

**1<sup>st</sup> July 2020**

## **SUMMARY OF THE DIRECTIONS FOR RESTAURANTS, FAST FOOD OUTLETS AND COFFEE SHOPS.**

For further detail refer to the Department of Employment & Labour, Direction No.639 of 4 June 2020

For further detail refer to the Department of Tourism, Direction No.356 of 29 June 2020

### **1. RECORDS TO BE KEPT:**

- Daily record of – full names, ID or passport number, nationality, nature of position (temporary, casual, or permanent), residential address and cell phone # of employees, delivery persons (including 3<sup>rd</sup> party delivery agents).
- Record of every delivery including name and address of the person to whom the delivery is made.
- Records to be kept for duration of the national state of disaster and for a period 6 weeks after the end of the state of disaster.

### **2. SCREENING, SANITISATION AND PPE:**

- As far as practicable minimise the number of employees at the workplace at any given time through rotation, staggered working hours, shift systems or similar measures in order to achieve social distancing.
- Every employee and delivery person is screened on arrival for shifts and on departing after shifts.
- Symptom screening to ascertain whether employees have any symptoms associated with COVID-19, namely:
  - Sore throat
  - Cough
  - Shortness of breath or difficulty breathing
  - Loss of smell or taste
  - fever
  - Body aches
  - Redness of eyes
  - Nausea
  - Vomiting
  - Diarrhoea
  - Weakness or tiredness
  - Temperature screening - <37.5°C
- Ensure that workplace, delivery transport and containers are regularly cleaned and sanitised.
- Provide employees with masks to wear (*does not stipulate cloth or surgical masks*) and hand sanitiser.
- Ensure that all employees wear relevant PPE.
- Ensure that all delivery persons sanitise before and after handling cash or card payment.
- Ensure that employees and delivery persons practice hand washing -
  - when an employee or a delivery person arrives at a restaurant, fast food outlet or café /coffee shop;
  - before and after every delivery;
  - after touching shared surfaces;
  - after a meal or a break;

- after a bathroom break;
- after cleaning the restaurant, fast food outlet or cafe;
- when the employees and delivery persons leave at the end of a shift;
- ensure that where hand washing is impractical, the employees and delivery persons sanitise regularly and sanitise regularly the surface on which they work and the delivery vehicle.

### **3. SOCIAL DISTANCING:**

- Employees and delivery persons must always maintain a distance of at least one and a half meters apart.
- Employees working in scullery areas and using hand wash basins must do so one at a time.
- Employees that work in clearly defined areas must stay in their area as far as possible.
- Employees must move about using clear pathways to minimise close contact with each other.
- Where contact between employees takes place, employees must wash their hands and go back to safe spacing as quickly as possible.

### **4. MEAL COLLECTIONS:**

- Ensure that an area is demarcated for the collection of orders for delivery that is separate from the place where food is prepared.
- Ensure that a contactless pick-up zone for customers' orders that are ready to be collected is designated.

### **5. DELIVERIES:**

- When taking an order from a customer the customer must be informed to:
  - Wear a mask when accepting deliveries from the delivery person.
  - Sanitise their hands after handling the package.

### **6. SIT-DOWN RESTAURANTS**

Restaurants, fast food outlets and coffee shops must:

- Conduct a screening questionnaire and take all necessary precautionary measures to protect the person and other persons on the premises.
- Politely deny access to premise if the customer does not meet the safety screening requirements.
- Not allow access to the premises if the customer is not wearing a cloth mask or homemade item that covers the nose and mouth.
- Ensure that customers / guests always wear a mask except when eating or drinking.
- Ensure that customers are sanitised before entering the premises.
- Demarcate in a visible manner a distance of a line of at least 1.5 (one and a half) meters - from the point of sale or serving counter towards the guest or customer; between customers or guests queuing next to each where two payment tills are opened.
- Ensure that customers queue at least one and a half meters apart behind each other or sideways.
- Remove excess chairs, stools, and tables to enlarge the floor space while reducing and spreading the seating capacity to enforce a distancing of 1 ½ meters between customers.
- Consider a reservation system to manage demand and help ensure that capacity limits are adhered to.

## **7. FOODSERVICE:**

- No self-service buffets may be offered.
- Food may only be plated and /or provided in covered single portions.
- Customers may pick up pre-portioned items and any other buffet service should be handled by food service employees from behind a Perspex or similar protective shield.
- Menus must be replaced with non -touch options or sanitised after each guest use.
- Tables must be sanitised before and after each guest use.
- Where possible and for instance while taking orders, waiting staff must stand at least a meter from tables.
- Where possible, tablecloths should be removed from tables. Only essential items such as salt and pepper, should remain on tables and be sanitised after each guest.
- Items on waiting stations must be minimised.
- Clearing and cleaning systems with designated containers for different items and sealable refuse containers for food waste must be implemented and used.

## **8. KITCHENS:**

The following measures must be implemented:

- Workstations must be demarcated to indicate the physical spacing required and Perspex or similar protective shields may be used to separate facing and side -by -side stations.
- Equipment must be sanitised frequently using surface sanitisers. Handles, knobs, dials, switches and static equipment and utensils, pots and pans, and receptacles must undergo more frequent hot washing.
- Kitchen equipment and guest crockery and cutlery must be washed separately both on deep, high temperature wash cycles.
- The exterior of any packaged food item, not completely used up, and of all containers of food, must be sanitised with wipes after each use.

## **9. GOODS RECEIVING / LOADING BAYS:**

The following measures must be implemented:

- Every supplier who enters a business premises must have their temperature taken, be screened for COVID -19 symptoms, be entered into a register of visitors and undergo sanitising in a procedure similar to that of employees.
- Employees manning the loading and off -loading must wear shoes protection/gum boots, protective boiler suits, aprons or gowns, and wash hands frequently between and before and after each delivery or offload.
- All goods must be fully sanitised before entering the stores and refrigerators.
- The entire receiving area, and all surfaces must be sanitised at regular intervals.

## **10. TRAINING:**

The employer must regularly provide information and train employees and delivery persons on the COVID-19 health protocols issued by the Minister of Health from time to time, including protocols on the following:

- The procedures related to the use, reuse and wearing of masks.
- The use of Personal Protective Equipment (PPE).

- Keeping physical distance – social distancing.
- Basic hygiene practises including the washing of hands.
- Regular cleaning and disinfecting of equipment and surfaces.
- Contactless operations.
- Package handling.
- Handling of orders and delivery to customers.
- Inform employees, delivery persons on the responsibility to advise the employer if they are tested positive for COVID -19 or have been in contact with someone who is COVID-19 positive.

You may also contact Jane Russill, our Quality & Risk Executive at [Jane.Russill@bidfood.co.za](mailto:Jane.Russill@bidfood.co.za) for general advice.