

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**



## Your COVID-19 Safety Plan

Restaurants and cafes (including food courts and other food and drink premises)

### Business details

Business name	Jonahs on the beach Restaurant at NOAH'S on the beach
Business location (town, suburb or postcode)	Newcastle East
Completed by	Jake Relf
Email address	<a href="mailto:sales@noahsonthebeach.com.au">sales@noahsonthebeach.com.au</a>
Effective date	7 December 2020
Date completed	7 December 2020

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### 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.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning. Train staff in the process of how to collect and store contact details of patrons if your venue is dine-in.

'COVID-19 awareness for food service' is a free, voluntary online course which covers all measures required to become a COVID Safe retail and food service business in NSW. It is available through the NSW Food Authority website [foodauthority.nsw.gov.au/covid-training](https://www.foodauthority.nsw.gov.au/covid-training)

Information has been distributed to our team via their newsletter and they are reminded by signage at the hotel. We continue to train staff onsite and also provide online training programs. Staff are all trained on collecting patron data. All staff have completed an online COVID Safety at work course.

**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 on leave entitlements

**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

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 physical distancing, cleaning and ensuring the accuracy of record keeping. If a venue has more than one separate area, there must be a COVID-19 Safe Hygiene Marshal in each separate area.

The identified Safe Hygiene Marshal/s must always be present when there are more than 250 patrons at the venue. If there are less than 250 patrons at the venue, it is recommended that the identified Safe Hygiene Marshal/s should be present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).

Food courts are exempted from the requirement for a COVID-19 Safe Hygiene Marshal, but should still have strategies in place to ensure the venue COVID-19 Safety Plan is implemented.

A COVID 19 Safe Hygiene Marshal is assigned and will wear an orange vest and badge

whenever food and beverage areas are operating. 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 will also monitor distancing and assist the Marshal as required.

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## **Physical distancing**

**Capacity must not exceed one customer per 2 square metres of publicly accessible space. The density limit does not apply if there are 25 customers or less at the premises. Children count towards the capacity limit.**

we will allow no more than 1 person per 2 square metres and our maximum capacities will not be exceeded, our restaurant can be expanded by opening movable walls as follows:

- o Restaurant/Bar without extension - 110 persons
- o Restaurant/Bar expanded Pac West - 150 persons
- o Restaurant/Bar expanded Pac West & East – 190 persons
- o Restaurant/Bar expanded Pac West/East & Promenade - 250 persons
- o Restaurant/Bar expanded Pac West/East/Promenade & Prelude - 280 persons
- o Total number of persons on ground floor 280

**Capacity on dancefloors must not exceed one person per 4 square metres to a maximum of 50 people indoors, or 500 people outdoors.**

no dancefloor in restaurant - Weddings, Functions & Conferences have their own safety plans which will be followed.

**Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for this event.**

We will follow individual safety plans for weddings and wakes. We will only allow the maximum number of guests permitted by the current health order at the time the event is held

**Reduce contact or mingling between customer groups and tables wherever possible.**

We will offer table service where possible for drinks to minimise mingling in the restaurant and at events. Signage throughout the hotel encourages social distancing,

remaining seated and minimising mingling . A COVID Marshall will monitor this.

**Support 1.5m physical distancing where possible, particularly at points of mixing or queuing such as bars, toilets and entrance and exit points. There should be 1.5m physical distance between seated groups where practicable.**

Where practicable we will support 1.5 metres physical distancing. Markers are in place to maintain 1.5m physical distance wherever queuing may occur.

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

Markers are in place to encourage social distancing at restaurant reception counter and entry areas to the restaurant and function rooms. We are providing drinks table service where possible to minimise crowding and eliminate mingling.

**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 staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.**

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. If staff have to work between areas in a hotel they will wear a mask and sanitise before entering and after leaving.

**In indoor areas, alcohol can only be consumed by seated customers. Alcohol should not be taken onto dancefloors.**

We are providing drinks table service wherever possible to minimise crowding and eliminate mingling. Signage advises guests that alcohol can only be consumed whilst seated and this is reinforced by staff and COVID Safe Marshal.

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

Where possible we will stagger start times and breaks for staff members.

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

We have secondary counters at our reception counters to ensure distancing.

## **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

**Up to 50 performers can sing indoors with no cap on performers outdoors. All singers should face forwards and not towards each other, have physical distancing of 1.5 metres between each other and any other performers, and be 5 metres from all other people including the audience and conductor. It is recommended that audience members and congregants older than 12 wear masks if singing or chanting.**

Any performers will have physical distancing of 1.5 metres between each other and be 5 metres from all patrons and staff.

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## **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. Sanitiser is offered in all public areas.

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

All bathrooms are well stocked with hand soap and paper towels or hand dryers and have hand hygiene signage

### **Reduce the number of surfaces touched by customers wherever possible.**

We have reduced the number of ancillary items on tables where possible

No self-serve buffet style food service areas, communal bar snacks, communal condiments, or shared hookahs. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.

*Note: under the Smoke-Free Environment Act 2000, smoking, including use of hookahs, is not permitted in certain public places including 'enclosed public places' and 'commercial outdoor dining*

*areas' (within the meaning of the Smoke-Free Environment Act 2000).*

We will have no self serve buffet style food service. For tea/coffee machine, we will provide sanitiser and regularly clean the area. If a share item is required tongs will be provided. Salt and pepper shakers will be cleaned between customers if used. All food and beverage service items are provided individually to each customer.

**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

**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 touch points and indoor hard surface areas are cleaned at least twice a day but most are cleaned frequently throughout the day . Tables, chairs and menus are cleaned between each customer and desk 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 use 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 encouraging guests to pay by contactless credit card

**In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

Our air conditioning systems are maintained regularly and maximise the intake of outside air.

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## **Record keeping**

Keep a record of the name, contact number and entry time for all staff, dine-in customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. It is the role of the COVID-19 Safe Hygiene Marshal to ensure the accuracy and legibility of records. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

*Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.*

All staff scan on and off shift using our Time and Attendance system, time target. Restaurant Guests, contractors and suppliers scan in using [gquesthq.com.au](http://gquesthq.com.au) through a QR code or via the Service NSW App. The COVID Safe Marshal monitors this and all staff are trained to assist guests and ensure this is done.

**Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](http://nsw.gov.au)**

The QR code systems we used store the data securely and we can only access it if contact tracing is required, being [gquesthq.com.au](http://gquesthq.com.au) and the Service NSW app

**Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.**

We have encouraged 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

**Except for food courts, all venues must register their business through nsw.gov.au. Food courts should consider registering their business through nsw.gov.au.**

We have registered as having a safety plan through nsw.gov.au We have multiple safety plans: Hotels & accommodation, Conferences, functions and corporate events, Restaurants & Cafes & Weddings

**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 COVID 19 at NOAH'S we would cooperate with them and notify SafeWork NSW

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes