

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**



Your COVID-19 Safety Plan

Hospitality

Business details

Business name	GRAIN STORE NEWCASTLE
Business location (town, suburb or postcode)	NEWCASTLE EAST
Select your business type	
Restaurant and cafes	
Completed by	Corey Crooks
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Effective date	2 August 2021
Date completed	4 August 2021

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

Agree

Yes

Tell us how you will do this

This will be actioned by the symptom screening upon entry, signage & SMS confirmation when booking is reconfirmed. The staff was made aware of the 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, wearing masks and cleaning. Train staff in the process of how to collect and store contact details of patrons.

Agree

Yes

Tell us how you will do this

Meeting conducted and advice has been given

Display conditions of entry including requirements to stay away if unwell and record keeping.

Agree

Yes

Tell us how you will do this

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

Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.

Agree

Yes

Tell us how you will do this

NA

Encourage staff to access COVID-19 vaccination.

Agree

Yes

Tell us how you will do this

Wish them good luck, most have had appointments canceled.

Physical distancing

Capacity must not exceed the greater of one person per 4 square metres of space in the premises, or 25 persons.

This does not include a vessel used for commercial tours for scuba diving, snorkelling or whale, dolphin or marine animal watching if there are 50 or fewer persons on the vessel.

Agree

Yes

Tell us how you will do this

Venue predominantly occupied via bookings. We have digital counting systems in place to ensure our capacity will never exceed our 4 square meter pax of 92.

Ensure 1.5m physical distancing where possible, including:

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

Agree

Yes

Tell us how you will do this

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

Avoid congestion of people in specific areas where possible.

Agree

Yes

Tell us how you will do this

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 is also given to have one person order for the table where it is possible

Have strategies in place to manage gatherings that may occur outside the premises and in any designated smoking areas.

Agree

Yes

Tell us how you will do this

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.

Singing by audiences is not allowed in indoor areas.

Patrons can only consume alcohol when seated in indoor areas.

Dancing is not allowed in indoor hospitality venues or nightclubs (except for weddings, where no more than 20 people from the wedding party are permitted to dance).

Agree

Yes

Tell us how you will do this

Clear signage is displayed in regards to being seated. We do not have any audience singing. Dancing is not something we ever have in the venue.

Hygiene and cleaning

Face masks must be worn by staff and customers in indoor areas, and by public facing staff in outdoor areas, unless exempt.

Agree

Yes

Tell us how you will do this

Staff are all onboard. Signage displayed at the entry for customers.

Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.

Agree

Yes

Tell us how you will do this

A 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.

Agree

Yes

Tell us how you will do this

Restocked every morning which ensures enough supply for each trading day.

Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant.

Clean frequently touched areas and surfaces several times per day, and clean tables, chairs and any table settings between each customer.

Agree

Yes

Tell us how you will do this

Thorough table cleaning is conducted between guests' sittings. Cleaning schedules in place for high touch areas such as door handles. Any pens used by customers are sanitised between use.

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).

Agree

Yes

Tell us how you will do this

Adopted where possible

Record keeping

Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.

Agree

Yes

Tell us how you will do this

Clearly displayed in multiple locations.

Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.

Agree

Yes

Tell us how you will do this

Staff are checking ALL green ticks before customers get seated.

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 it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.

Agree

Yes

Tell us how you will do this

We have the Service NSW site available on a PC at the Entry for staff to enter in customers who can not use the QR code.

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

Yes