

# > 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](http://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
<b>Wellbeing of staff and customers</b>	
Exclude staff and customers who are unwell from the premises.	
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.	
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	

## Wellbeing of staff and customers

Display conditions of entry (website, social media, venue entry).

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).

## 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.

Dancefloors are not permitted, except for at a wedding reception where the wedding couple only may dance.

Bookings must not exceed 10 customers (except for weddings, funerals and corporate events). There should be no more than 10 customers at a table.

Reduce contact or mingling between customer groups and tables wherever possible.

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.

Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.

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.

Alcohol can only be consumed by seated customers.

## Physical distancing

Where reasonably practical, stagger start times and breaks for staff members.

Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

Review regular deliveries and request contactless delivery / invoicing where practical.

Introduce strategies to manage gatherings that may occur outside the premises.

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.

## REQUIREMENTS

## ACTIONS

### Hygiene and cleaning

Adopt good hand hygiene practices.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Reduce the number of surfaces touched by customers wherever possible.

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.

Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.

Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.

## 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.

Maintain disinfectant solutions at an appropriate strength and used in accordance with the manufacturers' instructions.

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

Encourage contactless payment options.

## 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.

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.

All venues must register their COVID-19 Safety Plan through [nsw.gov.au](https://nsw.gov.au).

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.