

# > HELPING BUSINESS GET BACK TO WORK



30 June 2020

## COVID-19 Safety Plan

Effective 1 July 2020

### 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](http://nsw.gov.au)

BUSINESS DETAILS	
Business name:	Bella's pizza house
Plan completed by:	Massimiliano Macri
Approved by:	Massimiliano Director

### > REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

REQUIREMENTS	ACTIONS
<b>Wellbeing of staff and customers</b>	
Exclude staff and customers who are unwell from the premises.	Insuring all staff members/ or consumers are told to immediately get tested and to self isolate if any symptoms are shown.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Gather staff and perform training and provide knowledge on how to properly contain and maintain the spread of COVID-19.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Staff will be advised to stay home, if or when they show symptoms of COVID-19.
Display conditions of entry (website, social media, venue entry).	Conditions of entry will be displayed outside the venue as well as our social media platforms. Eg. Provide full name, phone number & suburb

REQUIREMENTS	ACTIONS
<b>Physical distancing</b>	
Capacity must not exceed one customer per 4 square metres of space.	Stickers will be placed on the floor to show consumers where they are able to stand, whilst social distancing.
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 and to ensure people do not take alcoholic drinks onto the dancefloor. Dancefloors at weddings must be restricted to the wedding couple and wedding party only.	N/A
Ensure no more than 20 customers at a table.	A maximum of 10 people will be aloud at a table. Insuring all contact information is gathered from at least one person from each household.
Reduce contact between customer groups wherever possible.	Insure all customers are seated at tables and not walking around to avoid contact and to remain at a social distancing requirement.
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.	Tables will be moved around/ or taken out to insure 1.5 metres is attained between all customer groups.
Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.	Stickers will be placed at the front of the shop to show customers where they are able to stand to order. If you are waiting please remain outside.
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.	All staff members are allocated a certain workplace for each night insuring 1.5m. Eg. Cutter, stretcher, chef, and waitress
Alcohol can only be consumed by seated customers.	No alcohol is to be provided to customers who are under the age of 18 and to those who are not seated at a table. Signs are in place.
Where reasonably practical, stagger start times and breaks for staff members.	All staff are knowledgeable on when to start/ finish their shift.
Consider physical barriers such as plexiglass around counters with high volume interactions with customers.	A barrier is put in place at the front cash register to insure the safety of both our staff and our customers.
Review regular deliveries and request contactless delivery / invoicing where practical.	All deliveries will be contactless, where possible.
Introduce strategies to manage gatherings that may occur outside the premises.	Signs will be placed out side the side to let customers know where they can and can't stand. Barriers will also be in pace.

Physical distancing	
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.	N/A

REQUIREMENTS	ACTIONS
<b>Hygiene and cleaning</b>	
Adopt good hand hygiene practices.	All staff members are required and sanitise hands upon entry and put gloves on ASAP. Sanitiser dispensers will be placed throughout.
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.	All bathrooms will be regularly stocked with paper towels. We have spoken to the appropriate section who are in charge (STARTA)
Reduce the number of surfaces touched by customers wherever possible.	All benches are wiped frequently to avoid the spread of contamination.
No self-serve buffet style food service areas, communal bar snacks, communal condiments, or hookahs.	All food will be served by staff members who will be wearing gloves for each meal being served.
Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.	All cutlery is placed in pockets with all cutlery facing down to avoid contamination. Cutlery is placed and cleaned through our dishwasher.
Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.	All menus are laminated, and are to be wiped clean after every customer use.
Clean frequently used indoor hard surface areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	All handles are disinfected every hour, insuring the spread of COVID-19 is maintained.
Maintain disinfectant solutions at an appropriate strength and used in accordance with the manufacturers' instructions.	Sanitiser stationer are throughout the shop, with signs promoting use before entry. All sanitisers are 70% plus.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	All staff members are to wear gloves upon entry to the shop. If gloves need to be changed, hands will be washed for 20sec before changing.
Encourage contactless payment options.	Over the phone orders are contactless, including our online system were customers can pay with my hassle. Tap' n go is also available.

REQUIREMENTS	ACTIONS
<b>Record keeping</b>	
<p>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. For groups, one contact is sufficient to support contact tracing. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.</p>	<p>All details from customers will be written within a book where full name, mobile number and suburb is required to enter our workplace.</p>
<p>Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.</p>	<p>All staff will be trained on how to use the COVID safe app and the importance it has on the workplace such as contact tracing.</p>
<p>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.</p>	<p>We will have all staff follow strict requirements if a positive case within our workplace is found upon.</p>