

**> 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	Grain Store Newcastle
Business location (town, suburb or postcode)	NEWCASTLE EAST
Completed by	Corey Crooks
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Effective date	21 December 2020
Date completed	26 December 2020

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

This will be actioned by the symptom screening upon entry, signage & SMS confirmation when booking reconfirmed. Staff made aware of required actions. We have a touchless temperature check for any who show any signs of being unwell.

Provide staff with information and training on COVID-19, including when to get tested,

physical distancing 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)

All staff have completed the Australian Government Health [COVID-19 Infection Control Training] Certificate register is located at Entry

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

Meeting conducted and advice has been given

Display conditions of entry (website, social media, venue entry).

We have very clear venue conditions of entry clearly displayed physically and online platforms

Ensure COVID-19 Safety Plans are in place, where relevant, for corporate events (if hiring out space).

NA

If there are more than 250 people on the premises, a staff member must be assigned 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 social distancing, cleaning and ensuring the accuracy of record keeping.

In Greater Sydney, if the premises has more than one separate area, a staff member must be assigned as a COVID-19 Safe Hygiene Marshal in each separate area on the premises if there are more than 250 persons in the area. In other regions, consider assigning a COVID-19 Safe Hygiene Marshal to each separate area if there are more than 250 persons in the 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, consider ensuring identified Safe Hygiene Marshal/s are present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods) where

practical.

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.

We have adopted a marshall at all times even though we are well under 250 patrons.

Physical distancing

Capacity in regions outside of Greater Sydney must not exceed one customer per 2 square metres of publicly accessible space. In Greater Sydney, capacity must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible space, whichever is less.

The density limit does not apply if there are 25 customers or less at the premises. Children count towards the capacity limit.

Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 7) 2020.

Our capacity as per the 2 square metre rule would be 184 but we will be trading at a maximum of 150

In Greater Sydney, if the premises has more than one separate area, each separate area must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible, whichever is less, provided that each separate area is:

- **separated from other areas on the premises**
- **designated a separate area by the occupier of the premises**
- **has staff that are providing food and drink only in that area**
- **does not allow people in different areas to mingle**
- **monitored by a designated COVID-19 Safe Hygiene Marshal at required times.**

NA

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

Customers advised upon entry that no comingling is allowed and must remain seated when not ordering food/beverage or using bathroom. This directive is also sent to all online bookings multiple times via email & SMS prior to arriving at the venue.

Support 1.5m physical distancing where practical, including:

- at points of mixing or queuing such as bars, toilets and entrance and exit points
- between seated groups
- between staff.

We have altered our floorplan to ensure compliance, customers are advised not to move furniture without gaining staff approval

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

This is in place at service areas, customers are also advised if a distance marker is not available to use then they must wait. The advice also given to have one person order for the table where it is possible

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 practical this is implemented.

In indoor areas, alcohol should only be consumed by seated patrons. There should be no dancefloors.

An absolute zero-tolerance approach to this and clear signage and verbal direction is given to all customers reminding them of this public health order.

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

Adopted where and when possible

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

We have installed physical barriers between our booth seating

Review regular deliveries and request contactless delivery / invoicing where practical.

Adopted where and when possible

Introduce strategies to manage gatherings that may occur outside the premises.

Door staff to monitor any external lingering customers after leaving the venue. We will immediately advise the groups they must move on and maintain social distancing. Distance markers have been placed on the footpath to provide guidance if we ever have group bookings arriving together. We also have staggered booking times for guests to try and eliminate the arrival of groups on mass.

No more than 5 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting. In outdoor areas, audience members 12 years and older should wear masks if singing or chanting.

Adopted

Hygiene and cleaning

Adopt good hand hygiene practices.

Permanent plumbed in hand basin has been installed at the entry and alcohol-based hand sanitiser stations are located in multiple locations throughout the venue

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

At all times

Reduce the number of surfaces touched by customers wherever possible.

Table condiment caddies (Salt & Pepper / Sauces) have been removed from all tables, napkins refreshed and sanitised between customer groups. Salt & Pepper now only

supplied via single use sachets. Self serve cutlery stations have also been removed.

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).

As above

Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.

Cutlery is given to customers in single-use bio paper sleeve with a personal napkin. All cutlery is washed above 82 degrees

Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.

Menus are displayed in wipeable plastic sleeves that are sanitised between use, we also have digital QR menus available on all booking notices.

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.

Cleaning schedules in place for high touch areas such as door handles. Any pens used by customers are sanitised between use.

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

At all times.

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

Strict hand wash procedures are in place for all staff. Gloves are worn where it is practical and a more hygienic process to do so.

Encourage contactless payment options.

Adopted

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).

Adopted when possible & practical.

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.

We have changed across to the NSW Govt - QR Check-in procedures from Dec 26th. We previously used a digital check-in service by 1breadcrumb from June 1st.

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](https://www.nsw.gov.au)

At all times.

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

Adopted.

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.

Registered on day one of the register, back on June 10th 2020

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.

At all times.

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

Yes