

> HELPING BUSINESS GET BACK TO WORK

16 June 2020

COVID-19 Safety Plan

Restaurants and cafes (including food courts)

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: Fleet Restaurant PTY LTD (Trading as Fleet Restaurant)

Plan completed by: Olivia Evans (Restaurant Manager)

Approved by:

> 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.	Staff have been advised the following: - Stay home if you are sick and don't expose others. Advise your direct manager immediately. Get tested if you have
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Staff have been provided with tailored information regarding COVID-19 including newly implemented practices and procedures, expectations, conditions of
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Staff are aware of their leave entitlements whether full time, part time and casual employees. Staff have contact information for our payroll officer should
Display conditions of entry (website, social media, venue entry).	Conditions of entry for guests are available via PDF on our website, have been promoted across our social media channels (and will continue to be

REQUIREMENTS	ACTIONS
Physical distancing	
Capacity must not exceed 50 customers per separate existing seated food or drink area; or one customer per 4 square metres of space on the premises, whichever is the lesser (except for a gathering for, or following, a funeral or memorial service).	The site has been measured and cross-checked by multiple staff members. Our venue equates to 55sqm so our capacity is 3 staff members and 10
Weddings are permitted to book for a maximum of 20 guests (excluding the couple, the people involved in conducting the service and the photographer and the videographer). There are no restrictions on the total number of people permitted for a funeral or memorial service, or gathering immediately after a funeral or memorial service, if each person has 4 square metres of space. This will need to be calculated for each premises.	Somewhat irrelevant for us however if we were to host a wedding event then our guest capacity would still be 10 guests.
If the premises hosts events such as weddings and/or has an area for dancing, ensure there is adequate room to promote physical distancing. Develop strategies to avoid crowding on the dancefloor.	Somewhat irrelevant for us but noted all the same.
No more than 20 customers at a table (except for a gathering for, or following, a funeral or memorial service).	Staff and customers have been advised: Bookings can only be to a maximum of 10 guests. Our reservation system has been reconfigured to account
Consider a time-based booking system, with phone or online options to limit the number of people entering the premises or waiting outside.	Our reservation system has been reconfigured to account for various sittings. We manage an online booking system (Obee) and have continual updates,
Reduce contact between customer groups.	Staff have been advised: - Be aware of time spent at a table, we must minimise interactions to a manageable and safe degree. - We must also reduce
Move or remove tables and seating to support 1.5 metres of physical distance.	Our entire floor plan has been adjusted to accommodate a physical distance of 1.5m between each table. Customers have been advised: - A
Reduce crowding and promote physical distancing with markers on the floor.	We will not post markers on the floor as it is not fitting for our venue however will closely monitor physical distancing ourselves and ensure there are
Where possible, ensure staff maintain 1.5 metres physical distancing and assign workers to specific workstations.	Staff have been instructed: - Keep a distance of 1.5m between you and other people. - Staff members will be allocated a work area for each shift
Alcohol can only be consumed by seated customers.	Staff and customers have been advised: - Alcohol can only be consumed by seated customers. - We will not have any extra space available to offer
Where reasonably practical, stagger start times and breaks for staff members.	As a small team of three, staff have been advised that breaks will be taken at the closure of each service so that physical distancing can be

Physical distancing	
Consider physical barriers such as plexiglass around counters with high volume interactions with customers.	Somewhat irrelevant for us but noted all the same.
Review regular deliveries and request contactless delivery / invoicing where practical.	This was already in place but has been further applied, partially due to suppliers actioning new procedures themselves. We are open for 4 days (8
Introduce strategies to manage gatherings that may occur outside the premises.	Staff have been advised: - Gatherings that may occur outside the premises must be moved along where possible, please advise your direct manager if
Avoid group singing and wind instruments (such as flute, oboe or clarinet). Solo singers should maintain at least 3 metres physical distance from other people.	Somewhat irrelevant for us but noted all the same.

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	Staff have been advised: - Practice good hand hygiene. Wash your hands often with soap and water for at least 20 seconds, especially after
Ensure bathrooms are well stocked with hand soap and paper towels.	Additional orders have been placed and stocks are at a desirable level. Staff and customers have been advised: - The bathroom must/will be well stocked
Reduce the number of surfaces touched by customers.	Additional orders have been placed and stocks are at a desirable level. Staff and customers have been advised: - The bathroom must/will be well stocked
No self-serve buffet style food service areas, communal bar snacks, communal condiments, or hookahs allowed.	Somewhat irrelevant for us but noted all the same. Normally bottles of alcohol or wine would be left at the table for viewing however they will now be
Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.	Already implemented and will continue.
Menus must be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue.	Already implemented a one menu per person including beverage menus - this will continue. Staff have been instructed: - Discard menu once used
Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	Staff and guests have been advised: - Surfaces will be cleaned frequently. We have a cleaning checklist of the most regularly touched surfaces that will be

Hygiene and cleaning	
Maintain disinfectant solutions at an appropriate strength and used in accordance with the manufacturers' instructions.	Already implemented and will continue.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	Kitchen-hands will always wear gloves as will any staff undertaking any deep-clean duties. For regular cleans and spot-checks during service it is not
Encourage contactless payment options.	Staff have been advised: - Contactless payment must be encouraged although we are still accepting cash. If you are not comfortable to accept cash, please ask

REQUIREMENTS	ACTIONS
Record keeping	
Keep name and mobile number or email address for all staff, dine-in customers (excluding food courts) and contractors for a period of at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.	Staff and customers have been advised: - Anyone entering the premises must provide their name and either a phone number or email address. We will
Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.	Downloading the COVIDSafe app has been recommended to both staff and customers with a link provided.
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.	Staff and customers have been advised: if a positive case occurs to contact the restaurant directly so that the appropriate measures can be taken. This would