

COVID-19
HANDBOOK

food&desire.

INTRODUCTION

The situation in Melbourne is improving with cases declining. A sense of normalcy is returning to the event world and we are entering another phase in this fight against the pandemic. It is clear that we need to learn to exist within a new framework and that some of the protocols we have put in place are here to stay for the foreseeable future.

The COVID-19 pandemic is unprecedented and unlike any crisis we, as a hospitality industry have had to face before. This is how we are planning to get on top of the situation, stay ahead of the curve and come out the other end of it as a team with our values intact.

We are monitoring daily all the changes and mandates set by the Federal and State Government while also continuing to abide by advice from the following authorities:

- World Health Organisation
- Australian Department of Health
- Fair Work Australia
- Safe Work Victoria

While the event world has not been re-opened, we have put together the following information sheet to assist you in planning your event until a “government document” clearly stipulates best practices.

If the situation declines and government implements further mandates, we will be the first to get behind it, but until then we have a duty to our team, our community and our clients.

HYGIENE OF OUR STAFF

- Training on COVID-19 is compulsory and available (Victorian Government) from 1 June and staff will be required to complete this.
- All staff will answer a COVID-19 questionnaire prior to their shift commencing re their health.
- Handwashing every 30 minutes.
- Ban physical contact (no handshakes etc).
- Staff encouraged to do a personal health check prior to coming to their shift.
- All staff temperatures will be taken and logged prior to commencement of shift.
- The Victorian Government have advised wearing masks is not recommended for individuals that are not showing symptoms and anyone with symptoms should be asked to stay home.

HEALTH OF YOUR GUESTS

- All guests must sign in with their first name and contact number (Please note these details will be destroyed following 28 days)
- Clients will have the right to request all guests' temperature to be taken. This will be facilitated by your security personnel.
- Anyone with a temperature of 37.5 degrees Celsius or above cannot be accommodated and should consider seeking medical advice.
- Hand sanitisers and wipes to be made available to guest and staff.
- Scheduled sanitising of all shared surfaces frequently.
- If your guests have any concerns or queries, please feel free to send their contact details to your Event Manager, for them to get in touch.

A NEW SERVICE

- Pre-dinner drink area subject to numbers may be extended into the dining room to assist with social distancing.
- Table service is preferred:
 - Buffet / food station service is not allowed for the foreseeable future.

FOOD SAFETY

Some coronaviruses can potentially survive in the gastrointestinal tract, however, food-borne spread is unlikely when food is properly cooked and prepared. With good food preparation and good hand hygiene, it is highly unlikely that you will become infected with coronavirus through food.

food&desire will continue to uphold our usual high standard of cleanliness and hygiene, which includes regular hand washing, proper preparation and storage of food to prevent the spread. In addition to this, we will also ensure:

- Kitchen staff maintain social distancing and stand 1.5m apart from other staff members in preparation area.
- Sanitisation stations are at each entry and exit points to the kitchen
- Kitchen hand/staff to sanitize work benches, sinks, equipment and light switches regularly and to check hand basin soap dispensers and hand paper towels are well stocked.
- Disposables gloves are mandatory in any preparation kitchen and must be replaced accordingly to what food is being handled at the time, ensuring no cross contamination.
- No eating when preparing food.
- Staff are to use disposable cups for drinking or alternatively, bring their own cup if they wish.
- When possible, back of house staff to be separate from front of house staff and other teams. This may not be possible during an event but can be done during production.

FLOORPLANS FOR YOUR EVENT

- Currently restaurants have a limitation of no more than six patrons per table (we believe this will change to 8-10).
- All tables will be 1.5meters apart to allow for social distancing.
- Separate entry and exit will be considered for each event subject to venue's capability.
- Your set up team will wear gloves to avoid coming into direct contact with all crockery, cutlery and glassware.
- Your Event Coordinator will assist in personally tailoring the floor plan to align with the client vision and government requirements.

SIGNAGE WITHIN OUR VENUES

A sign at each public entry that includes information on the maximum number of people that can be in the space at a single time.

Signage on good hygiene and handwashing practices in prominent places and establish hygiene stations (with hand sanitiser) at entrances and throughout the venue to encourage hand hygiene for our staff and patrons.

GUEST NUMBERS

Staff are not included in the mandate numbers. We are currently working on 1 patron per 4 square meters.

MINIMUM FOOD SPENDS & GUEST NUMBERS

Should government mandates dictate a specific number of guests lower than the contracted minimum guest numbers, the client reserves the right to decrease their guest numbers to the new requirement.

food&desire will provide a reduced minimum food and beverage spend to match the mandated guest limit. For example, a mandate with maximum 100 guests and a contracted package price of \$170 per person; this event will have an adjusted minimum food and beverage spend to \$17,000 (100 guests x \$170 per person).

Please note that should a new mandate be imposed by the government within 5 working days of your event (enforcing lower numbers) all food revenue will be charged and any perishable items organised for your event. The beverage and staffing component of your package will be refunded based on the number of guests unable to attend.

SHOULD A CORONAVIRUS OUTBREAK OCCUR AT YOUR EVENT:

food&desire will contact DHHS or be contacted by the DHHS to be advised.

We will determine what areas of the business came into contact with the effected.

The Host of the event will be contacted and advised immediately, as will all staff, guests and suppliers and advised to monitor their health and report any concerns to their health care provider.

We will maintain accurate records off all staff, guests and suppliers.

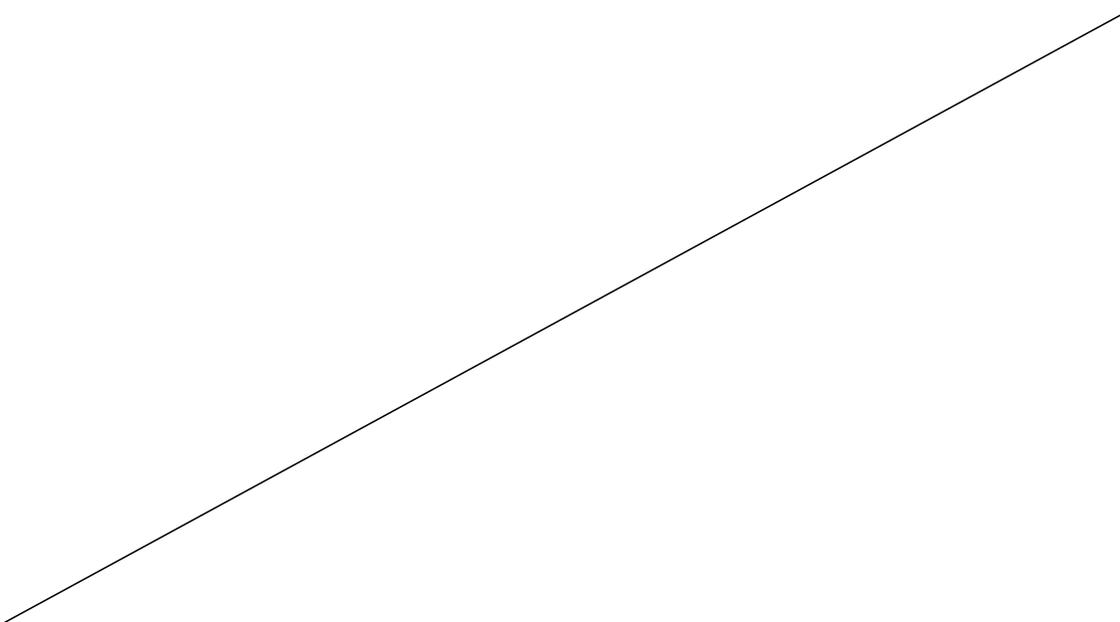
Suppliers will need to sign in and out to ensure an accurate log is available.

THE ROAD AHEAD

It is important to stay optimistic but also realistic about the future.

It is going to be a long time (if ever) that the event landscape looks the way it used to. We appreciate all the efforts of our people, our community and our clients.

We are all in this together and need to continue to embrace life and celebrate the moments.



CHECKLIST SUPPLIED BY THE
VICTORIAN STATE GOVERNMENT
FOR RESTAURANTS, CAFES, PUBS.

APPENDIX – CHECKLISTS | 3.1 BEFORE YOU ARE OPEN

3.1.1 CHECKLIST FOR BUSINESS OWNERS/MANAGERS

What you need to do to safely reopen your hospitality business

The following measures must be in place before re-opening:

- Deep cleaning of premises
- Venue set up for appropriate number of people and physical distancing
- Signage, menus and record keeping
- Staff and management policies, practices and training

Deep cleaning of premises

- Ensure appropriate detergents and disinfecting products are available to effectively clean and sanitise all surfaces (see our Cleaning and Sanitising Fact Sheet at www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19)
- Conduct a deep clean of all contact surfaces and objects, e.g. counters, tables, doors, handles, keyboards, taps, chairs, tables, handrails, tills, phones, vending machines, terminals.
- Thoroughly clean and sanitise all areas and surfaces used for food preparation and serving as well as ensuring utensils are cleaned and sanitised before use to ensure there is no risk to food safety.
- Check all stocks of food packaging materials, such as takeaway containers, are clean.
- Have air conditioning systems serviced according to manufacturer's instructions and ensure they are fully functional. Where possible fresh air flow should be maximised in indoor venues.

Venue set up for appropriate number of people and physical distancing

- Ensure venue is set up to adhere to patron and table size limits, and physical distancing of dining groups (see our Venue Set Up Fact Sheet www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19)
 - a limit of 20 patrons per separate dining space (not including staff);
 - a density quotient of 1 patron per 4 square metres of the floor space accessible to patrons; and
 - all tables have a maximum of 6 patrons and are spaced 1.5 metres apart.
- Optimise physical distancing in the layout by reviewing entry and exit points, flow of staff and patrons, location of hand sanitiser.
- Place tables so that any diners on a neighbouring table remain 1.5 metres apart when seated. A maximum of 6 patrons may be seated at any table.
- Remove waiting area seating, or space each seat in the waiting area at least 1.5 metres apart.
- Place hand sanitiser at entry and exit points so staff and customers can use it when arriving and leaving.
- Consider reducing the number of touch points for staff. For example, leave internal access doors open where appropriate.
- Remove, or prevent access to, any self-service buffet-style food service areas and communal condiment and drink stations. Drinking water should be supplied free via table service.

Signage, menus and record keeping

- Display signage for staff and patrons and install in appropriate, high visibility locations. Signage should include:
 - a sign at the entrance to your venue that advises patrons of the maximum number of patrons allowed at any time
 - information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell
 - hygiene and physical distancing practices.
- Display a poster at the venue confirming that staff have reviewed the guidelines, including evidence that at least one staff member at your venue has completed the recommended training.
- Promote physical distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas and using physical barriers where possible.
- Place physical barriers or use floor signage to maintain 1.5 metres physical distancing between cashiers and patrons. Consider installation of sneeze guards.
- Ensure menus are laminated and sanitised after each use OR use general non-contact signage to display your menu OR have single use paper menus available.
- Display menus for takeaway services outside your venue and introduce online ordering wherever possible.

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Signage, menus and record keeping

- Set up a system for recording patron contact details (first name and a contact phone number) to support contact tracing. Whether this is a paper-based approach or electronic approach your system needs to minimise the number of people who touch the surface; and retain patron contact details securely for at least 28 days after the patron has visited your venue.
- Set up a record keeping folder for Staff Coronavirus (COVID-19) Health Questionnaires which are encouraged to be completed before starting any shift.

Staff and management policies, practices and training

- Victorian Government online coronavirus (COVID-19) training will be available from 1 June. It is the Government's expectation that:
 - at least one staff member at every venue will have completed the training;
 - all staff should make themselves familiar with these guidelines; and
 - posters be displayed at the venue confirming that staff have reviewed the guidelines and completed the training as required.
- Distribute these guidelines to staff and ensure that they are familiar with the guidance information.
- Ensure you as the operator or manager understand your obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available at www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers.

- Establish new processes and schedules for cleaning and sanitising to maintain good hygiene at your venue, including frequent cleaning of high touch points such as doors, handles, chairs and handrails. (see our Cleaning and Sanitising Fact Sheet www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19)
- All current staff should complete infection prevention and control training. Any new staff being engaged also need to complete this training.
- Plan to have an inhouse session with your staff every three months to refresh their knowledge of relevant training.
- Consult with staff on measures you have put in place and provide them with the information and education necessary for them to perform their work in a safe manner including on changes to work practices such as cleaning and sanitising. The Occupational Health and Safety Act places certain obligations on employers regarding when and how to consult with staff about the identification of hazards or risks and determining how they will be controlled (refer to WorkSafe for more information).
- Encourage all staff to download the COVIDSafe App before returning to work to assist contact tracing.
- Consider appointing a staff member to be your coronavirus (COVID-19) Response Officer. This person would be responsible for ensuring that your policies and practices are being followed, that staff are trained, and records are being kept appropriately.

APPENDIX – CHECKLISTS | 3.2 ONCE YOU ARE OPEN

3.2.1 CHECKLIST FOR BUSINESS OWNERS/MANAGERS

- Check with your staff that they are aware of, and understand, the resources and support services available to them.
- Encourage staff to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift.
- Encourage staff to complete a coronavirus (COVID-19) health check at home before every shift. This can include a temperature check with a thermometer.
- Direct staff to stay at home if they have a fever (a temperature of 37.5°C or greater), or if they have any symptoms.
- Encourage staff who are unwell to be tested for coronavirus (COVID-19). Staff must remain in isolation at home until they get the result and it is negative for coronavirus (COVID-19).
- Require your staff to contact a manager if they notice a co-worker or manager with symptoms of coronavirus (COVID-19).
- Postpone or cancel non-essential face-to-face gatherings, meetings and training and use video conferencing where practicable.
- Arrange staff workspaces and table allocations to minimise the number of staff who come into contact with patrons. For example, only one waiter should serve each table.
- Encourage all patrons to download the CovidSafe App to assist contact tracing.
- Encourage online and phone bookings and limit the number of walk-in diners to your venue.
- Record patron contact details on arrival, with name and a telephone contact number for every member of a party, including children. Remember to minimise the number of people who touch your record keeping surface and securely store patron contact details for at least 28 days.
- Securely destroy patron contact details after 28 days.
- If your venue holds a liquor licence, ensure it is compliant with liquor licence and Responsible Service of Alcohol principles.
- Ensure the cleaning and sanitising procedures are thoroughly implemented.
- The washing of certain items, such as the laundering of linen and dishwashing of crockery and cutlery, should be conducted using the warmest setting possible that is in accordance with manufacturer's instructions.

3.2.2 CHECKLIST FOR STAFF

- Wash your hands thoroughly with soap and water for at least 20 seconds at the very minimum:
 - On arrival at work
 - Before preparing or delivering food and/or beverages to tables
 - After collecting/clearing used food and beverage items
 - Before returning to food or beverage preparation areas
 - At the start and end of each meal break
 - Before and after touching a customer or their belongings
 - After handling money
 - Before leaving work
 - After blowing your nose, coughing, sneezing, or using the toilet.
- Do not come to work if you have a fever (a temperature of 37.5°C or greater), or if you have any symptoms.
- If you have symptoms, get tested for coronavirus (COVID-19). Stay in isolation at home until you get the result and it is negative for COVID-19.
- You are encouraged to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift and provide to the shift manager for recordkeeping.
- Be rigorous in maintaining the new cleaning and sanitising schedule (for example, touch points such as tables and counters need to be cleaned and sanitised before and after use by customers).

3.2.3 STAFF CORONAVIRUS (COVID-19) HEALTH QUESTIONNAIRE

We encourage each staff member to complete this questionnaire before starting any shift and give your completed questionnaire to the shift manager to keep as a record.

Staff name: _____

Date: _____

Time of shift: _____

Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Have you been directed to a period of 14-day quarantine by the Department of Health and Human Services as a result of being a close contact of someone with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO

If you answered YES to either of the above questions you should not attend work until advised by the Department of Health and Human Services that you are released from isolation or until your 14-day quarantine period is complete.

If you answered NO to the above questions, proceed to the symptom checklist below.

Are you experiencing these symptoms?

Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5°C)	<input type="checkbox"/> YES <input type="checkbox"/> NO
Chills	<input type="checkbox"/> YES <input type="checkbox"/> NO
Cough	<input type="checkbox"/> YES <input type="checkbox"/> NO
Sore throat	<input type="checkbox"/> YES <input type="checkbox"/> NO
Shortness of breath	<input type="checkbox"/> YES <input type="checkbox"/> NO
Runny nose	<input type="checkbox"/> YES <input type="checkbox"/> NO
Loss of sense of smell	<input type="checkbox"/> YES <input type="checkbox"/> NO

If you answered YES to any of the above questions you should **not** enter your workplace (or should leave your workplace). Tell your employer, go home, and get tested for coronavirus (COVID-19).

If you answered NO to all the above questions, you can enter your workplace. If you develop symptoms, stay at home and seek further advice from the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.