

> HELPING BUSINESS GET BACK TO WORK



30 June 2020

COVID-19 Safety Plan

Effective 1 July 2020

Restaurants and cafes (including food courts)

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

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

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

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

> REQUIREMENTS FOR BUSINESS

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

REQUIREMENTS	ACTIONS
Wellbeing of staff and customers	
Exclude staff and customers who are unwell from the premises.	
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	
Display conditions of entry (website, social media, venue entry).	

REQUIREMENTS	ACTIONS
Physical distancing	
Capacity must not exceed one customer per 4 square metres of space.	
If the premises hosts events such as weddings and/or has an area for dancing, ensure there is adequate room to promote physical distancing. Develop strategies to avoid crowding and to ensure people do not take alcoholic drinks onto the dancefloor. Dancefloors at weddings must be restricted to the wedding couple and wedding party only.	
Ensure no more than 20 customers at a table.	
Reduce contact between customer groups 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.	
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.	
Alcohol can only be consumed by seated customers.	
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.	

Physical distancing

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.

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.

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.

Clean frequently used indoor hard surface areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.

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	
<p>Keep name and mobile number or email address for all staff, dine-in customers (excluding food courts) and contractors for a period of at least 28 days. For groups, one contact is sufficient to support contact tracing. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.</p>	
<p>Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.</p>	
<p>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.</p>	