

> HELPING BUSINESS GET BACK TO WORK



23 July 2020

COVID-19 Safety Plan

Effective 24 July 2020

Restaurants and cafes (including food courts)

Venues must have a COVID-19 Safety Plan for each food and drink area. There should be no contact between customers or staff from different food and drink areas.

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

BUSINESS DETAILS	
Business name:	NOAH'S on the beach
Plan completed by:	Management Team
Approved by:	Debera Mackenzie

> 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.	Signage is displayed throughout the hotel for guests, contractors and staff advising if you are unwell you must leave the hotel. If any staff or a patron appear unwell, we will ask them if they are unwell and take their temperature. If they are unwell, we will ask them to leave the hotel. All staff have their temperature taken and recorded at the start of each shift.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning. Train staff in the process of how to collect and store contact details of patrons if your venue is dine-in.	Information has been distributed to our team via their newsletter and they are reminded by signage at the hotel. We have also trained staff as the conditions change and provided online training programs. Staff must be trained on collecting patron data.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Information has been distributed to our team via their newsletter

Wellbeing of staff and customers	
Display conditions of entry (website, social media, venue entry).	Conditions of entry are displayed at entry points and throughout the hotel, on our website, online listings and confirmations
<p>Venues must assign one staff member as a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping.</p> <p>If the venue has a capacity of 250 patrons or more, the identified Safe Hygiene Marshall/s must always be present while the venue is operational; for venues with a capacity of less than 250 patrons, the identified Safety Marshall/s must be present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).</p>	A COVID 19 Safe Hygiene Marshal will wear an orange vest and badge and will be present during peak operational periods. They will ensure all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping. All staff should also monitor distancing and assist the Marshal as required.

REQUIREMENTS	ACTIONS
Physical distancing	
Capacity must not exceed 300 patrons, or the number allowable by one customer per 4 square metres of space, whichever is the lesser.	Capacity of no more than 180 for Restaurant and Functions patrons at the hotel based on restaurant and function space size allowing 4sq metres per customer
Dancefloors are not permitted, except for at a wedding reception where the wedding couple only may dance.	We will not have a dance floor and will only allow the Bride and Groom to dance.
Bookings must not exceed 10 customers (except for weddings, funerals and corporate events). There should be no more than 10 customers at a table.	There will be no more than 10 customers at a table. No bookings will be taken for more than 10 customers except for weddings, funerals and corporate events.
Reduce contact or mingling between customer groups and tables wherever possible.	We will space timings of bookings and manage diners arrivals and seating to minimise contact with others and mingling as much as possible.
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. Groups of friends may not necessarily all be household-like contacts and so may require additional space at a table so that they can physically distance.	All our seating/tables will be separated by 1.5 metres. Only group bookings will be seated together and we will provide extra spacing at the table if they are not close contacts
Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.	We will focus on managing crowding and have markers on all floors where queues may form
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. If a premises has multiple food and drink areas, staff should work in an assigned area and not work across different areas.	Where possible we will ensure adequate spacing at workstations. Staff will work in assigned food and drink areas and not across different areas where possible
Alcohol can only be consumed by seated customers.	We will only serve alcohol to customers to consume whilst seated

Physical distancing	
Where reasonably practical, stagger start times and breaks for staff members.	When able we will stagger start times and breaks for staff
Consider physical barriers such as plexiglass around counters with high volume interactions with customers.	We have installed secondary tables in front of counters to distance our team from customers
Review regular deliveries and request contactless delivery / invoicing where practical.	We have requested contactless delivery and invoicing when practical
Introduce strategies to manage gatherings that may occur outside the premises.	We discourage gatherings immediately outside of our premises and monitor this during events to ensure RSA and avoid unacceptable noise and disturbance
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. Group singing should be avoided.	We will avoid high energy dance, as well as singing and wind instruments and if requested we will assess if they can be undertaken safely

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	Hand hygiene is promoted on signage throughout the hotel and to staff in newsletters and on signage
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.	All bathrooms are well stocked with soap and air dryers/paper towels. Sanitiser is readily available in public areas
Reduce the number of surfaces touched by customers wherever possible.	We have removed candles, placemats and condiments from the tables
No self-serve buffet style food service areas, communal bar snacks, communal condiments, or hookahs. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.	We have changed buffet breakfast to a la carte and taken out buffet style food service areas. For tea/coffee machine, we will provide sanitiser and regularly clean the area. If a share item is required tongs will be provided.
Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.	Cutlery and tableware is all washed in a commercial grade dishwasher
Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.	Menus are laminated and sanitised following each use. Single use menus may also be utilised for groups.

Hygiene and cleaning	
Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. Clean tables, chairs and any table settings between each customer. If using a paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use.	All frequently used indoor hard surface areas are cleaned with detergent at least daily and sanitised at least daily. Tables, chairs and menus are cleaned between each customer and other surfaces on each change of shift. If pens are used by a guest they are disinfected after use.
Maintain disinfectant solutions at an appropriate strength and used in accordance with the manufacturers' instructions.	Disinfectant is used as per instructions provided by Castle Chemicals
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	Cleaning staff wear gloves, all staff use good hand hygiene regularly. This is monitored by management.
Encourage contactless payment options.	We have signage asking guests to pay by contactless credit card only.

REQUIREMENTS	ACTIONS
Record keeping	
Keep name and contact number for all staff, dine-in customers (excluding food courts) and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.	All staff sign in to a time and attendance system (timetarget), all food & beverage guests and contractors sign in using myguestlist through a QR code. These systems produce databases showing names, contact and time of arrival.
It is the role of the COVID-19 Safe Hygiene Marshall to ensure the accuracy and legibility of records.	
Paper sign-in is permitted, but premises must digitise these within 24 hours and provide immediately on request. QR Code sign-in is encouraged.	
Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.	We have asked our team to all download the app in our staff newsletter. Signage is displayed in the hotel to encourage guests and staff to download the app.
All venues must register their COVID-19 Safety Plan through nsw.gov.au.	We have registered as having a safety plan through nsw.gov.au. We have 3 safety plans: Hotels & Accommodation Conferences, functions and corporate events Restaurants & Cafe's
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.	If we were to be contacted by NSW Health regarding a positive case of COVID19 at NOAH'S we would cooperate with them and notify SafeWork NSW on 131050.