

STANDARDS OF OPERATION: REOPENING COVID-19

ALL RESTAURANTS THAT OPEN FOR SIT-DOWN MUST ENSURE THE FOLLOWING IS IN PLACE:

GENERAL STANDARDS



APPOINT A COVID-19 SAFETY OFFICER

The restaurants appointed COVID-19 Safety Officer must be thoroughly trained on the COVID-19 pandemic and all the directions for sit-down restaurants. The COVID-19 Safety Officer monitors and maintains all directions and standards. All employees to be trained before opening.



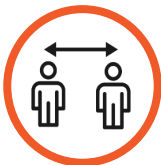
ANYONE WHO ENTERS THE RESTAURANT MUST WEAR A MASK

All employees, patrons, suppliers, delivery agents and visitors to wear a cloth or other suitable mask at all times, except while eating and drinking. Where offering deliveries, the customer must be informed to wear a mask & sanitise hands before and after handling the package.



TEMPERATURE CHECKS AND SYMPTOM SCREENING

All employees, patrons, suppliers, delivery agents and visitors must complete the Health Status Check for COVID-19 symptoms and have their temperature checked on entry and exit where applicable and required per Government Directions. $> 37.5^{\circ}\text{C}$ is a concern and action must be taken. All names and contact details to be obtained and recorded for contact tracing purposes. Retain records for a period of 6 weeks after the end of the national state of disaster.



PUT SOCIAL DISTANCING MEASURES IN PLACE

Ensure that the space between any persons in the restaurant is always a minimum of 1.5 metres. Use stickers and tape to help mark out areas.



SET UP A COLLECTION AREA

Where applicable, ensure that an area is demarcated for the collection of orders for delivery that is separate from the place where food is prepared. Also ensure that a contactless pick up zone for customers whose orders are ready to be collected is designated.



KEEP EVERYONE INFORMED

All employees, patrons, suppliers, delivery agents and visitors are to be adequately informed, via leaflets, signs, posters, apps and/or briefings of the COVID-19 operating directions, why they are necessary and how they affect them.

EMPLOYEE STANDARDS

ALL RESTAURANT EMPLOYEES TO ADHERE TO THESE STANDARDS

All employees to be provided with and to wear masks, and have access to hand sanitiser.

All employees to be trained on the COVID-19 pandemic, directions and standards.



BACK OF HOUSE STANDARDS

RECEIVING OF PRODUCT



Take and record supplier temperatures. Screen suppliers for any symptoms. >37.5°C is a concern.



Suppliers to use hand sanitiser on entry and when handling product.



When loading or offloading, suppliers and employees should wear the correct protective gear.



Employees to wash their hands before and after every delivery.



Allow one supplier to enter the restaurant at a time.



Ensure social distancing of 1.5 meters in the BOH areas.



All goods to be sanitised before being packed away.



All BOH surfaces and containers for delivery to be sanitised regularly.

CLEANING AND SANITISING



- Appropriate effective disinfectant surface cleaners are to be used and must be available in all sections. Hand sanitisers must be 70% alcohol. Appropriate food safe cleaners are to be used on all kitchen equipment.
- Sanitise high touch points regularly. These include, fridge doors, chopping boards, all work tops, scales, mixing bowls. Make sure these are being sanitised after each use / every 20 minutes.
- All equipment, surfaces, and facilities to be cleaned and disinfected after every shift.
- All fridges and freezers, including walk ins, to be emptied and sanitised at the end of the day.
- Equipment must be sanitised frequently using surface sanitiser. Utensils, crockery, pots and pans should undergo more frequent hot washing.
- High temperature dishwashing settings should be used at 55-60 °C with rinse at +/- 85 °C.

FRONT OF HOUSE STANDARDS

THE PATRON EXPERIENCE



Take and record your patrons temperature. $>37.5^{\circ}\text{C}$ is a concern and action must be taken.



All patrons to sanitise their hands before entering.



All guests to wear masks, except when eating and drinking.



Set-up patron waiting areas in case you run a queue. Ensure social distancing of 1.5 meters.



Tables to be 1.5 meters apart. Tables to be numbered.



Waiters to stand 1 meter from the table.



Use non-touch, online menus or single-use menus.



Reduce the amount of items that are placed on the table.



Sanitise all items before taking them to the table.



Encourage contactless payment.



No buffets.



No alcohol to be served as per the latest government directions.

CLEANING AND SANITISING



- All surfaces which patrons or employees come into contact with must be sanitised regularly.
- All tables, chairs, condiments and other items to be sanitised before and after each visit.
- All FOH employees to wash their hands every 20 minutes.
- Appropriate effective disinfectant surface cleaners are to be used and hand sanitisers must be 70% alcohol.

EMERGENCY GUIDELINES

WHAT TO DO IF AN EMPLOYEE SHOWS COVID-19 SYMPTOMS



Isolate the employee member that is showing symptoms and issue a surgical mask.



Arrange for the employee to self-isolate or to go for a COVID-19 test at the nearest medical facility or testing station.



Sanitise and disinfect the employees workstation.



Have a contact list of all nearby medical facilities, testing stations and the NICD.
(Tel: 0800 029 99)



Assess all other employee's exposure. If all COVID-19 controls in place, allow employees to continue working with a cloth mask and monitor health for 14 days.

WHAT TO DO IF AN EMPLOYEE TESTS POSITIVE FOR COVID-19



All employees exposure and risk to be assessed.

- High Risk Exposure – No PPE (masks), no controls in place: then employee to self isolate for 14 days.
- Low Risk Exposure – PPE (masks), controls in place: then monitor employee health for 14 days, can continue working.



Disinfect the COVID-19 positive employees workstation and all contact surfaces immediately.



Continue operation. Maintain cleaning procedures as planned.



COVID-19 positive employee to undergo medical evaluation confirming fitness to work before returning to duty after 14 days of self-isolation.