

# > HELPING BUSINESS GET BACK TO WORK



30 June 2020

## COVID-19 Safety Plan

*For Restaurant*

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](http://nsw.gov.au)

#### BUSINESS DETAILS

**Business name:** Newmarket Restaurant and Heroic Cafe  
**Plan completed by:** David Criss  
**Approved by:** David Criss

### > 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.	Ensure all staff or guests on premises are aware that they should not attend work or an event if they feel unwell. Where applicable use a temperature check.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Staff training provided per Accor's ALLSAFE learning modules and on the job coaching through management team.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	All staff are aware of their leave entitlements and relevant requirements for isolation should they come in contact with COVID 19 known sources/cases.
Display conditions of entry (website, social media, venue entry).	Conditions of entry displayed at main entrance for all guests as well as displayed on social media channels and website per our ALLSAFE program.

**REQUIREMENTS****ACTIONS****Physical distancing**

Capacity must not exceed one customer per 4 square metres of space.

Measurements taken as per CAD drawings and relevant spaces have been confirmed with 4x4sqm rule spacing. See C&E Sales team if you are unsure of spacing requirements.

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.

Events are not hosted in the Restaurant and cafe

Ensure no more than 20 customers at a table.

Group size is limited to 10 guests as per new Health Order

Reduce contact between customer groups wherever possible.

Tables are left vacate to ensure adequate spacing. Group aren't required to interact.

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.

Tables are left vacate to ensure adequate spacing. Group aren't required to interact.

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

Floor markers are used separate patrons while queuing. No bar service is available. Table service only.

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.

Staff canteen is set up with physical distancing in mind. Staggered meal breaks to ensure they do not break in groups.  
Available where

Alcohol can only be consumed by seated customers.

Only table service is available and patrons must be seated to consume alcohol.

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

Start and break times are staggered where possible. Staff are split to work different meal periods.

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

Plexiglass barriers are used at the reception area and at the cafe.

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

Contactless delivery is in place. Invoice is generally done on line through our purchase system.

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

The premises are situated away from the flow of the general public. patrons numbers do not pose an issue of outside gatherings.

### 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.

Not applicable. the venue does not allow singing and dancing.

## REQUIREMENTS

## ACTIONS

### Hygiene and cleaning

Adopt good hand hygiene practices.

Signage and hand sanitisers in place in and around premises.

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

All bathrooms stocked and checked every hour. Hand sanitisers installed in bathrooms.

Reduce the number of surfaces touched by customers wherever possible.

Touch points are limited to the table the patrons occupy. Tables are cleaned and sanitized between sittings.

No self-serve buffet style food service areas, communal bar snacks, communal condiments, or hookahs.

No buffets are available. Condiments are available in individual serves on request.

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

A commercial grade dishwasher is used for Crockery and cutlery with temperatures set per health standards. Linen is commercially laundered.

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

Menus are single use.

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

Cleaning measures in place as per ALLSAFE procedures. High traffic areas cleaned every 30 minutes. Full cleaning of restaurant and cafe done each night.

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

Commercial grade disinfectant and cleaners are used per All Safe standards.

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

All service and cleaning staff wear gloves and masks.

Encourage contactless payment options.

Contact less payment is encourage by signage at each register.

REQUIREMENTS	ACTIONS
<p><b>Record keeping</b></p> <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>	<p>Pre-registration available via QR Code at arrival to event to ensure all attendees are tracked. registration information is electronically stored.</p> <p>Staff are aware of the Covid app and encourage to download. Staff are briefed on the importance of contact tracing.</p> <p>Contact to be General Manager and Front Office Manager.</p>