

> HELPING BUSINESS GET BACK TO WORK



30 May 2020

COVID-19 Safety Plan

Restaurants and cafes

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 or advice changes.

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

Provide as many action items as possible for each requirement.

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).	
Physical distancing	
Capacity must not exceed 50 customers per separate existing seated food or drink area; or one customer per 4 square metres of space on the premises, whichever is the lesser.	

REQUIREMENTS	ACTIONS
Weddings are permitted to book for a maximum of 20 guests (excluding the couple, the persons involved in conducting the service and the photographer and the videographer). Funerals and memorial services are permitted to book for a maximum of 50 mourners (excluding the persons involved in conducting the service).	
No more than 10 customers at a table (except for gatherings after a wedding, funeral or memorial service).	
Consider a time-based booking system, with phone or online options to limit the number of people entering the premises or waiting outside.	
Reduce contact between customer groups.	
Move or remove tables and seating to support 1.5 metres of physical distance.	
Reduce crowding and promote physical distancing with markers on the floor.	
Where possible, ensure staff maintain 1.5 metres physical distancing 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.	
Avoid group singing and wind instruments (such as flute, oboe or clarinet). Solo singers should maintain at least 3 metres physical distance from other people.	

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	
Ensure bathrooms are well stocked with hand soap and paper towels.	
Reduce the number of surfaces touched by customers.	
No self-serve buffet style food service areas, communal bar snacks, communal condiments, or hookahs allowed.	
Clean cutlery and tableware with detergent, or with a commercial grade dishwasher if available.	
Menus must be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue.	
Clean frequently used 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 use 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.	
Record keeping	
Keep name and mobile number or email address for all staff, dine-in customers and contractors for a period of at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.	
Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.	