

**> BE COVID SAFE.
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
Email address	corey@grainstorenewcastle.com.au
Effective date	22 October 2020
Date completed	23 October 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 action

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).

N/A

Venues must assign one staff member 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 physical distancing, cleaning and ensuring the accuracy of record keeping. If a venue has more than one separate area, there must be a COVID-19 Safe Hygiene Marshal in each separate area.

If the venue has a capacity of 250 patrons or more, the identified Safe Hygiene Marshal/s must always be present while the venue is operational; for venues with a capacity of less than 250 patrons, the identified Safety Marshal/s must be present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).

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 marshal at all times even though we are well under 250 patrons.

Physical distancing

Capacity at the venue must not exceed 300 patrons, or the number allowable by one customer per 4 square metres indoors and one customer per 2 square metres outdoors, whichever is the lesser. Children count towards the capacity limit.

Capacity must not exceed 150 patrons for wedding services, and 100 patrons for funerals, memorial services, or wakes. Please see separate checklists for these events.

In food courts, the maximum capacity is one customer per 4 square metres of space.

Our venue is predominantly occupied via pre-bookings. We have digital counting systems in place to ensure our capacity will never exceed our 4 square metre pax of 92.

If the premises has more than one separate area, each separate area can have up to 300 persons, or the number of persons that is equivalent to one customer per 4 square metres indoors and one customer per 2 square metres outdoors, whichever is the lesser, 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.**

N/A

Dancefloors are generally not permitted. However, there may be events where a dancefloor is permitted (e.g. a wedding reception). Venues taking bookings for these events should ensure there is a COVID-19 Safety Plan in place.

No Dancefloors or large group bookings will be accepted during any restricted trade period.

Bookings must not exceed 30 customers (except for weddings, funerals and corporate events). There should be no more than 30 customers at a table. Children count towards the capacity limit.

We are not allowing any more than 24 pax at any co-tables or in any group booking.

Venues taking bookings for weddings, funerals and school events should ensure there is a COVID-19 Safety Plan in place for this event. Bookings can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.

N/A

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

Customers will receive a house rules policy upon entry clearly outlining 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.

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. Groups of friends may not necessarily all be household-like contacts and so may require additional space at a table so that they can physically distance.

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. 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.

Alcohol can only be consumed by seated customers.

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 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 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

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 hookahs. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.

As above

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

Cutlery is given to customer 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 santised 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.

Encourage contactless payment options.

Adopted.

Record keeping

Keep name and a contact number for all staff, dine-in customers and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Where possible, personal details should be collected in a way that protects it from disclosure to other customers and any paper records must be digitised within 24 hours. Records are only to be used for tracing COVID-19 infections, must be stored confidentially and securely, and provided immediately to an authorised officer on request. QR Code is strongly encouraged.

It is the role of the COVID-19 Safe Hygiene Marshal to ensure the accuracy and legibility of records.

Venues using capacity calculations of one per 2 square metres outdoors MUST use electronic methods such as QR Code for collecting contact details and ensure these are captured for EACH person.

It is the role of the COVID-19 Safe Hygiene Marshal to ensure the accuracy and legibility of records. Paper sign-in is permitted, but premises must convert these into digital form within 24 hours, and provide immediately if requested.

For online bookings, the details are obtained from the electronic booking. All our bookings are managed via our website to ensure the customer provides these details and

receives the relevant COVID safe policy info we are adopting. All Walk-in customers are using our on table QR codes to record their Full Name & Contact number. This information is digitally stored via the APP check-in service we have adopted 1Breadcrumb.

Make your staff aware of the COVIDSafe app and its benefits to support contact

tracing if required.

Done. All staff have installed the Covid Safe app.

**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