



Restaurant  
& Catering



*Victoria*

# **Retail Food Services Industry COVID Safe Plan**

*For Restaurants, Cafes and Caterers*

**29th September 2020**



## **RESTAURANT & CATERING AUSTRALIA**

Restaurant & Catering Australia (R&CA) is the national industry association representing the interests of more than 47,000 restaurants, cafés and catering businesses across Australia. The café, restaurant and catering sector is vitally important to the national economy, generating over \$37 billion in retail turnover each year as well as employing 450,000 people. Over 92 per cent of businesses in the café, restaurant and catering sector are small businesses, employing 19 people or less.

R&CA delivers tangible outcomes to small businesses within the hospitality industry by influencing the policy decisions and regulations that impact the sector's operating environment. R&CA is committed to ensuring the industry is recognised as one of excellence, professionalism, profitability and sustainability. This includes advocating the broader social and economic contribution of the sector to industry and government stakeholders, as well as highlighting the value of the restaurant experience to the public.

# CONTENTS PAGE

<b>INTRODUCTION</b>	<b>3</b>
<b>EVENTS</b>	<b>4</b>
<b>RETAIL FOOD SERVICES INDUSTRY COVID SAFE PLAN</b>	<b>5</b>
<b>BOOKINGS AND CONDITIONS OF ENTRY</b>	<b>5</b>
Bookings/Tracking	5
Refusing Entry to Patrons	5
Contact tracing	6
Period of patronage	6
Waiting Areas	6
<b>FRONT OF HOUSE/CUSTOMER INTERACTION</b>	<b>7</b>
Queuing and Interaction between Patrons	7
Delivery Drivers	7
Signage	7
<b>DINING IN AND SERVICE</b>	<b>8</b>
Table/Seat Distance	8
Hygiene	8
Cutlery	9
Condiments/BYO	9
Food & Beverage Choices	9
<b>COMPLETING SERVICE AND PAYMENT</b>	<b>10</b>
Payments	10
<b>STAFF PRACTICES</b>	<b>11</b>
General Measures	11
Cleaning	11
Assisting your staff return to work	13
<b>PREVENTING AND MANAGING AN OUTBREAK IN YOUR BUSINESS</b>	<b>14</b>
Seek advice and assess the risks	14
Identify and tell close contacts	15
Clean and disinfect	15
Review risk management controls	16
Do I need to close my workplace for cleaning?	17
<b>TRAINING: HOSPITALITY PHYSICAL DISTANCE PROGRAM</b>	<b>18</b>
Hospitality Business Operations in response to COVID-19	18
<b>CHECKLISTS AND RESOURCES</b>	<b>19</b>
Appendix 1: COVID-19 Hospitality Business Blueprint	19
Appendix 2: COVID-19 Retail Food Services Industry COVID Safe Plan	19
Appendix 3: COVID-19 Staff Induction	19
Appendix 4: COVID-19 Employee Temperature Check Form	19
Appendix 5: COVID-19 Retail Food Services Industry COVID Safe Plan Checklist	19

# INTRODUCTION

COVID-19 has undoubtedly forced a re-engineering of food service business – with a clear view to reduce as many touchpoints and risks of transmission of coronavirus will undoubtedly bring about a ‘new normal’ for sit down dining.

The following Retail Food Services Industry COVID Safe Plan has been developed by R&CA to allow businesses to set out a plan aimed at giving consumers confidence that food businesses – from the small café to the largest restaurant – are taking concrete steps to ensure their businesses is safe in a post COVID-19 world.

As they struggle to stay in business during this crisis, all operators are trying to figure out what the what kind of venue they will feel comfortable going out to eat in and what they will expect in terms of practices and procedures in food service businesses across the country.

This document seeks to set out clearly a Retail Food Services Industry COVID Safe Plan for these venues. R&CA believes adherence to these guidelines gives businesses the best opportunity to show the dining public that their venue is safe and welcoming for dine-in customers and sets a practicable set of recommendations that can be adopted within their business at short notice.

This document is the Plan itself, the Retail Food Services Industry COVID Safe Plan is one component of the Plan.

States and territories have instituted their own requirements and obligations that businesses will need to follow to re-open, please note that these guidelines complement these requirements and do not replace them. In some instances, R&CA's guidelines have been adopted by State Governments.

Businesses should first ensure they are compliant with local requirements prior to re-opening. For information on requirements in your state check R&CA's Coronavirus Information Hub for more information.

The Plan does not replace, or omit, the food safety requirements (including cleaning and hygiene standards) of food businesses under the Victorian Food Act 1984 and subsequently the Australia New Zealand Food Standards Code.

These guidelines have been reviewed by esteemed epidemiologists including Dr Richard B. Clark of Richard Bertrand Clark and representatives of Monash & Deakin Universities.

## **Interaction Between Approved COVID Safe Plans**

If there are multiple industries and/or activities undertaken at a specific venue (e.g. restaurant, premises, gallery, place of worship) several Approved COVID Safe Plans may apply.

If this is the case, apply the following:

- Where there is clear separation between the activity and it is a discreet business entity, the relevant plan applies to the relevant area.
- The attached COVID Safe Statement of Compliance for the appropriate Plan in each area and implement the Plan's requirements.

## EVENTS

If you are planning to hold an event, an Event Organiser should identify whether there is an Approved COVID Safe Industry, Site-Specific or Professional Sporting Code Plan (Approved COVID Safe Plan) is applicable to your event in whole or in part:

- COVID Safe Industry Plan for specific industries, such as community sports, live music and hotels
- COVID Safe Site-Specific Plan for the venue in which the event is being held, such as a stadium or convention centre
- COVID Safe Professional Sporting Code Plan for professional sporting events.

Where an existing Approved COVID Safe Plan covers all facets of the event, the event may operate in compliance with the Approved COVID Safe Plan rather than in accordance with the COVID Safe Event Checklist or a COVID Safe Event Plan.

The following information needs to be provided to the Public Health Unit:

- Business name of the company/organisation which is holding the event
- Trading name of the company/organisation which is holding the event
- Key contact person(s) that can answer queries regarding the event (before/during/after)
  - › Position in organisation
  - › Phone number(s)
  - › Email
  - › Postal address
- Name of the event
- Date(s) the event will be held
- Duration of the event (start and finish times)
- Location of the event (if multiple locations, each location, start/finish times for each)
- Which Approved COVID Safe Plan(s) they are intending to operate under
- Estimated/known number of people attending the event (including staff)
- Overview of activities that will be occurring at the event. E.g. sport competition, food stalls, merchandising, entertainment, rides, fireworks, etc.

**Section 1**

# BOOKINGS AND CONDITIONS OF ENTRY

## BOOKINGS/TRACKING

- Pre-bookings and walk-ins must provide details, first name, last name, email address, phone number, date and time of patronage. This information must be kept for a minimum of 28 days, store in line with privacy requirements.
- With a Retail Food Services Industry COVID Safe Plan in place:
  - › No more than one person per 2 square metres for venues or spaces of 200 square metres or less
  - › No more than one person per 4 square metres for venues or spaces of 200 square metres or more.
  - › These restrictions apply to indoor and outdoor areas of a venue
  - › If a venue has enough space, it can provide service to its maximum number of patrons, which is detailed above.
- Without a Retail Food Services Industry COVID Safe Plan in place;
  - › A business must still comply with the occupant density requirements listed above with a COVID-19 Safe Checklist.
- Occupant density is calculated on the areas of the business that are open to or used by the public (for example, for a cafe or restaurant, the dining area, but not the kitchen).

Reference: <https://www.dhhs.vic.gov.au/record-keeping-contact-tracing-covid-19>

## REFUSING ENTRY TO PATRONS

- Everyone has an obligation to stay at home while displaying any symptoms such as fever or coughing. Businesses have the right to refuse service and insist that anyone with these symptoms leaves the premises.
- Placing signs at entry points to request customers not to enter the shop if they are unwell or have COVID-19 symptoms.
- Refusal of access to premises if a patron is not wearing a face covering unless they have a lawful reason not to wear a face covering.

Reference: <https://www.dhhs.vic.gov.au/face-coverings-work-covid-19#do-i-have-to-wear-a-face-covering-while-working>

**Section 1**

# BOOKINGS AND CONDITIONS OF ENTRY

## CONTACT TRACING

- Contact tracing is critical.
- It is strongly recommended every venue encourages its patrons to download the COVIDSafe app link: <https://www.health.gov.au/resources/apps-andtools/COVIDsafe-app>
- The COVIDSafe app is not mandatory.
- The COVIDSafe app is not an alternative to collecting and retaining contact information.
- Contact information must be kept for patrons, contractors, and staff. This information must include:
  - › full name
  - › phone number
  - › Email (or residential address where the person does not have an email account)
  - › date and time of entry
  - › exit time or estimated period, where feasible.
- If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request.
- Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance as a means of collection however must ensure collection and storage is privacy compliant. The information should be securely stored, not used for any other purpose, and destroyed after 56 days.

## PERIOD OF PATRONAGE

- Any person visiting the venue, patrons, contractors and staff must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying signing out allows for more effective contact tracing.
- Venues should display signage encouraging patrons to sign out.

## WAITING AREAS

- Remove waiting area seating, clearly mark on floor physical distancing requirements.

Section 2

# FRONT OF HOUSE/CUSTOMER INTERACTION

## QUEUING AND INTERACTION BETWEEN PATRONS

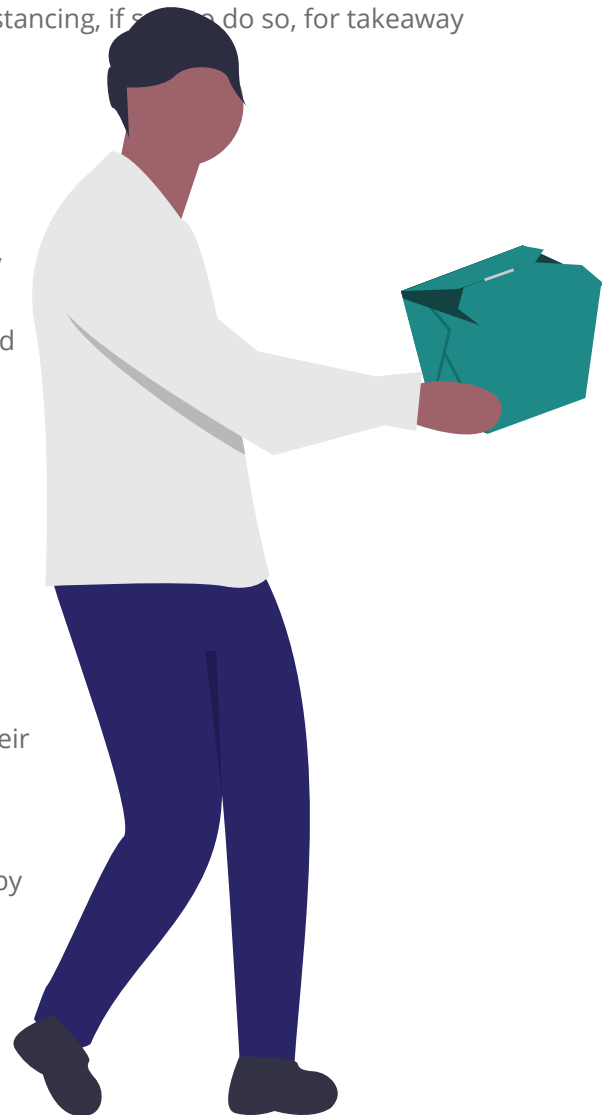
- All staff must be wearing a face covering unless they have a lawful reason not to wear a face covering. Refer to exemptions here (link) to: <https://www.dhhs.vic.gov.au/face-coverings-covid-19#exceptions-for-not-wearing-a-face-covering>
- Create floor markings that provide minimum guide distances between customers queuing for service and using physical barriers where possible.
- Set up different areas for ordering and collection.
- Use separate doors for entry and exit, if practicable, to avoid contact between people.
- Ensure customers wait outside and practice physical distancing, if possible do so, for takeaway collection.

## DELIVERY DRIVERS

- Frequently clean and disinfect your vehicle including frequently touched surfaces such as the steering wheel, door handles, controls or buttons, seatbelt and keys.
- Clean and disinfect your phone or electronic device used to help deliver food or parcels. Disinfect these often by using a lint-free cloth and 70% isopropyl alcohol if you can, or disinfectant wipes.
- For information on COVID-19 safe management of deliveries, and presence of contractors and visitors to premises view [Safe Work Australia's Guide](#).

## SIGNAGE

- Businesses must display the COVID Safe Checklist on their front entrance door or window and be clearly visible.
- Complete and display [COVID Safe Plan](#).
- A Statement of Compliance is required to be displayed by each business who opts-in to the Plan.

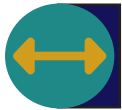




## Section 3

## DINING IN AND SERVICE

Businesses with dining-in services, who have opted-in to the Food Services Industry COVID Safe Plan, are then permitted to operate by following the Plan.



### TABLE/SEAT DISTANCE

#### Metro Melbourne

##### Current Restrictions

- Heavily Restricted
- Restaurants and cafes open for takeaway and delivery only
- Food courts remain closed
- Must have a COVIDSafe Plan
- Closed to seated service
- Workers must wear face coverings

##### Proposed Easing Restrictions

- No more than one person per 2 square metres for venues or spaces of 200 square metres or less
- No more than one person per 4 square metres for venues or spaces of 200 square metres or more.
- These restrictions apply to indoor and outdoor areas of a venue
- If a venue has enough space, it can provide service to its maximum number of patrons, which is detailed above
- Without a Retail Food Services Industry COVID Safe Plan in place;
  - › A business must still comply with the occupant density requirements listed above with a COVID-19 Safe Checklist.
- Occupant density is calculated on the areas of the business that are open to or used by the public (for example, for a cafe or restaurant, the dining area, but not the kitchen).

#### Regional Victoria

##### Current Restrictions

- Food courts can operate for take away only
- Must have a COVIDSafe Plan
- Outdoor spaces:
  - › Open for seated service only
  - › One patron per two square metres or 50, whichever is lesser. Cap of 50 outdoors per venue
- Indoor space
  - › Open for seated service only
  - › One patron per four square metres or 10 people per space, whichever is lesser. Cap of 20 patrons indoors per venue, with a maximum of two separate space
  - › For takeaway, 1 customer per 4 square metres
  - › This does not apply to toilets and where used as a thoroughfare to outdoor space
  - › No more than 10 patrons per booking
  - › Patrons must be seated so that they are 1.5m away from any patron from an adjacent group
  - › Workers must wear face coverings
  - › Patrons to wear face coverings, unless seated

##### Proposed Easing Restrictions

- No more than one person per 2 square metres for all venues
- These restrictions apply to indoor and outdoor areas of a venue
- If a venue has enough space, it can provide service to its maximum number of patrons, which is detailed above
- Without a Retail Food Services Industry COVID Safe Plan in place;
  - › A business must still comply with the occupant density requirements listed above with a COVID-19 Safe Checklist.
- Occupant density is calculated on the areas of the business that are open to or used by the public (for example, for a cafe or restaurant, the dining area, but not the kitchen).

Section 3

## DINING IN AND SERVICE

Businesses with dining-in services, who have opted-in to the Food Services Industry COVID Safe Plan, are then permitted to operate by following the Plan.



### HYGIENE

- Make automatic hand sanitisers freely available throughout the business based upon capacity for customer use.
- Hand and respiratory hygiene to be encouraged with *signage*
- Increased environmental cleaning and disinfection must be maintained before, during and after patrons enter and exit the venue
- Face coverings should be worn at all times.



### CONDIMENTS/BYO

- Refillable condiment containers are not permitted to be used. All services of condiments should be disposable and not stored or disseminated from a common container.
- No communal water stations.
- BYO cups (i.e KeepCups) are not permitted to be used.
- BYO refillable olive oil, vinegar bottles etc. are not permitted to be used.



### FOOD & BEVERAGE CHOICES

- Menu's should either be laminated to facilitate easy cleaning or completely disposable after each use or chalk board as appropriate.
- No bar service, no waiting at the bar.
- Outdoor Service will require same table distance requirements and booking/tracking requirements as indoor.
- Limit all shareable items from menus.
- No buffets or shared 'serve yourself' sections such as salad bars etc.
- No open food displays or food on display meant for consumption.



### CUTLERY

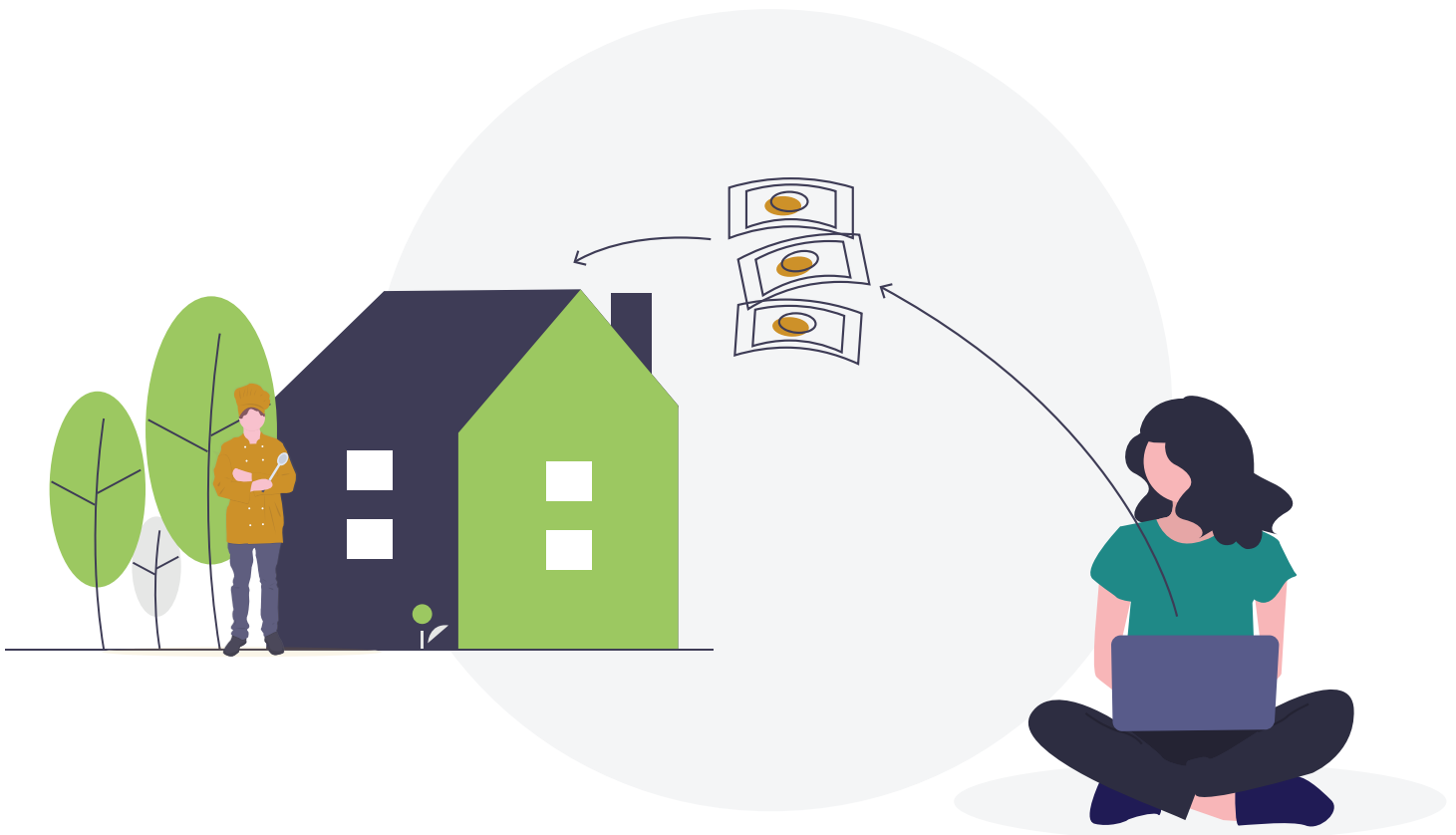
- Non-disposable crockery/cutlery/glassware permitted when cleared after each course and washed using a commercial grade dishwasher or glass washer.
- If not practicable use disposable/recyclable cutlery, crockery and glass ware.

Section 4

## COMPLETING SERVICE AND PAYMENT

### PAYMENTS

- Electronic payment is preferred – Tap&Go, ApplePay etc.
- Where practicable, introduce plexiglass barriers at tills and counters as an additional level of protection for staff, however contactless payment is preferred.
- Encourage patrons to set-up online ordering and pre-payment (e.g. Paypal/The Fork), take extra steps to promote this offering to reduce face to face interaction with FOH staff.
- Make provision for customers leaving the venue to do so via a different entrance to those entering as per above if practical.



## Section 5

## STAFF PRACTICES

### GENERAL MEASURES

- Limit physical interactions between workers, workers and clients, and workers and other persons at the site (e.g. deliveries) and use other methods such as mobile phone or radio to communicate.
- Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between workers.
- At each stage of risk management, the plan should include communication, consultation, instruction, training and supervision of workers and their representatives (e.g. HSRs and union representatives). For more information see [Worksafe Victoria](#).

### CLEANING

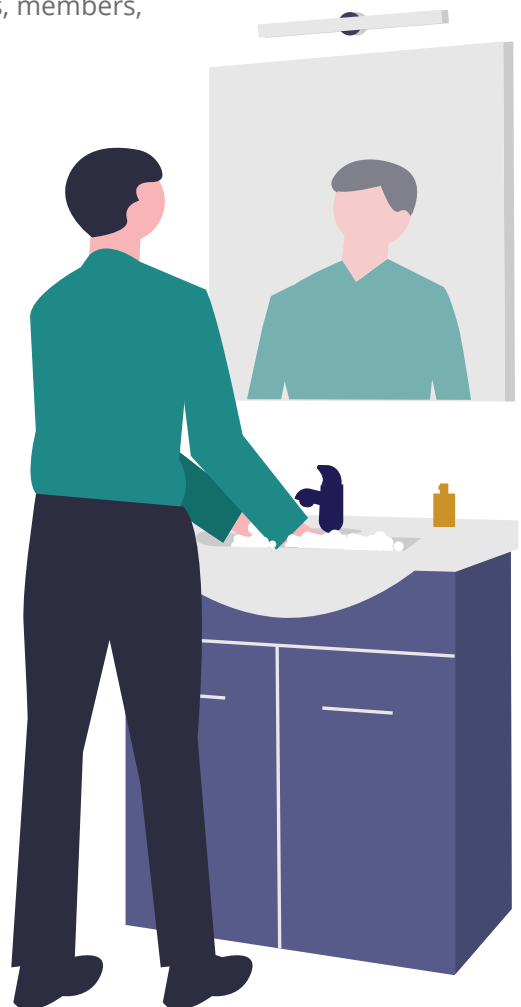
- Usual cleaning schedules will need to be increased.
  - › Frequently touched surfaces (such as handrails, scanners, plant controls, machinery, toilet door locks, buttons on the cistern, taps and doors) should be cleaned regularly using appropriate detergent solutions. Once cleaned, they should be disinfected regularly using appropriate cleaning products and processes. For more information see [preventing infection in the workplace](#).
  - › Personal items used in the workplace such as glasses and phones should be cleansed and disinfected frequently (e.g. by using isopropyl alcohol wipes).
  - › Workplace amenities including kitchens, lunch rooms, communal areas, change rooms, toilets, drink fountains and vending machines, should be cleaned industrially and the frequency of this cleaning should increase.
- Food preparation areas and equipment and front of house areas where customers access should be cleaned in line with Safe Work Australia's guidance on Cleaning and COVID-19 and the frequency of cleaning should be increased.
- Frequently touched surfaces, including counters, menus, handrails, doors, till, phones, keyboards and EFTPOS facilities, should be cleaned regularly using appropriate detergent solutions where possible. Once cleaned, they should be disinfected regularly using appropriate disinfectant solutions.
- Also consider reducing the number of touch points for workers. For example, leaving access doors open, where appropriate. Make hand sanitiser available at entry and exit points so workers can use it when arriving and leaving.
- An increase in cleaning and sanitising of air conditioning units, including filters where appropriate. An increase in cleaning ceiling fans, floor and wall fans using appropriate disinfectant solutions.

Section 5

## STAFF PRACTICES

### CLEANING CONTINUED

- Hand washing facilities must be provided to food handlers under food safety laws.
- Alcohol-based hand sanitiser is to be made available.
- The workplace is to provide bins for workers, where appropriate to hygienically dispose of waste and rubbish such as used tissues, immediately (or if away from amenities, as soon as possible) after use. The bin can be either a flip lid bin or an appropriate bin where the worker does not touch the surface of the bin when depositing their waste and rubbish.
- Hand washing facilities or alcohol-based hand sanitiser is to be made available for workers to use after they dispose of their waste.
- All areas of the business should be cleaned and disinfected following the Safe Work Australia. In order for the cleaning to be adequately completed, follow these [guidelines](#).
- These cleaning requirements are in addition to cleaning requirements specific to the food industry (for example, under the Australia New Zealand Food Standards Code).
- Physical distancing to be maintained by all workers, members, participants and visitors.



**Section 5****STAFF PRACTICES****ASSISTING YOUR STAFF RETURN TO WORK****Mental Health of Employees**

- The emergence of COVID-19 across the globe has created a new work health and safety risk that retail businesses need to manage. Workers may be at an increased risk of exposure to other hazards stemming from the current situation, such as workplace aggression and violence.
- We should take a zero-tolerance approach to abuse and violence in the workplace. Cafes, Restaurants and Caterers have a duty under the health and safety laws to manage risks associated with exposure to hazards arising from work that could result in physical or psychological harm. Now is the time for food businesses to take a systematic approach to manage the risks of customer aggression and protect the health and safety of our staff.

**Obligations to Staff**

- The COVID-19 pandemic has interrupted workplaces and support programs such as JobKeeper have brought their own challenges for cafés, restaurants and caterers doing their best to support their staff. As we enter the recovery period, employers should be planning the next steps of their reopening - will staff be gradually phased or are you planning to open at near full capacity? Plan your operations and give your staff notice of changes – communicate clearly, keep them informed.
- There's plenty to consider, how to deal with suspected COVID-19 cases, what about staff at a higher risk of contracting the virus or those who don't want to return to work yet, potential changes to hours and pay. For questions like these, ARA members should contact our employment relations support team so we can help you navigate the challenges.
- Make sure that your staff are aware that if they require further support about compliance with the Retail Food Services Industry COVID Safe Plan, they can contact WorkSafe Victoria on 1800 136 089 or their union.

Section 6

## **PREVENTING AND MANAGING AN OUTBREAK IN YOUR BUSINESS**

Safework Australia has prepared the following guide for hospitality businesses who require advice and information relating to COVID-19 in the workplace.

A person who has recently been at your workplace such as a worker, client or customer may inform you they have, or may potentially have, COVID-19. Depending on the circumstances (e.g. how recently the person was at your workplace and how closely they were in contact with others) you may have reasonable concerns about the health of others in your workplace.

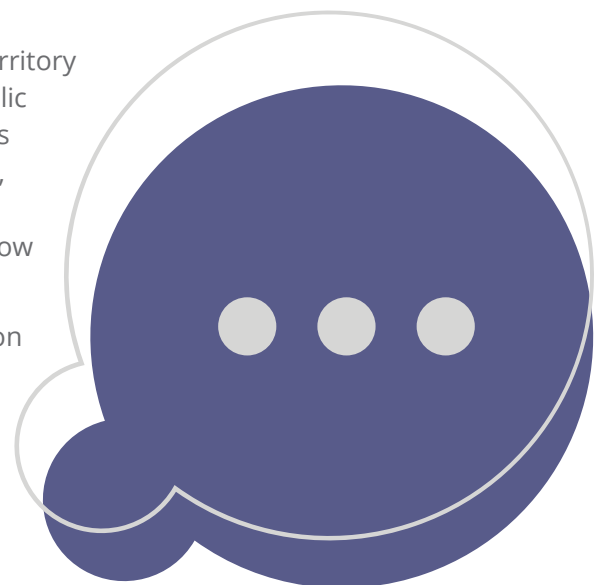
You must always continue to meet your WHS duties. This may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others in your workplace (such as customers) contracting COVID-19.

WHS risk management processes will be revisited to identify and manage any new or changed hazards that may have arisen as a result of the Retail Food Services Industry COVID Safe Plan.

### **SEEK ADVICE AND ASSESS THE RISKS**

Seek government health advice by calling your state or territory helpline. Follow the advice of your state and territory public health unit. You can also contact the National Coronavirus Helpline on 1800 020 080, which operates 24 hours a day, seven days a week. The National Helpline can provide advice on when and how to seek medical help or about how to get tested for COVID-19.

Ensure that you have current contact details for the person and make a note about the areas they had been in the workplace, who they had been in close contact within the workplace and for how long. This will inform you about risks to others and areas to clean and disinfect. This information may also assist your state and territory public health unit if they need to follow up with you later.



## Section 6

# PREVENTING AND MANAGING AN OUTBREAK IN YOUR BUSINESS

## IDENTIFY AND TELL CLOSE CONTACTS

The state or territory public health unit will identify close contacts of a confirmed COVID-19 case and provide them with instructions, for example, in relation to quarantine requirements.

In the meantime, for the purposes of undertaking a workplace risk assessment and to assist your state and territory public health unit, consider who the affected person may have had recent close contact with. If instructed by health officials, tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine. You must maintain the privacy of all individuals involved.

Seek information about the areas that close contacts have been in the workplace, who they have been in close contact within the workplace and for how long. This will inform you about possible risks to others, and additional areas that may also need to be cleaned and disinfected.

If there is a confirmed or probable case of COVID-19 infection at a workplace, Department of Health and Human Services will be notified by the medical professional who confirms the diagnosis and the relevant testing laboratory.

Upon being informed, a person in control of the business or undertaking must notify WorkSafe Victoria that the case has been confirmed. Plan should include businesses keeping a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator.

## CLEAN AND DISINFECT

Close off the affected areas and do not let others use or enter them until they have been cleaned and disinfected. Open outside doors and windows if possible, to increase air flow.

All areas, for example offices, bathrooms, kitchens and common areas as well as equipment or PPE that were used by the person concerned must then be thoroughly cleaned and disinfected.

Cleaners must wear appropriate PPE, for example disposable gloves or gloves appropriate to the cleaning chemicals being used, and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaners should also wear a disposable apron.

Your state and territory public health unit may also provide you with further information about how and where to clean. You must follow those instructions.



## Section 6

# PREVENTING AND MANAGING AN OUTBREAK IN YOUR BUSINESS

## REVIEW RISK MANAGEMENT CONTROLS

Review your COVID-19 risk management controls, in consultation with your workers and assess and decide whether any changes or additional control measures are required. Monitoring, reviewing and adjustments will need to be made on an ongoing basis

You must always continue to meet your WHS duties. This may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others in the workplace (such as customers) contracting COVID-19. These measures should be taken to avoid another pandemic.

Records of the risk management process should be kept. The detail and extent of recording will depend on the size of workplace. It is useful to keep information on:

- the identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process)
- how and when the control measures were implemented, monitored and reviewed
- who you consulted with
- relevant training records
- any plans for changes.

Make sure staff, visitors and patrons do not enter the business if they have symptoms related to COVID-19, have been in contact with a confirmed case of COVID-19 in the past 14 days, or have travelled overseas in the past 14 days.

A daily health screen of employees should focus on all symptoms of COVID-19 and be guided by the Communicable Diseases Network Australia's (CDNA) National guidelines for public health units in relation to Coronavirus Disease 2019 (COVID-19) available [here](#).

Such a screen should include whether the person:

- Is positive for COVID-19
- Is feeling unwell with flu-like symptoms
- has been in close contact with a person who is positive for COVID-19
- has travelled overseas or to a declared COVID-19 hotspot in the past 14 days

If any staff or visitors are unwell, they must be removed from site immediately.

The Plan will be reviewed and kept up-to-date as the public health directions are updated, or the situation changes.

Businesses must comply with the relevant public health directions at all times. View [here](#) for more information.

An area of 4 square metres per person is to be maintained at all times, unless otherwise specified in the Plan.

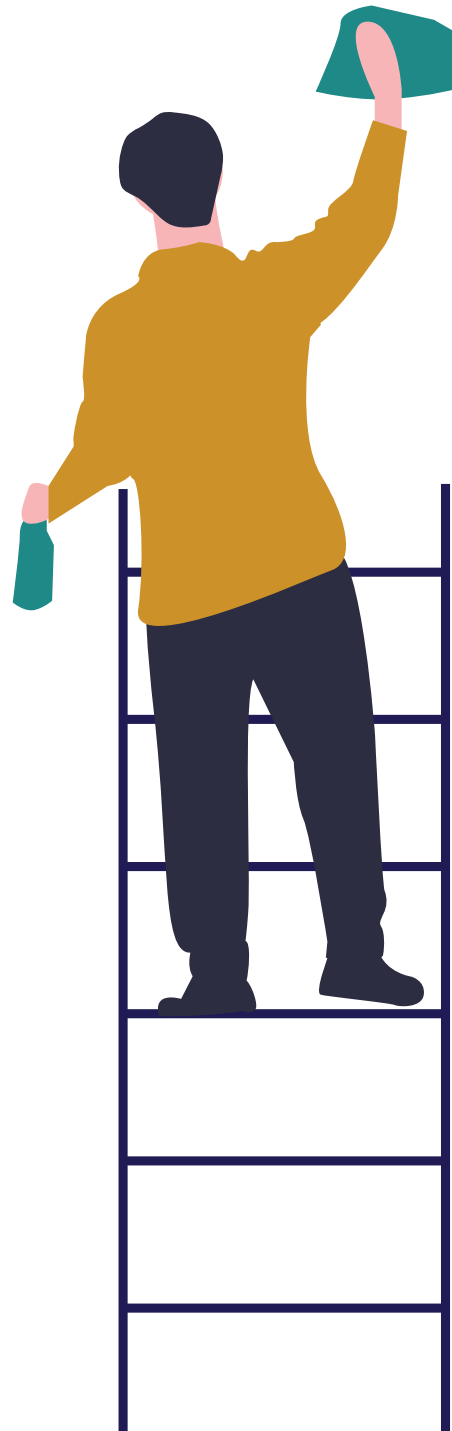
Section 6

## **PREVENTING AND MANAGING AN OUTBREAK IN YOUR BUSINESS**

### **DO I NEED TO CLOSE MY WORKPLACE FOR CLEANING?**

There is no automatic requirement to close an entire workplace following a suspect or confirmed case of COVID-19. It may be unnecessary if the person has only visited parts of your workplace or if government health officials advise you the risk of others being exposed are low.

Whether you need to suspend operations in your workplace will depend on factors such as the size of the workplace, nature of work, number of people and suspected areas of contamination in your workplace.



## Section 7

# TRAINING: HOSPITALITY PHYSICAL DISTANCE PROGRAM

## HOSPITALITY BUSINESS OPERATIONS IN RESPONSE TO COVID-19

- Employers and employees must complete mandatory training that has been approved by the Department of Health and Human Services and be able to provide proof of completion of the course.
- The training must be completed within two weeks of a business opening/reopening
- This training program has been approved as at 4 June 2020:
  - › COVID-19 Hospitality Best Practice Training, from Restaurant & Catering Australia (\$24.95 per person). Available at: <https://www.rcatraining.com.au>
- After this two-week period, staff must complete this training before commencing back at work
- Certification should then be displayed at entrance to business.
- As hospitality businesses start to prepare to come back into the industry, cafes, restaurants and catering businesses need to understand their obligations and best practice operations for themselves and their employees.
- The topics that are covered in the COVID-19 approved training are:
  - › Physical distancing understanding
  - › Creating a Physical Distancing Plan (PDP) to suit your organisation
  - › Staff Induction for working during COVID-19
  - › Working during COVID-19
  - › Managing customers during physical distancing
  - › Cleaning premises and equipment during COVID-19

**Section 8**

# CHECKLISTS AND RESOURCES

Attached to this plan are checklists and resources that you will be required to complete for your business to assist you in managing your business and staff during COVID-19 and can demonstrate to your customers what measures you are taking to ensure your business is COVIDSafe.

## **APPENDIX 1: COVID-19 HOSPITALITY BUSINESS BLUEPRINT**

This document should be printed and displayed at the front of your business to demonstrate that your business is COVIDSafe.

## **APPENDIX 2: COVID-19 RETAIL FOOD SERVICES INDUSTRY COVID SAFE PLAN**

This systematic checklist allows you to cover each and every area of your business to ensure you have implemented practices that allow you to be COVIDSafe.

## **APPENDIX 3: COVID-19 STAFF INDUCTION**

This checklist is specifically designed for your staff to be inducted back into the business to be able to work with physical distancing requirements due the COVID-19 pandemic.

As each item is completed enter the date in the box. When all items are finalised the form is to be signed, dated and placed in the staff member's personnel file. This should be done for all staff members in the business.

## **APPENDIX 4: COVID-19 EMPLOYEE TEMPERATURE CHECK FORM**

This document allows you to record consent from to perform temperature checks and keep records of their temperature each day.

## **APPENDIX 5: COVID-19 RETAIL FOOD SERVICES INDUSTRY COVID SAFE PLAN CHECKLIST**

This final document allows you to track what documents and inductions need to take place in your business prior to re-opening and will inform your business blueprint (appendix 1)

## **CONTACT DETAILS**

R&CA hope this document and associated resources helps you to set a roadmap to allow dine-in back for your venue. This Retail Food Services Industry COVID Safe Plan and associated resources, are designed to provide you and your customers with a greater degree of certainty as to what is expected in a post COVID-19 world.

R&CA, as your peak body is available to help through this crisis, you can contact us on:

### **RESTAURANT & CATERING AUSTRALIA**

**PO Box 121**

**SURRY HILLS NSW 2010**

**T | 1300 722 878**

**F | 1300 722 396**

DATE

BUSINESS NAME

ADDRESS

Employee numbers in total

Employee numbers per day

Maximum customer capacity pre-COVID-19

Current maximum capacity of customers  
during COVID-19

We offer contactless payment  Yes  No

We do not accept take-away cups  Yes  No

We provide sanitiser as part of Retail Food  
Services Industry COVID Safe Plan  Yes  No

We have completed the COVID-19  
approved training  Yes  No

We have a COVIDSAFE Plan  Yes  No

We do not accept BYO bottles  Yes  No

We are following physical distancing plans  Yes  No

Contact person or employer

Signature

**BUSINESS NAME**

**ADDRESS**

**APPROXIMATE GROSS SQUARE METER OF  
SPACE OPEN TO THE PUBLIC**

## Signage

Signage at each public entrance of the facility to inform all employees and customers that they should:

- avoid entering the facility if they have a cough or fever; maintain a minimum of 1.5 meters distance from one another
- sneeze and cough into a cloth or tissue or, if not available, into one's elbow
- not shake hands or engage in any unnecessary physical contact
- adhere to the marks or stickers on the floor to maintain physical distancing requirements
- signage posting a copy of the Physical Distancing Protocol at each public entrance to the facility

## Measures to protect employee and customer health

- Everyone who can carry out their work duties from home has been directed to do so
- All employees have been told not to come to work if sick
- Symptom checks are being conducted before employees may enter the workspace
- All individual workstations are separated by at least 1.5 meters
- Break rooms, bathrooms, and other common areas are being disinfected frequently
- Disinfectant and related supplies are available to all employees at the following locations: \_\_\_\_\_  
\_\_\_\_\_
- Hand sanitiser effective against COVID-19 is available to all customers and employees at the following locations: \_\_\_\_\_  
\_\_\_\_\_
- Copies of this Protocol have been distributed to all employees.
- All employees and customers must fill out the contact tracing register located at the following locations: \_\_\_\_\_  
\_\_\_\_\_

## Measures to prevent breaking of physical distancing protocols

- Limit the number of customers (state number) in the facility at any one time which allows for customers and employees to easily maintain at least 1 person 4m<sup>2</sup> (2m<sup>2</sup> for smaller venues) from one another at all practicable times.
- Post an employee at the door to ensure that the maximum number of customers in the facility stated above is not exceeded
- Place markings/stickers on floors to indicate the required 1.5 meters between persons
- Placing per-person limits on goods that are selling out quickly to reduce crowds and lines

## Measures to prevent unnecessary contact

- Providing pre-order options
- Provide contactless pick up option
- Providing one use items (sachets sugar, salt, pepper)
  - Other: \_\_\_\_\_
- Providing for contactless payment systems or, if not feasible, sanitising payment systems regularly.
  - Describe: \_\_\_\_\_

## Measures for cleaning and sanitation

- Disinfecting wipes that are effective against COVID-19 are available
- Employee(s) assigned to clean and sanitise chairs, tables, door handles, walls
- Hand sanitiser or effective disinfectant is available to the public at or near the entrance of the facility,
- Disinfecting all payment equipment, pens, and surfaces surrounding after each use.
- Disinfecting all high-contact surfaces frequently.
- Optional - Describe other measures: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



This checklist is specifically designed for working with physical distancing requirements due the COVID-19 pandemic.

*As each item is completed enter the date in the box, for example 24/07. When all items are finalised the form is to be signed, dated and placed in the staff member's personnel file.*

Date	Manager/Supervisor to discuss with returning or new staff member
	Explain to staff member workplace protocol for: <ul style="list-style-type: none"> <li><input type="checkbox"/> temperature checks and records</li> <li><input type="checkbox"/> symptoms which prevent attendance to the workplace which are:               <ul style="list-style-type: none"> <li><input type="checkbox"/> fever or temperature above <math>\geq 37.5^{\circ}\text{C}</math></li> <li><input type="checkbox"/> sore throat</li> <li><input type="checkbox"/> cough</li> <li><input type="checkbox"/> tiredness</li> <li><input type="checkbox"/> difficulty breathing</li> <li><input type="checkbox"/> fatigue</li> </ul> </li> </ul>
	Explain physical distancing according the Australian Government Health Department: <ul style="list-style-type: none"> <li><input type="checkbox"/> understand maintaining a maximum number of customers for a business at any one time is determined having 4m<sup>2</sup> per patron on average (2m<sup>2</sup> for smaller venues)</li> <li><input type="checkbox"/> maintain a distance of 1.5 metres from others</li> <li><input type="checkbox"/> avoid physical greetings such as handshaking, hugs and kisses or touching of any kind</li> <li><input type="checkbox"/> use tap and go instead of cash</li> <li><input type="checkbox"/> travel at quiet times and avoid crowds</li> <li><input type="checkbox"/> avoid public gatherings</li> </ul>
	Explain the physical distancing protocols in the facility for each area: <ul style="list-style-type: none"> <li><input type="checkbox"/> food service</li> <li><input type="checkbox"/> beverage service</li> <li><input type="checkbox"/> food preparation</li> <li><input type="checkbox"/> food and beverage storage</li> <li><input type="checkbox"/> staff rooms / bathrooms/ change rooms</li> <li><input type="checkbox"/> other</li> </ul>

Date	Manager/Supervisor to discuss with returning or new staff member
	Show employee where signs for physical distancing are placed including: <ul style="list-style-type: none"> <li><input type="checkbox"/> physical distancing for staff</li> <li><input type="checkbox"/> physical distancing for customers</li> <li><input type="checkbox"/> number of customers permitted in the facility</li> <li><input type="checkbox"/> floor stickers/markers to guide physical distancing</li> </ul>
	<input type="checkbox"/> Show employee where sanitiser is placed for use by employees and customers
	Explain and demonstrate: <ul style="list-style-type: none"> <li><input type="checkbox"/> correct hand hygiene and washing</li> <li><input type="checkbox"/> PPE requirements</li> <li><input type="checkbox"/> cleaning processes</li> <li><input type="checkbox"/> cleaning equipment, materials and products</li> <li><input type="checkbox"/> cleaning schedule including frequency of cleaning and allocated staff members</li> <li><input type="checkbox"/> uniform and laundering processes</li> <li><input type="checkbox"/> SDS charts for cleaning chemicals</li> </ul>
	Explain and demonstrate communication with customers such as: <ul style="list-style-type: none"> <li><input type="checkbox"/> verbally inform customers the facility has physical distancing protocols in line with the requirements of the Australian Government Health Department guidelines including refusal of service and requirements of the Industry COVID Safe Plan</li> <li><input type="checkbox"/> refer to the clear, legible and well placed signage outlining the physical distancing protocols of the business</li> <li><input type="checkbox"/> politely direct customer attention to the signs, floor stickers and hand sanitiser</li> <li><input type="checkbox"/> refer non-compliant customers to supervisor or manager</li> </ul>

## ACKNOWLEDGEMENT OF INDUCTION

*I acknowledge my participation in the COVID-19 Induction Process and have an appropriate foundational knowledge of the workplace policies, procedures, systems and processes.*

Staff member's signature:

Date:

Manager's signature:

Date

# COVID-19 Employee Temperature Check Form

<b>NAME</b>	
<b>ADDRESS</b>	
<b>PHONE NUMBER</b>	
<b>EMAIL</b>	
<b>SIGNATURE</b>	<b>DATE</b>

I give consent for \_\_\_\_\_ to record my temperature each day before and after the shift that I am on the premises.

I understand that this is to protect myself, my peers and customers to ensure that we continue to minimize the spread of COVID-19.

\_\_\_\_\_ has my expressed permission to keep this information for the purpose of record keeping during and after the COVID-19 crisis.

<b>Day</b>	<b>Temperature °C</b>	<b>Initial</b>
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

**DATE**

**BUSINESS NAME**

**SIGNATURE**

---

Have you completed the COVID-19 Hospitality Business Blueprint?

Yes  No

---

Have you completed the Retail Food Services Industry COVID Safe Plan?

Yes  No

---

Have your staff completed the COVID-19 Staff Induction?

Yes  No

---

Have your staff completed the COVID-19 Employee Temperature  
Check Form?

Yes  No

---



# Statement of Compliance

This site is operating in compliance with the  
Department of Health and Human Services

## Restrictions on Businesses, Activities and Undertakings Direction

A copy of the COVID Safe Industry Play may be found at :  
<https://www.business.vic.gov.au/coronavirus-covid-19/covid-safe-business/creating-a-covid-safe-workplace>

- This is a COVID Safe site.
- Face coverings must be worn unless exempted.
- Contact details are required for tracing purposes upon entry.\*
- Practice physical distancing.
- Wash your hands regularly.
- Follow the rules and keep us all safe.

SIGNED BY:

DATE:

This does not apply to deliveries, patrons purchasing items over the counter or takeaway.