Retail Food Services Industry COVID Safe Plan

For Restaurants, Cafes and Caterers

October 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.

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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&CAs 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&CAs Coronavirus Information Hub for more information.

For businesses who wish to have additional customers on their business premises than the limits set out in the *Roadmap to Easing Restrictions*, and whose business premises are large enough to meet the 4 square metre rule, they will be able to do so if they comply with the strategies and protocols outlined in this Retail Food Services Industry COVID Safe Plan. Compliance with this Plan and its checklists will enable a business to offer their services beyond those prescribed in the Roadmap.

If an event that is outside of the scope of the Retail Food Services Industry COVID Safe Plan, is proposed at a venue. The event must be operated under a site-specific plan or checklist as required under the Industry Framework for Safe Events in Queensland.

The Plan does not replace, or omit, the food safety requirements (including cleaning and hygiene standards) of food businesses under the Queensland Food Act 2006 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.

Where there is an inconsistency between the Restrictions on Businesses, Activities and Undertakings Direction (the Direction) and this industry plan, the Direction will take precedence over the industry plan for the extent of the inconsistency.

INTRODUCTION

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.

- Display the COVID Safe *Statement of Compliance* for the appropriate Plan in each area and implement the Plan's requirements.

- Where an **event** is outside of the scope of the Approved Plan, please refer to the *Industry Framework for COVID Safe Events* which provides further guidance on developing COVID Safe Event Plans. The planned event must be hosted in accordance with the following conditions:

  › **For Outdoor Events**

    › **Fewer than 1,000 people** – must comply with a COVID Safe Event Checklist, no further approval needed;

    › **Between 1,000 and 10,000 people** - must comply with a COVID Safe Event Plan approved by local public health units;

    › **Over 10,000 people** - must comply with a COVID Safe Event Plan approved by the Chief Health Officer.

  › **For Indoor Events**

    › **Fewer than 500 people** – must comply with a COVID Safe Event Checklist, no further approval needed;

    › **Between 500 and 10,000 people** - must comply with a COVID Safe Event Plan approved by local public health units;

    › **Over 10,000 people** - must comply with a COVID Safe Event Plan approved by the Chief Health Officer.

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.

Organisers of events larger than 1000 people for outdoor events or larger than 500 people for indoor events, and operating in compliance with an Approved Plan (other than a COVID Safe Event Plan) must notify the Public Health Unit of the event a minimum of 10 business days before the event by emailing _COVID-19.Industryplans@health.qld.gov.au_.

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.

Where no, or only parts of an event are covered by an Approved Plan, event organisers must develop a COVID Safe Event Plan or use the COVID Safe Event Checklist (if less than 1000 people for outdoor events or less than 500 people for indoor events). The COVID Safe Event Plan should refer to the relevant components of the Approved Plan(s), which are applicable to the respective parts of the event.

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 56 days, store in line with privacy requirements.

- With a Retail Food Services Industry COVID Safe Plan in place:
  › There is to be no more than one person per 2 square metres for venues or spaces of 200 square metres or less
  › There is to be no more than one person per 4 square metres for venues or spaces of 200 square metres or more.
  › Outdoor density requirements relaxed for businesses with a COVID Safe Plan or Checklist to one person per 2m^2 (e.g. outdoor dining, beer gardens and theme parks).
  › 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.covid19.qld.gov.au/__data/assets/pdf_file/0024/127653/COVID-Safe-FAQ.pdf*.

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.

- Workers, members, participants and visitors who have symptoms related to COVID-19 must be excluded from the site.

- Workers, members, participants and visitors who have been to a declared COVID-19 hotspot in the previous 14 days should be refused entry. The list of declared hotspots may be found *here*.

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. For further information please see: *https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy*
- 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

- 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 safe to 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 Checklist*.
- A Statement of Compliance is required to be displayed by each business who opts-in to the Plan.

Section 2
FRONT OF HOUSE/CUSTOMER INTERACTION

OCCUPANCY

Approved COVID Safe Plans are to adopt the following key principles within their Plan:

Physical Distancing

• Physical distancing to be observed, including remaining 1.5 metres away from other persons who are not part the persons household group and regular hand hygiene, as well as avoiding handshaking and other greetings where contact is made.

Occupancy Density Rule

• Premises/venues will manage the occupancy:

 › for all outdoor areas at the venue / premise, for example beer garden areas and outdoor dining areas, to no more than one person per 2 square metres; or

 › for all indoor areas at the venue / premise no more than:

 › one person per 4 square metres for indoor spaces of 200 square metres or more

 › one person per 2 square metres up to a maximum of 50 persons at a time for indoor spaces of less than 200 square metres

 › (Note Libraries, galleries, museums etc must maintain one person per 4 square metres for indoor spaces regardless of size.)

OCCUPANCY MANAGEMENT

Operators of venues / premises must have adequate policies in place to manage and monitor the number of patrons in attendance at the venue/premise at any time so as not to exceed the maximum occupancy allowed under this Plan, considering the different densities allowed for indoor and outdoor areas.

The policy should include measures (for example the use of area-specific ticketing, wristbands, badging, direct supervision of indoor/outdoor entry and exit points) that will be taken to ensure only the maximum allowable patrons within any indoor and outdoor area at the venue/premise at any one time.

Upon request from an Emergency Officer, the operator of the venue/premise must be able to immediately provide the patron occupancy levels at any indoor and/or outdoor area within the venue/premise, to the Emergency Officer.

At all times, the Plan is subject to regulations, guidelines and Public Health Directions issued by the Chief Health Officer, and any changes that may be made to the Queensland Government's Roadmap to easing Queensland's restrictions.

Section 2
FRONT OF HOUSE/CUSTOMER INTERACTION

OCCUPANCY MANAGEMENT *CONTINUED*

Outdoor area definition:

- has fixed or temporary boundaries
- is not fully enclosed, i.e. is open to the elements and natural ventilation (significant amount of natural and unrestricted air movement required for most of the time area is in use)
- can include a veranda, balcony, deck, patio, or similar structure that might be connected to an external wall of a building
- can have a roof, awning, or eave
- may include a rotunda, tarpaulin or shade structure situated in a larger open space.

An outdoor area does not include:

- atriums internal to a building, internal courtyards or similar
- a temporary or permanent marquee, unless marquee walls are lifted for the duration of the event
- a tent, e.g., a circus tent or performance tent.

Use of curtain walls, panel walls or other fittings to fully enclose an area to protect from the elements is considered indoors.

Sometimes Queensland weather may require curtain walls, panel walls or other fittings to be used for short periods to partially enclose an area for patron comfort and safety. If a business is in doubt, it should operate as if it is an indoor space.

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.
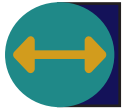
TABLE/SEAT DISTANCE

New rules from 3 July:

- Maximum number of customers for a business at any one time is determined by the 4 square metre rule
- For smaller venues below 200 square metres, businesses can have one person per 2 square metre
- Outdoor density requirements relaxed for businesses with a COVID Safe Plan or Checklist to one person per 2m^2 (e.g. outdoor dining, beer gardens and theme parks).
- In addition: other patrons must be kept separated by a minimum of 1.5 metres at all times, others must remain seated, and they must be provided table service by dedicated staff[1].
- Standing eating and drinking permitted at indoor and outdoor venues with a COVID Safe Plan or Checklist.
- Patrons must be appropriately physically distanced while drinking (irrespective of beverage type) and dining-in.
- Patrons may order, pay and collect food and drinks at a bar or service counter.
- Groups should still be distanced
- Tables, chairs, stools and booth seating must be sanitised after every use.

[1]Reference: *https://www.covid19.qld.gov.au/__data/assets/pdf_file/0024/127653/COVID-Safe-FAQ.pdf*

CUTLERY

- Non-disposable crockery/cutlery/glassware permitted when cleared after each course and washed using a commercial grade dishwasher or glass washer.

HYGIENE

- Make automatic hand sanitisers freely available throughout the business based upon capacity for customer use.
- Hand and respiratory hygiene are to be encouraged
- Frequent environmental cleaning and disinfection must be maintained

Restaurant & Catering

Section 3

DINING IN AND SERVICE

CONDIMENTS/BYO

- No condiments left on tables (including salt & pepper), all serves of condiments should be disposable and not stored or disseminated from a common container.
- No communal water stations.
- BYO or keep cups are allowed to be used where staff can do a 'contactless pour' to reduce the spread of germs.
- 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.

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.
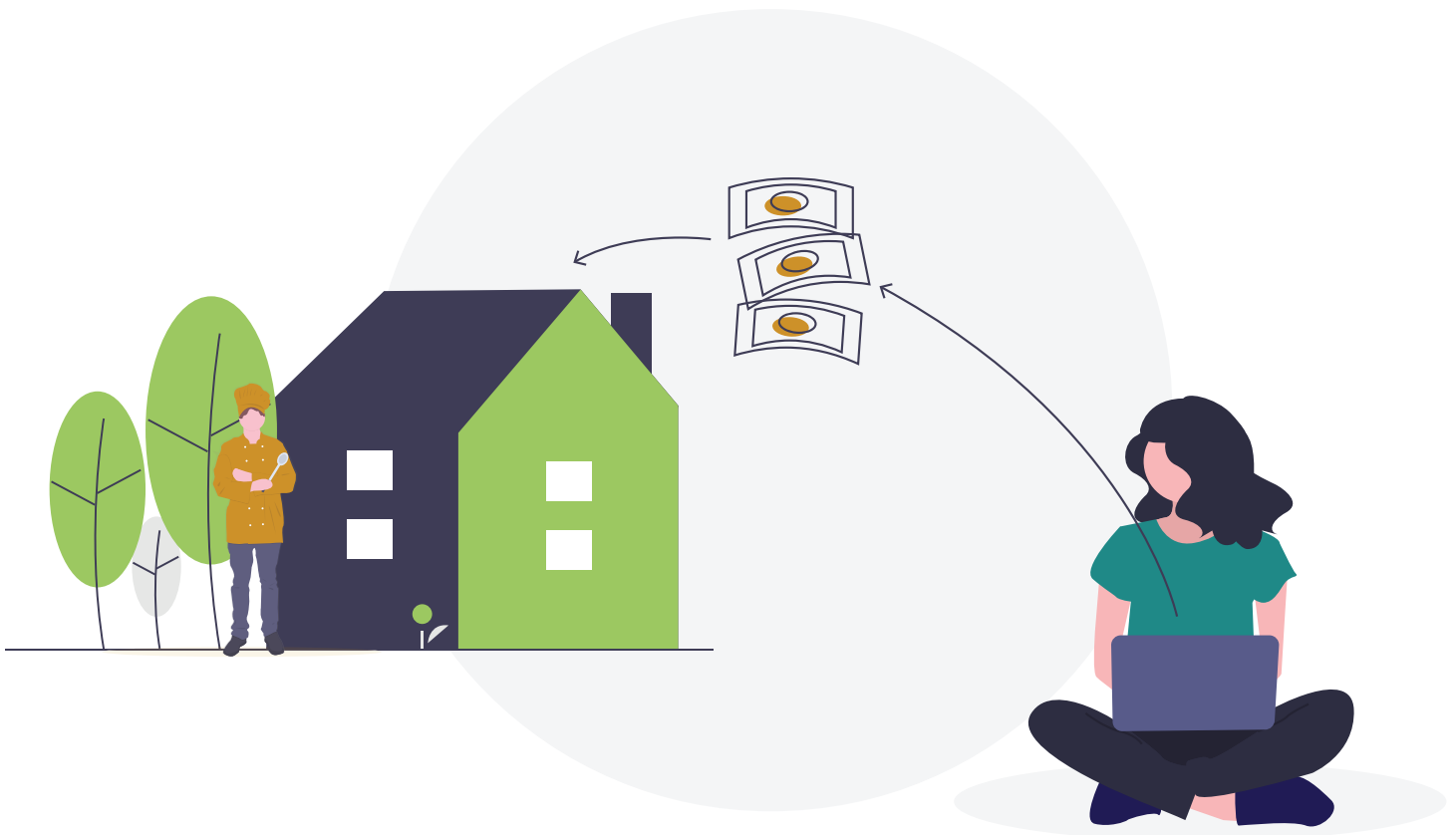
Section 5
STAFF PRACTICES

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 pages 1-3 of *OIR COVID-19 Guide*.

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 disinfectant solutions.

  › Personal items used in the workplace such 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 (refer to workplace cleaning on pages 5-7 of the *OIR COVID-19 Guide*) 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.

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 closed 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. 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/ OIR/QH guidelines for cleaning. 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.
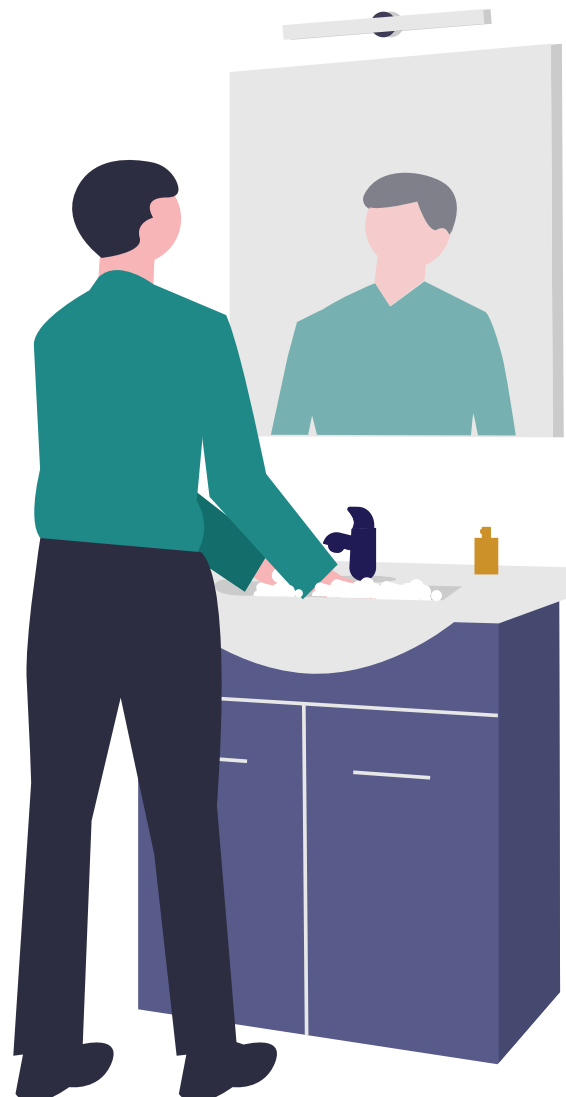
Section 5
STAFF PRACTICES

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. For further detail on how these psychosocial risks may be managed see page 8 of *OIR COVID-19 Guide*.

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 s 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 Workplace Health and Safety Queensland on 1300 362 128 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.
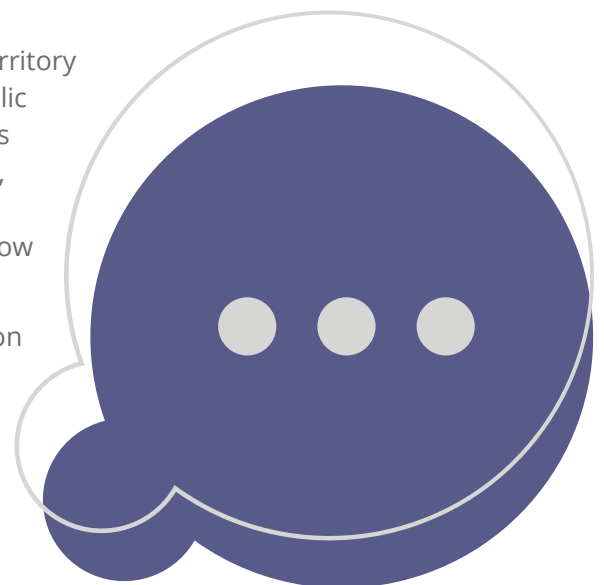
Section 6

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, Queensland Health 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 Workplace Health and Safety Queensland 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. In order for the cleaning to be adequately completed, follow these *guidelines*.

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.

See page 6 of *OIR COVID-19 Guide* for more detail on PPE requirements.

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 felling 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.
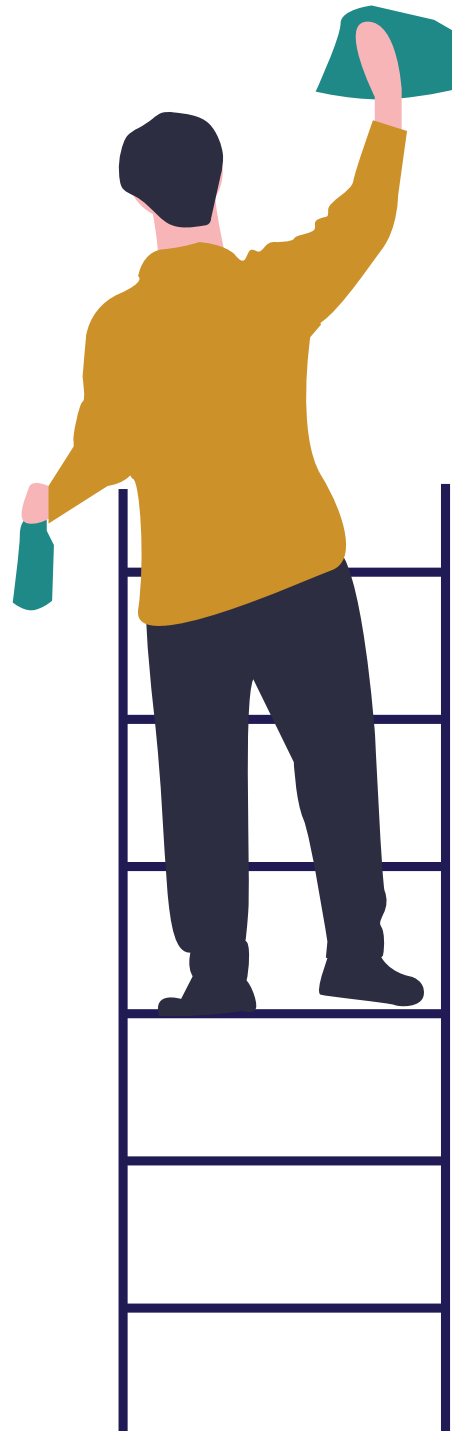
Section 7

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 Queensland Health and be able to provide proof of completion of the course

- The training must be completed within two weeks of a business opening/reopening

- Two training programs have been approved as at 4 June 2020:

    › COVID Safe for Dining In, from TAFE Queensland (free). Available at: *https://tafeqld.edu.au/covid-safe* COVID-19 Hospitality Best Practice Training, from Restaurant & Catering Australia ($24.95 per person). Available at: *https://www.rcatraining.com.au*

    › For further information regarding approved training programs, *click here*.

- 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:

    › Physcial distancing understanding

    › Creating a Physcial 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

For more information, *click here*.

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

COVID-19 Hospitality Business Blueprint

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^2 (2m^2 for smaller venues) from one another at all practicable times.

☐ Outdoor density requirements for businesses with a COVID Safe Plan or Checklist to one person per 2m^2 (e.g. outdoor dining, beer gardens and theme parks).

☐ 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: ☐ temperature checks and records ☐ symptoms which prevent attendance to the workplace which are: ☐ fever or temperature above ≥37.5°C ☐ sore throat ☐ cough ☐ tiredness ☐ difficulty breathing ☐ fatigue
	Explain physical distancing according the Australian Government Health Department: ☐ understand maintaining a maximum number of customers for a business at any one time is determined having 4m^2 per patron on average (2m^2 for smaller venues) ☐ maintain a distance of 1.5 metres from others ☐ avoid physical greetings such as handshaking, hugs and kisses or touching of any kind ☐ use tap and go instead of cash ☐ travel at quiet times and avoid crowds ☐ avoid public gatherings
	Explain the physical distancing protocols in the facility for each area: ☐ food service ☐ beverage service ☐ food preparation ☐ food and beverage storage ☐ staff rooms / bathrooms/ change rooms ☐ other

COVID-19 Staff Induction

Date	Manager/Supervisor to discuss with returning or new staff member
	Show employee where signs for physical distancing are placed including: ☐ physical distancing for staff ☐ physical distancing for customers ☐ number of customers permitted in the facility ☐ floor stickers/markers to guide physical distancing
	☐ Show employee where santiser is placed for use by employees and customers
	Explain and demonstrate: ☐ correct hand hygiene and washing ☐ PPE requirements ☐ cleaning processes ☐ cleaning equipment, materials and products ☐ cleaning schedule including frequency of cleaning ad allocated staff members ☐ uniform and laundering processes ☐ SDS charts for cleaning chemicals
	Explain and demonstrate communication with customers such as: ☐ 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 ☐ refer to the clear, legible and well placed signage outlining the physical distancing protocols of the business ☐ politely direct customer attention to the signs, floor stickers and hand sanitiser ☐ refer non- compliant customers to supervisor or manager

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

NAME	
ADDRESS	
PHONE NUMBER	
EMAIL	
SIGNATURE	**DATE**

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.

Day	Temperature °C	Initial
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Retail Food Services Industry COVID Safe Plan Checklist

Restaurant & Catering

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

Restaurant & Catering

Contract tracing register

The information on this contract tracing register will be securely stored, not used for any other purpose, deleted after 56 days and will be made available to public health officials on request.

BUSINESS NAME:

Date	Sign in time	First name	Last name	Email address	Contact number	Sign out time	Comments