

> HELPING BUSINESS GET BACK TO WORK



23 July 2020

COVID-19 Safety Plan

Effective 24 July 2020

Restaurants and cafes (including food courts)

Venues must have a COVID-19 Safety Plan for each food and drink area. There should be no contact between customers or staff from different food and drink areas.

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS
Business name:
Plan completed by:
Approved by:

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

REQUIREMENTS	ACTIONS
Wellbeing of staff and customers	
Exclude staff and customers who are unwell from the premises.	If staff experience any flu like symptoms, they should inform the manager and go home to self isolate ASAP. Visit doctor at earliest convenience.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning. Train staff in the process of how to collect and store contact details of patrons if your venue is dine-in.	Provide information handouts and monthly training sessions to remind staff of all aspects of the safety plan.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Completed at the same time during each payroll run (weekly/fortnightly). Also available upon request.

Wellbeing of staff and customers	
Display conditions of entry (website, social media, venue entry).	Poster printed and presented at the entrance of the store. Encouraging online purchases and contactless delivery. Customers who bring their own bags will be asked to pack them themselves.
Venues must assign one staff member as a COVID-19 Safe Hygiene Marshall who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping. If the venue has a capacity of 250 patrons or more, the identified Safe Hygiene Marshall/s must always be present while the venue is operational; for venues with a capacity of less than 250 patrons, the identified Safety Marshall/s must be present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).	The Covid-19 Safe Hygiene Marshall on duty shall put on a badge to ensure they can be identified.

REQUIREMENTS	ACTIONS
Physical distancing	
Capacity must not exceed 300 patrons, or the number allowable by one customer per 4 square metres of space, whichever is the lesser.	Lines have been drawing 1.5m apart. Limited tables are spaced 1.5m apart. Customer numbers who dine in capped at 10 at each store.
Dancefloors are not permitted, except for at a wedding reception where the wedding couple only may dance.	Not applicable
Bookings must not exceed 10 customers (except for weddings, funerals and corporate events). There should be no more than 10 customers at a table.	The store is under 100m ² , so customer capacity is capped at 10. Encourage ordering online and take away/delivery, reducing dine in options.
Reduce contact or mingling between customer groups and tables wherever possible.	Limited tables and chairs are spaced 1.5m apart to ensure physical distancing.
Move or remove tables and seating to support 1.5 metres of physical distance wherever possible. Household or other close contacts are not required to physically distance. Groups of friends may not necessarily all be household-like contacts and so may require additional space at a table so that they can physically distance.	Limited tables and chairs are spaced 1.5m apart to ensure physical distancing.
Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.	Lines have been drawing 1.5m apart.
Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations. If a premises has multiple food and drink areas, staff should work in an assigned area and not work across different areas.	Lines have been drawing 1.5m apart. Staff are also constantly reminded of distancing where possible.
Alcohol can only be consumed by seated customers.	Not applicable, no alcohol is sold on premises

Physical distancing	
Where reasonably practical, stagger start times and breaks for staff members.	Not applicable
Consider physical barriers such as plexiglass around counters with high volume interactions with customers.	Added additional barriers to serving counter where applicable
Review regular deliveries and request contactless delivery / invoicing where practical.	Completed orders are placed on counter for drivers to pick up, this eliminates any physical contact.
Introduce strategies to manage gatherings that may occur outside the premises.	If staff notice this, they are encouraged to inform the crowds to physically distance themselves. Also if they are lining up, to form 1 straight line and distance themselves 1.5m apart. Encourage customers to order online through website to reduce demand on staff (as well as customers coming to the store at the same time)
High energy dance, as well as singing and wind instruments, can spread COVID-19 if a participant is infected. Additional planning around these activities should be undertaken from a work health and safety perspective, including ensuring 3 metres distance from the audience. Group singing should be avoided.	Not applicable

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	Tables, chairs, counter tops and high touch point areas are regularly cleaned multiple times during the day. Place hand sanitizers at front counter for customers to use.
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.	Check twice a day that there is enough hand soap and paper towels.
Reduce the number of surfaces touched by customers wherever possible.	Posters placed at serving counter informing customers to minimise touching.
No self-serve buffet style food service areas, communal bar snacks, communal condiments, or hookahs. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.	Not applicable
Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.	All cutlery and tableware are carefully cleaned and rinsed, using dishwasher where possible.
Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.	Single use menus only. Menu display regularly cleaned. Digital menu also used.

Hygiene and cleaning	
Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. Clean tables, chairs and any table settings between each customer. If using a paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use.	All hard surfaces cleaned atleast twice a day. Frequently touched surfaces cleaned atleast once every hour, and as soon as practically possible right after peak times.
Maintain disinfectant solutions at an appropriate strength and used in accordance with the manufacturers' instructions.	Food grade disinfectants and sanitizers used throughout the store.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	Use single use gloves used for cleaning at all times. Throw away after use.
Encourage contactless payment options.	Signage to promote online ordering and contactless payments. Staff are to inform customers of this option (which is preferred option). Online ordering also attracts a discount.

REQUIREMENTS	ACTIONS
Record keeping	
Keep name and contact number for all staff, dine-in customers (excluding food courts) and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.	We have a QR Code (www.cov19safe.info) for all customers to scan upon entry. Customers fill in their name, contact number (or email) which gets saved electronically for contact tracing purposes. Customer data will be provided to relevant health authority upon request, and this data gets deleted after 28 days.
It is the role of the COVID-19 Safe Hygiene Marshall to ensure the accuracy and legibility of records.	
Paper sign-in is permitted, but premises must digitise these within 24 hours and provide immediately on request. QR Code sign-in is encouraged.	
Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.	Staff encouraged to keep the Covidsafe app on at all times. Also inform all customers to scan the QR code (displayed on poster) for customers to check in.
All venues must register their COVID-19 Safety Plan through nsw.gov.au .	Already submitted
Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.	Supply customer data electronically to NSW Health upon formal request.