



Restaurant  
& Catering



# Retail Food Services Industry COVID Safe Plan

*For Restaurants, Cafes and Caterers*

**June 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&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.

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.

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.

## Section 1

# BOOKINGS AND CONDITIONS OF ENTRY

## BOOKINGS/TRACKING

- Pre-bookings and walk-ins must provide details, first name, last name, email address and phone number. This information must be kept for a minimum of 56 days.
- With a Retail Food Services Industry COVID Safe Plan in place:
  - There is a maximum of 20 patrons in each defined area of a venue;
  - This maximum is subject to having four square metres per patron on average which includes indoor and outdoor areas of a venue;
  - If a venue has enough space, it can provide service to its maximum number of patrons determined by the four square metre rule with a maximum of 20 patrons in each room or defined area.
  - For example, each defined area can accommodate a maximum of 20 people provided that the defined area has enough space for 1 person per 4m<sup>2</sup>.
  - For groups of 20 people entering the venue, there will need to be one designated staff member for the group. This group, at time of entry, will be told that their time in the venue and the time that they must exit the venue including payment of bill.
- Without a Retail Food Services Industry COVID Safe Plan in place;
  - Up to a maximum of 20 patrons total for a venue with a COVID-19 Safe Checklist;
  - This maximum is subject to having four square metres per patron on average;
  - This includes all areas of a venue including indoor and outdoor areas.

Reference: [https://www.covid19.qld.gov.au/\\_data/assets/pdf\\_file/0024/127653/COVID-Safe-FAQ.pdf](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

## WAITING AREAS

- Remove waiting area seating, clearly mark on floor social 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 social 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.

From Friday 5 June 2020, under a Retail Food Services Industry COVID Safe Plan venues with more space will be able to go further and allow up to 20 people in each separate area.

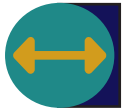
Complete and display [COVID Safe Checklist](#).

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

Section 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 increase the limits of 20 people per business by following the Plan.



### TABLE/SEAT DISTANCE

- For any dining-in service with an applicable Retail Food Services Industry COVID Safe Plan that allows for more than 20 patrons, you must divide your venue into defined areas that will have no more than 20 patrons within them<sup>1</sup>.
- In addition: other patrons must be kept separated from other defined areas by a minimum of 1.5 metres at all times, others must remain seated and stay when in the defined area, and they must be provided table service by dedicated staff for that defined area<sup>1</sup>.
- Tables, chairs, stools and booth seating must be sanitised after every use.



### CUTLERY

- Non-disposable crockery/ cutlery/glassware permitted when cleared after each course and washed 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.



### 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



### 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.
- Business should refuse to accept keep-cups, BYO alcohol bottles or containers for safety reasons.



### 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 only etc Tap&Go, ApplePay etc.
- Where practicable, introduce plexiglass barriers at tills and counters as an additional level of protection for staff.
- 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](#).
- To be clear although the plan states there must be one designated staff member for each group this does not prevent the provision of additional staff to provide relief for breaks etc.

### CLEANING

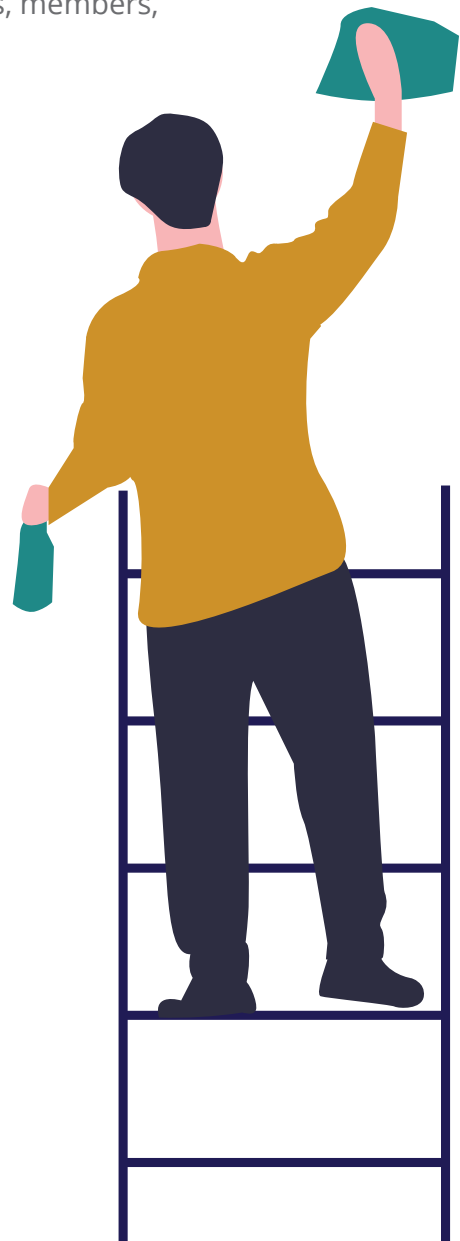
- Usual cleaning schedules will need to be increased.
  - › Frequently touched surfaces (such as handrails, scanners, plant controls, machinery and doors) should be cleaned regularly using appropriate detergent solutions. Once cleaned, they should be disinfected regularly using appropriate disinfectant 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**

- Alcohol-based hand sanitiser should be made available. The workplace should 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 should be 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.

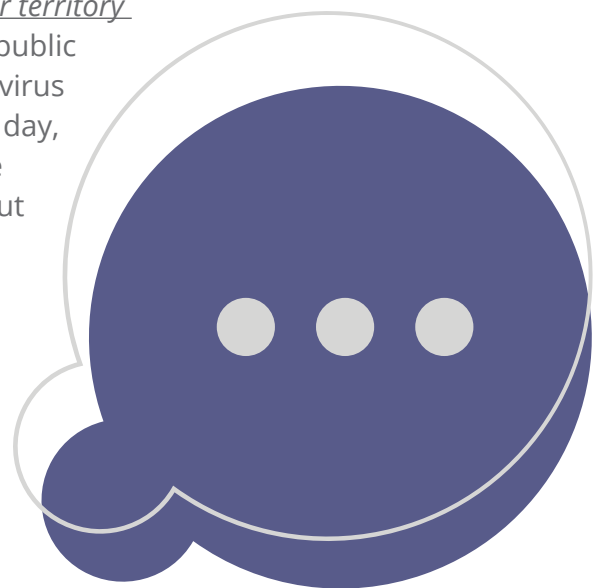
You must always continue to meet your WHS duties. This may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others in your workplace (such as customers) contracting COVID-19.

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. Temperature checks are not required.

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

## 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 SOCIAL 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://www.covid19hospitalitytraining.com.au>
  - › COVID-19 Hospitality Best Practice Training, from Restaurant & Catering Australia (\$24.95 per person). Available at: <https://www.covid19hospitalitytraining.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:
  - › Social Distancing understanding
  - › Creating a Social Distancing Plan (SDP) to suit your organisation
  - › Staff Induction for working during COVID-19
  - › Working during COVID-19
  - › Managing customers during social 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 social 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 adhere to social distancing plans  Yes  No

Contact person or employer

Signature *RL Bawden*

**BUSINESS NAME**

**ADDRESS**

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

**Signage** *RL Bawden*

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 social distancing requirements
- signage posting a copy of the Social 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 social 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> 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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_