

**> 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
Email address	<u><a href="mailto:cc@grainstore.beer">cc@grainstore.beer</a></u>
Effective date	1 November 2021
Date completed	9 November 2021

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### Wellbeing of staff and customers

**Exclude staff and customers who are unwell from the premises.**

Agree

Yes

**Tell us how you will do this**

Actioned by the symptom screening upon entry, Clear signage is displayed throughout venue & toilets advising them to leave if feeling unwell.

Plus SMS confirmation when booking is reconfirmed. ALL staff has been made aware of

the required actions. We also have a contactless temperature check device for any who show any signs of being unwell.

**Provide staff with information and training on COVID-19, including COVID-19 vaccination, 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 provided. Additionally, staff have completed a non-compulsory 'Covid-19 Awareness for Food Service' via NSW Gov online portal.

**Display conditions of entry including requirements to stay away if unwell, COVID-19 vaccination and record keeping.**

Agree

Yes

**Tell us how you will do this**

Clearly displayed at our entry & also digitally on our website.

**Take reasonable steps to ensure all people aged 16 and over on the premises are fully vaccinated or have a medical exemption (including staff, customers and contractors). For example, ensure posters outlining vaccination requirements are clearly visible, check vaccination status upon entry and only accept valid forms of evidence of vaccination, train staff on ways to check proof of COVID-19 vaccination status, remind customers of vaccination requirements in marketing materials. Guidance for businesses is available at:**

**<https://www.nsw.gov.au/covid-19/businesses-and-employment/covid-safe-business/vaccination-compliance-for-businesses>**

**Note: This requirement applies at hospitality venues, gaming lounges, nightclubs, strip clubs, and premises at which a significant event is being held, other than a small funeral or memorial service or small wedding service.**

Agree

Yes

### **Tell us how you will do this**

Information is clearly displayed in multiple locations at entry. Staff trained in what is an acceptable proof of vaccination/ medical exemption.

All Staff have provided their personal vaccination status to meet the requirements. We have a register of ALL staff's 2nd vaccination date included in the file with our safety plan.

**People aged under 16 who are not fully vaccinated must be accompanied by a fully vaccinated member of their household at higher risk premises including most hospitality venues.**

**Note: This does not apply to a person aged under 16 who is on the premises to carry out work.**

**Note: Higher risk premises and hospitality venues are defined in the Public Health (COVID-19 General) Order 2021.**

Agree

Yes

### **Tell us how you will do this**

We only have guests under 16 in the venue with adults, they would be providing their vaccination proof upon entry as per entry conditions.

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## **Physical distancing**

**Capacity must not exceed one person per 2 square metres of space of the premises.**

**Note: This does not include a vessel used for commercial tours for scuba diving, snorkelling or marine animal watching if there are less than 50 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 2 square meter capacity.

**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. Physical distance floor markings are in place at service areas and external entry point where any potential queues could occur.

**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 to avoid gatherings at the counter.

**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

**Patrons at nightclubs and strip clubs can only consume alcohol when seated in indoor areas.**

**Agree**

Yes

**Tell us how you will do this**

NA

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## **Ventilation**

**Review the 'COVID-19 guidance on ventilation' available at <https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance> and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.**

**Agree**

Yes

**Tell us how you will do this**

Keeping our main entry door open where possible.

**Use outdoor settings wherever possible.**

**Agree**

Yes

**Tell us how you will do this**

We currently do not have any outdoor seating but have just recently submitted our application for outdoor dining on Scott St with Newcastle Council.

**In indoor areas, increase natural ventilation by opening windows and doors where possible.**

**Agree**

Yes

**Tell us how you will do this**

We have a policy of keeping the front entry door open for natural ventilation purposes.

**In indoor areas, 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**

We have an active consultation process happening with our Air Conditioning technician in regards to bringing in additional mechanical fresh air. (Additionally, we have increased the filter cleaning schedule on all AC units)

**Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).**

**Agree**

Yes

**Tell us how you will do this**

We have increased the filter cleaning schedule for all AC units

**Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.**

**Agree**

Yes

**Tell us how you will do this**

We have an active consultation process happening with our Air Conditioning technician in regards to bringing in additional mechanical fresh air. (Additionally, we have increased the filter cleaning schedule on all AC units)

## **Hygiene and cleaning**

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

**Note: Hospitality venues are defined in the Public Health (COVID-19 General) Order 2021.**

**Agree**

Yes

**Tell us how you will do this**

Staff are aware of their responsibilities and clear signage and directions are provided to

customers to wear masks when not eating/drinking.

**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**

At all times.

**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.

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## 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**

Multiple QR codes are clearly displayed on the external wall of our entry and also at the internal entry point

**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**

The green tick must be shown to staff before being seated at a table.  
Multiple QR codes are clearly displayed on the external wall of our entry and also at the internal entry point. We have a PC with direct access to our internal Check-in portal available for any customers who cannot use QR codes.

**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 a PC with direct access to our internal Check-in portal available for any customers who cannot use QR codes.

**Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable, including any play centres. 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

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

Yes