"> ▪ 1x white meat dish ▪ 1x red meat dish ▪ 1x fish dish ▪ 1x vegetarian dish ▪ Selection of fresh seasonal vegetables ▪ Minimum 1x Pasta (with choice of 2 sauces on the side) ▪ Minimum 2x Carbohydrate dishes (ie Rice, Potatoes etc...) <p><u>Dessert:</u></p> | | | | | | |

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| | <ul style="list-style-type: none"> ▪ Bananas, mixed berries, kiwi fruit ▪ Greek yoghurt ▪ Fresh fruit salad ▪ Homemade rice pudding <p>Drinks:</p> <ul style="list-style-type: none"> ▪ Coffee (to include espresso, cappuccino, latte etc...) – take away cups and lids only. ▪ Tea (to include herbal infusions, fruit tea) ▪ Bottled Still and Sparkling Water ▪ Bottled Smoothies ▪ Soft Drinks (coke, coke zero etc...) <p>All Day Snacks (11.00 – 18.00)</p> <p>Selection of freshly made, pre-packaged sandwiches available on request:</p> <ul style="list-style-type: none"> ▪ Fillings to include meat, fish, vegetarian and vegan options. <p>Selection of pre-packaged muffins Granola & Cereal Bars Homemade protein balls</p> <p>Notes: Full take away packaging to be available. Take away cutlery and napkins to also be available.</p> |
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3.5. Caddie Lounges:

***Please note Caddie Breakfast to be taken at hotels. For early tee times caddies to be offered the grab and go bag (to be included in players numbers).

Lunch

Below is minimum specification if Lunch is not provided in the Players' Lounge

| Day/Date: | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|----------------|--|-----|-----|-----|-----|-----|-----|
| Numbers: | | | | | | | |
| Time: | | | | | | | |
| Specification: | <p><u>Cold Items</u></p> <ul style="list-style-type: none"> ▪ 1x chef's salad of the day ▪ Cold cut meats ▪ Selection of bread rolls and butter <p><u>Soup</u></p> <ul style="list-style-type: none"> ▪ Chefs soup of the day <p><u>Hot Items</u></p> <ul style="list-style-type: none"> ▪ 1x meat dish ▪ 1x vegetarian dish ▪ Seasonal vegetables ▪ 1x Carbohydrate (ie Rice/Potato etc...) <p><u>Drinks</u></p> <ul style="list-style-type: none"> ▪ Coffee (to include espresso, cappuccino, latte etc...) ▪ Tea (to include herbal infusions, fruit tea) | | | | | | |

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| | <ul style="list-style-type: none"> ▪ Bottled Still and Sparkling Water ▪ Soft Drinks (Coke, Coke Zero etc...) |
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3.6. European Tour Productions & IMG Arena

***Please note below if no outside catering service / van is being provided.

| Day/Date: | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|----------------|--|-----|-----|-----|-----|-----|-----|
| Numbers: | | | | | | | |
| Time: | | | | | | | |
| Specification: | <p>ET / ETP / IMG Arena will place an order for Sandwiches / Salads ahead of arrival for delivery by 11am each day.</p> <p><u>Cold (choose):</u></p> <ul style="list-style-type: none"> ▪ Pre-packaged, freshly made salads (2 varieties to include meat, vegetarian and vegan options) – alternate during week. OR ▪ Pre-packaged, freshly made sandwiches (4 varieties including meat, fish, vegetarian and vegan options) alternate through week <p><u>With:</u></p> <ul style="list-style-type: none"> ▪ Potato Chips (variety of flavours) and Vegetable Chips ▪ Fresh Fruit Pots ▪ Chocolate Bars ▪ Whole fresh fruit (selection) <p>Drinks:</p> <ul style="list-style-type: none"> ▪ Bottled Water <p>Budget - £8.50 per person per day.</p> | | | | | | |

3.7. Staff & Other Stakeholder Dining

Pre-Event: Hotel or venue to provide a take-away service for staff to order food for delivery to office. Final details to be discussed with venue.

During Event: ***NOTE that the European Tour may bring an outside caterer on site to cater for staff (& ETP / IMG Arena) during tournament week.

| Day/Date: | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|----------------|--|-----|-----|-----|-----|-----|-----|
| Numbers: | | | | | | | |
| Time: | | | | | | | |
| Specification: | <p>Should no take away van be brought onto site, there is a requirement for a take away service to cover staff, volunteers and medical services. Numbers to be confirmed. Final details to be confirmed between ET Venue Manager and Venue.</p> <p><u>Take Away Service (ideally made to order):</u></p> <p><u>Cold:</u></p> <p>Pre-packaged, freshly made salads (3 or 4 varieties to include meat, fish,</p> | | | | | | |

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| | <p>vegetarian and vegan options) Freshly made sandwiches (4-5 varieties including meat, fish, vegetarian and vegan options) Potato Chips (variety of flavours) and Vegetable Chips Fresh Fruit Pots (2 varieties) Whole fresh fruit</p> <p>Hot: Venue to suggest a menu of healthy, hot items that can be served in take away containers. Examples include: Soup of the day Fresh Pasta Dish with sauce (2-3 varieties of sauce) 2x Hot sandwich/burger 1x Hot fish dish of the day served with a carbohydrate 1x Hot meat dish of the day with a carbohydrate 1x Hot vegetarian / vegan dish of the day</p> <p>Drinks Coffee (to include espresso, cappuccino, latte etc...) Tea (to include herbal infusions, fruit tea) Bottled Still and Sparkling Water Bottled Juices & Smoothies Selection of bottled/canned soft drinks (cola etc...)</p> |
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3.8. Media Centre:

| Day/Date: | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|----------------|---|-----|-----|-----|-----|-----|-----|
| Numbers: | | | | | | | |
| Time: | | | | | | | |
| Specification: | <p>Drinks Filter Coffee Tea (to include herbal infusions, fruit tea) Bottled Still and Sparkling Water</p> <p>To be available in designated media area through the day.</p> <p>Lunch Either from Take Away van (if provided) or from clubhouse take away service.</p> | | | | | | |