

## **CONTACT DETAILS**

R&CA hope this document and associated resources helps you to set a roadmap to allow dine-in back for your venue. This Retail Food Services Industry COVID Safe Plan and associated resources, are designed to provide you and your customers with a greater degree of certainty as to what is expected in a post COVID-19 world.

R&CA, as your peak body is available to help through this crisis, you can contact us on:

### **RESTAURANT & CATERING AUSTRALIA**

**PO Box 121**

**SURRY HILLS NSW 2010**

**T | 1300 722 878**

**F | 1300 722 396**

DATE

BUSINESS NAME

ADDRESS

Employee numbers in total

Employee numbers per day

Maximum customer capacity pre-COVID-19

Current maximum capacity of customers  
during COVID-19

We offer contactless payment  Yes  No

We do not accept take-away cups  Yes  No

We provide sanitiser as part of Retail  
Food Services Industry COVID Safe Plan  Yes  No

We have completed the COVID-19  
approved training  Yes  No

We have a COVIDSAFE Plan  Yes  No

We do not accept BYO bottles  Yes  No

We adhere to social distancing plans  Yes  No

Contact person or employer

Signature

**BUSINESS NAME**

**ADDRESS**

**APPROXIMATE GROSS SQUARE METER OF  
SPACE OPEN TO THE PUBLIC**

## Signage

Signage at each public entrance of the facility to inform all employees and customers that they should:

- avoid entering the facility if they have a cough or fever; maintain a minimum of 1.5 meters distance from one another
- sneeze and cough into a cloth or tissue or, if not available, into one's elbow
- not shake hands or engage in any unnecessary physical contact
- adhere to the marks or stickers on the floor to maintain social distancing requirements
- signage posting a copy of the Social Distancing Protocol at each public entrance to the facility

## Measures to protect employee and customer health

- Everyone who can carry out their work duties from home has been directed to do so
- All employees have been told not to come to work if sick
- Symptom checks are being conducted before employees may enter the workspace
- All individual workstations are separated by at least 1.5 meters
- Break rooms, bathrooms, and other common areas are being disinfected frequently
- Disinfectant and related supplies are available to all employees at the following locations: \_\_\_\_\_  
\_\_\_\_\_
- Hand sanitiser effective against COVID-19 is available to all customers and employees at the following locations: \_\_\_\_\_  
\_\_\_\_\_
- Copies of this Protocol have been distributed to all employees.
- All employees and customers must fill out the contact tracing register located at the following locations: \_\_\_\_\_  
\_\_\_\_\_

## Measures to prevent breaking of social distancing protocols

- Limit the number of customers (state number) in the facility at any one time which allows for customers and employees to easily maintain at least 1 person 4m<sup>2</sup> from one another at all practicable times.
- Post an employee at the door to ensure that the maximum number of customers in the facility stated above is not exceeded
- Place markings/stickers on floors to indicate the required 1.5 meters between persons
- Placing per-person limits on goods that are selling out quickly to reduce crowds and lines

## Measures to prevent unnecessary contact

- Providing pre-order options
- Provide contactless pick up option
- Providing one use items (sachets sugar, salt, pepper)
  - Other: \_\_\_\_\_
- Providing for contactless payment systems or, if not feasible, sanitising payment systems regularly.
  - Describe: \_\_\_\_\_

## Measures for cleaning and sanitation

- Disinfecting wipes that are effective against COVID-19 are available
- Employee(s) assigned to clean and sanitise chairs, tables, door handles, walls
- Hand sanitiser or effective disinfectant is available to the public at or near the entrance of the facility,
- Disinfecting all payment equipment, pens, and surfaces surrounding after each use.
- Disinfecting all high-contact surfaces frequently.
- Optional - Describe other measures: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This checklist is specifically designed for working with social distancing requirements due the COVID-19 pandemic.

*As each item is completed enter the date in the box, for example 24/07. When all items are finalised the form is to be signed, dated and placed in the staff member's personnel file.*

Date	Manager/Supervisor to discuss with returning or new staff member
	Explain to staff member workplace protocol for: <ul style="list-style-type: none"> <li><input type="checkbox"/> temperature checks and records</li> <li><input type="checkbox"/> symptoms which prevent attendance to the workplace which are:               <ul style="list-style-type: none"> <li><input type="checkbox"/> fever or temperature above <math>\geq 37.5^{\circ}\text{C}</math></li> <li><input type="checkbox"/> sore throat</li> <li><input type="checkbox"/> cough</li> <li><input type="checkbox"/> tiredness</li> <li><input type="checkbox"/> difficulty breathing</li> <li><input type="checkbox"/> fatigue</li> </ul> </li> </ul>
	Explain social distancing according the Australian Government Health Department: <ul style="list-style-type: none"> <li><input type="checkbox"/> understand maintaining groups of 20 for one staff member for one zone.</li> <li><input type="checkbox"/> maintain a distance of 1.5 metres from others</li> <li><input type="checkbox"/> avoid physical greetings such as handshaking, hugs and kisses or touching of any kind</li> <li><input type="checkbox"/> use tap and go instead of cash</li> <li><input type="checkbox"/> travel at quiet times and avoid crowds</li> <li><input type="checkbox"/> avoid public gatherings</li> </ul>
	Explain the social distancing protocols in the facility for each area: <ul style="list-style-type: none"> <li><input type="checkbox"/> food service</li> <li><input type="checkbox"/> beverage service</li> <li><input type="checkbox"/> food preparation'</li> <li><input type="checkbox"/> food and beverage storage</li> <li><input type="checkbox"/> staff rooms / bathrooms/ change rooms</li> <li><input type="checkbox"/> other</li> </ul>

Date	Manager/Supervisor to discuss with returning or new staff member
	Show employee where signs for social distancing are placed including: <ul style="list-style-type: none"> <li><input type="checkbox"/> social distancing for staff</li> <li><input type="checkbox"/> social distancing for customers</li> <li><input type="checkbox"/> number of customers permitted in the facility</li> <li><input type="checkbox"/> floor stickers/markers to guide social distancing</li> </ul>
	<input type="checkbox"/> Show employee where sanitiser is placed for use by employees and customers
	Explain and demonstrate: <ul style="list-style-type: none"> <li><input type="checkbox"/> correct hand hygiene and washing</li> <li><input type="checkbox"/> PPE requirements</li> <li><input type="checkbox"/> cleaning processes</li> <li><input type="checkbox"/> cleaning equipment, materials and products</li> <li><input type="checkbox"/> cleaning schedule including frequency of cleaning and allocated staff members</li> <li><input type="checkbox"/> uniform and laundering processes</li> <li><input type="checkbox"/> SDS charts for cleaning chemicals</li> </ul>
	Explain and demonstrate communication with customers such as: <ul style="list-style-type: none"> <li><input type="checkbox"/> verbally inform customers the facility has social distancing protocols in line with the requirements of the Australian Government Health Department guidelines including refusal of service and requirements of the Industry COVID Safe Plan</li> <li><input type="checkbox"/> refer to the clear, legible and well placed signage outlining the social distancing protocols of the business</li> <li><input type="checkbox"/> politely direct customer attention to the signs, floor stickers and hand sanitiser</li> <li><input type="checkbox"/> refer non-compliant customers to supervisor or manager</li> </ul>

## ACKNOWLEDGEMENT OF INDUCTION

*I acknowledge my participation in the COVID-19 Induction Process and have an appropriate foundational knowledge of the workplace policies, procedures, systems and processes.*

Staff member's signature:

Date:

Manager's signature:

Date

# COVID-19 Employee Temperature Check Form

<b>NAME</b>	
<b>ADDRESS</b>	
<b>PHONE NUMBER</b>	
<b>EMAIL</b>	
<b>SIGNATURE</b>	<b>DATE</b>

I give consent for \_\_\_\_\_ to record my temperature each day before and after the shift that I am on the premises.

I understand that this is to protect myself, my peers and customers to ensure that we continue to minimize the spread of COVID-19.

\_\_\_\_\_ has my expressed permission to keep this information for the purpose of record keeping during and after the COVID-19 crisis.

Day	Temperature °C	Initial
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

**DATE**

**BUSINESS NAME**

**SIGNATURE**

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Have you completed the COVID-19 Hospitality Business Blueprint?

Yes  No

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Have you completed the Retail Food Services Industry COVID Safe Plan?

Yes  No

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Have your staff completed the COVID-19 Staff Induction?

Yes  No

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Have your staff completed the COVID-19 Employee Temperature  
Check Form?

Yes  No

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