COVID Safety Guidelines: Food and Licensed Venues

Phase 4, Version 1.0
27 June 2020

The WA Government has implemented a staged lifting of COVID-19 restrictions based on the advice of the Australian Health Protection Principal Committee (AHPPC) and the WA Department of Health.

While there are few active cases of COVID-19 within WA, it is important to maintain sensible safety precautions including good hygiene, additional sanitisation and physical distancing. This will ensure that if and when new cases do occur, COVID-19 is not transmitted to others.

Premises that were closed by directions under the *Emergency Management Act 2005* must complete a COVID Safety Plan prior to reopening and display a COVID Safety Plan Certificate.

Premises that were not required to close by directions made under the *Emergency Management Act 2005* may choose to voluntarily complete a COVID Safety Plan, and display a COVID Safety Plan Certificate.

If you completed a COVID Safety Plan in Phase 3, you should review these updated guidelines and update your plan accordingly. You may be able to increase your premises' capacity which can be reflected on your COVID Safety Plan Certificate.

This document provides guidance on how to complete your COVID Safety Plan, and outlines the safety requirements on the re-opening of food and licenced venues, or where food and licenced venues are expanding beyond takeaway. These safety requirements apply to premises including: Cafés, restaurants, pubs, clubs, hotels, roadhouses, taverns and nightclubs.

These guidelines come into effect from 11.59pm, 26 June 2020.

Safety requirements

All people and premises are required to mitigate the risks of COVID-19. In addition to having a COVID Safety Plan and displaying a COVID Safety Plan Certificate, food and licenced venues must:

- For venues with an area accessible to the public of **less than** 1,000sqm and hold less than 500 patrons - maintain a strict limit of a minimum of two square metres (2sqm) per patron (excludes staff);
- For some venues that can hold 500 or more patrons with an area accessible to the public of **greater than** 1,000sqm -maintain a strict limit of a minimum of two square metres (2sqm) per person (includes staff) - see page 3 for more detailed information;
- maintain hygiene and frequent cleaning;

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- carefully manage shared spaces to ensure physical distancing.

We all need to do our part to comply with these requirements and help mitigate the risks of COVID-19.

COVID Safety Plan

The purpose of the COVID Safety Plan is to help ensure that businesses actively mitigate the risks of COVID-19 in line with the best available health advice. In the plan, you will need to explain how your business will take steps to implement the requirements and advice set out in these guidelines.

Prior to re-opening, you are required to self-complete a COVID Safety Plan for your business and have it available for inspection upon request by an authorised officer. If your business has multiple premises you must prepare a COVID Safety Plan for each premises.

You must also display a COVID Safety Plan Certificate in a prominent location visible to people. The certificate is provided at the end of the COVID Safety Plan template.

If you completed a COVID Safety Plan in Phase 3, please review and update your safety plan as appropriate to take into account updates to the safety requirements for Phase 4.

If required, safety plans should be developed in partnership with your governing body, land/property manager and/or local government.

COVID Safety Plans are an important part of ensuring that re-opening businesses does not increase the risk of spreading COVID-19. Failure to complete a COVID Safety Plan may mean your business is putting the community at risk. Authorised officers under the Emergency Management Act 2005 have the power to close premises and businesses that put the community at risk in this way.

Hygiene training

The AHA Hospitality & Tourism COVID-19 Hygiene Course equips hospitality staff and management with a comprehensive understanding of COVID-19 hygiene requirements, helping prepare businesses to re-open safely and responsibly. It is recommended that staff at hospitality venues should complete the specialised COVID-19 hygiene-training course.

Any queries related to the course should be directed to:

Australian Hotels Association WA (AHA)

http://www.ahawa.asn.au/

Phone: (08) 9321 7701

Email: train@ahawa.asn.au

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About COVID-19

COVID-19 is spread from person-to-person through close contact and droplets including:

- direct contact with infected people;

- contact with droplets from an infected person's cough or sneeze; and

- touching contaminated objects or surfaces (like doorknobs or tables), and then touching your mouth or face.

> The most effective measures to prevent the spread of coronavirus are good hygiene practices, additional sanitisation regimes and physical distancing.

As COVID-19 is spread person-to-person through coughing, sneezing, touching contaminated surfaces, and close contact with infected individuals, there is a need for food businesses to remain vigilant with cleaning and sanitising regimes and take extra care with maintaining and promoting safe food and hygiene practices throughout business operations.

The most effective measures are good hygiene practices, additional sanitisation regimes, physical distancing and keeping away from others if unwell.

1. Physical distancing

Physical distancing

Physical distancing is one of the most effective methods of reducing the spread of viruses. The more space between you and others the harder it is for the virus to spread.

Physical distancing can be used in the work place to minimise the risk of transmission. If a person is found to be positive for COVID-19, the risk of transmission to others is minimised if physical distancing has been practiced.

Good practice physical distancing principles are to:

- maintain 1.5 metres separation between people who are not from the same household or groups of other patrons; and
- maintain a minimum of 2 square metres (2sqm) per patron.

Maximum occupancy

All venues must:

- Maintain a strict limit of a minimum of two square metres (2sqm) per patron (excluding staff);

Venues must maintain a minimum of two square metres (2sqm) per person (including staff) if they meet the following criteria:
- Have an area accessible to the public of greater than 1,000sqm; **AND**
- Are a:

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- o Pub, bar or club; or
- o Hotel (except bottleshop and accommodation); or
- o Restaurant or café; or
- o Gaming or gambling venue; or
- o Adult entertainment premises; or
- o Entertainment venue of any other kind (stadiums, theatres, arenas, function centres, convention centre)

This is to ensure physical distancing can be maintained in larger venues.

Calculating maximum occupancy

The maximum occupancy can be calculated by following these steps:

1. Measure the area accessible to the public.

    To find the area of a rectangle, multiply the length times the width. If there are adjoining areas or alcoves, measure them and calculate the area. Add the results of each measurement together to find the total area in square metres.

    Note: kitchen areas, staff only areas, toilets and areas occupied by fixed furniture such as counters and bars must not be included in the calculation of 'area accessible to the public'.

2. Divide the total square metre area by 2 to give the maximum occupancy.

Managing patrons entering the venue

It is recommended that you display your COVID Safety Plan Certificate (which will state the maximum number of patrons that can be present within the venue) on, or near, the entrance door to clearly advise people on the number of patrons that can safely be in your business at any one time to allow a minimum of 2sqm per person.

Queues should be avoided as much as practicable. Where people do queue, such as at the entrance and service counter, provide markings on the floor 1.5m apart to show people where they should stand. Markings should be in bright colours or a pattern that stands out. Procedures should be put in place to ensure these physical distancing measures are adhered to.

Consider using easily visible signage urging people:

- not to enter the premises if they are unwell;
- to practise physical distancing within a group; and
- to avoid crowding together in any one area of the business.

It is recommended that any people who appear to be unwell are requested to leave the premises.

Managing patrons at tables

There should be a minimum distance of 1.5m between each table or different groups of patrons. Tables should be arranged to maintain this requirement. Venue layout may need to be adjusted throughout the day to accommodate different sized groups and ensure physical distancing principles can be followed.

Venues should provide groups with sufficient table space to enable physical distancing. Patrons are required to self-regulate their distancing at the table. There is no requirement for businesses to determine which patrons are from the same household and regulate physical distancing at the table.

Managing shared spaces

Where there are points of congregation or potential congestion, such as walkways, bathrooms, shared facilities, points of entry and exit, and payment areas, venues should consider:

- using signage and barriers to direct and manage the flow of traffic;

- implementing a one-way traffic flow, such as a dedicated entrance and exit, to reduce congestion;

- reconfiguring the venue layout, for example by reducing the amount of seating or rearranging furniture, to allow for and encourage physical distancing;

- the placement of furniture and equipment – removing tables, chairs, bar stools, entertainment equipment and anything else that may result in patrons clustering in small spaces without maintaining required distance; and

- the timing of payment and managing payment areas to ensure customers are not queuing to pay.

Managing interaction between staff and patrons

In order to serve and interact with patrons, staff may need to move within 1.5m. In these situations, staff should avoid direct contact and minimise face to face time to reduce the risk of transmission. If staff do come into direct contact with patrons, staff should follow good hygiene practices such as hand washing and cleaning.

Barriers

In other instances where physical distancing may not be possible, physical barriers like perspex screens may potentially reduce exposure between staff and the public. However, the effectiveness of such measures against COVID-19 is still not known. There may still be the potential for transmission, depending on the type of barriers introduced and other considerations such as air currents in the vicinity. Perspex screens may stop droplets landing on staff, but surfaces may still be contaminated. Therefore, these screens will be more effective when used in combination with good hand hygiene and regular cleaning.

Physical distancing between staff

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Businesses should ensure that staff stay at home if they are unwell.

In addition to practising good hygiene and cleanliness, the following approaches will minimise the risk of transmission of communicable diseases in the workplace and maximise continuity of business:

- consider reviewing shift arrangements to reduce interaction between staff – consider whether it is appropriate to create small staff teams and have the teams work separately from one another;
- physical distancing during break times – maintain physical distancing when using lunch or dining room facilities or communal areas;
- maintain the physical distancing protocol of 1.5m inside and outside the workplace where possible; and
- encourage staff to consider getting the annual flu vaccination.

The times at which staff are not working, such as meal breaks, toilet breaks, arrival at work and leaving work are often when interaction between staff occurs, which could lead to increased risk of transmission. Staff should be vigilant about maintaining physical distancing during work-related transition periods or activities as well as outside of work, including when socialising with each other.

2. Hygiene

Cleaning hands

Regularly washing hands is an effective way to prevent the spread of germs and viruses.

If cleaning your hands with soap and water:

- Lather for at least 20 seconds. Pay attention to the backs of hands and fingers, fingernails and the webbing between fingers.
- Rinse hands under running water and dry hands with a clean towel, or fresh paper towel.

If cleaning your hands with an alcohol-based hand rub (hand sanitiser):

- Apply enough product to cover both hands.
- Rub all surfaces of both hands until they are dry.

Consider providing an alcohol-based hand sanitiser for customers at the entrance to the venue. Alternatively, a hands-free hand basin with liquid soap and paper towels could be supplied for customer use.

Increased cleaning and sanitation regime

It is important to ensure appropriate cleaning of common contact surfaces, 'high touch' items and shared amenities, such as handles, taps, lunch rooms, EFTPOS keypads and toilets. It is recommended that frequent cleaning in all areas is maintained. This is especially important in

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high traffic areas and any areas accessed by the public. If you think a surface may be contaminated, clean it with a common household disinfectant to kill the virus.

Cleaning products should be chosen that are approved for use on the surface. In general, combined detergent/disinfectant solutions or wipes are acceptable for hard surfaces. Some products such as bleach can damage fabrics, stainless steel and other surfaces. Businesses will have to continue to comply with any requirements regarding use of chemicals, including the use of Safety Data Sheets for chemicals utilised in the work place.

For most general cleaning tasks, a neutral detergent with pH between 6 and 8 should be used. The use of combined detergent / disinfectant wipes is acceptable, or solutions can be prepared fresh each day.

If using a bleach solution look for products which give you a 1000ppm (0.1%) bleach solution either neat or when diluted with water. Always follow the manufacturer's instructions if any detergent or disinfectant products require mixing with water or dissolving prior to use. Remember to never mix different cleaning products as in some instances toxic gases can be generated.

Refer to the [Environmental cleaning in the workplace factsheet](#) for further advice.

Disposable vs reusable cutlery, crockery, food and beverage containers

There is currently no evidence to suggest there is any benefit in switching to disposable single use food and beverage containers, cutlery and crockery. A food business may continue to use standard containers, cutlery and crockery with appropriate hygiene, cleaning and sanitation processes in place. Dishwashers should be used where available.

Food businesses may continue to accept reusable cups and containers provided by the customer with appropriate hygiene and sanitation processes in place.

Self-service cutlery and condiments

Businesses can consider limiting shared utensils and items to avoid the risk of contamination. Staff can provide the required amount of cutlery to patrons on the table or have staff hand over cutlery and condiments.

Self-service areas like buffets, accommodation breakfast bars and aviation club lounges could suggest that customers use hand sanitiser pre-commencement of service.

Payments

Promote cashless payments.

After handling money, consider washing hands with soap and water, or an alcohol-based hand sanitiser.

Personal protective equipment

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Good hygiene practices such as handwashing, cleaning and sanitisation of surfaces and utensils, physical distancing and physical barriers are more effective measures for maintaining staff health and reducing the transmission of disease. There is currently no need to wear gloves or masks, other than as part of the business' normal food safety practices (such as handling ready to eat foods).

PPE may be worn, but can provide a false sense of security. To reduce the risk of transmission effectively, PPE must be used, worn and removed correctly. Some considerations when wearing PPE include:

- PPE needs to be applied and removed in the correct way. Training should be provided on the appropriate ways to apply and remove PPE to reduce the risk of cross–contamination;

- PPE should not be touched whilst worn. It should also be changed when it becomes damp or soiled;

- Wearing PPE may create occupational health and safety issues as wearing some types of PPE for long periods can be exhausting and cumbersome, and may not always be practical.

Preventing Legionella

If a property is unoccupied for even a couple of weeks, this provides a good opportunity for legionella bacteria to multiply in the building's water systems – sometimes to dangerous levels. It is recommended that each tap and water outlet should be opened and left to run through for at least five minutes.

3. Staff training and education

Businesses and organisations should regularly communicate restrictions, policies and procedures. Consider hard copy notices around the premises, electronic communication or a briefing.

The location of additional resources is listed at the end of these guidelines. These provide information that can be shared with staff and volunteers, and could be displayed in your premises.

In addition to any existing requirements for staff information and training under occupational health and safety laws, the AHA Hospitality & Tourism COVID-19 Hygiene Course can be promoted where appropriate.

This course provides hospitality staff and management with an understanding of COVID-19 hygiene requirements, helping prepare businesses to operate safely and responsibly.

4. Compliance with existing legislation and regulations

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In addition to the legal obligations arising from the *Emergency Management Act 2005* and the Directions made under that Act, food businesses will continue to have obligations under existing legislation and regulations, including obligations under food and liquor legislation, as well as WorkSafe legislation.

Some information regarding some of the existing conditions for the sale of food and liquor are provided below, for reference.

Compliance with the *Food Act 2008*

To ensure food for sale is both safe and suitable, all food businesses operating in WA must continue to comply with the:

- *Food Act 2008* (Food Act)

- *Food Regulations 2009* and

- Australia and New Zealand Food Standards Code (the Code)

However, there are some additional practices that will enhance these procedures, particularly in relation to managing staff risks.

Food handler hygiene

Food handlers and other staff must maintain strict requirements around their health and hygiene. Staff should:

- wash their hands frequently when preparing foods, after going to the bathroom, after handling money and after touching their face or hair by handwashing with soap under warm running water for more than 20 seconds;

- thoroughly dry hands and use a single use towel to reduce transfer of pathogens to the hand and subsequently to the food or food equipment;

- avoid touching the eyes, mouth and nose; and

- avoid touching areas that have been in direct contact with a customer and wash their hands after touching areas/items that patrons have had contact with.

Any staff with a suspected communicable disease (such as coughing, sneezing, flu-like or fever symptoms) must be excluded from the workplace. Send any sick staff home immediately and encourage them to get tested for COVID-19. Failure to exclude sick staff from the workplace may increase your legal liability in the event that a patron contracts COVID-19.

Food handling

As there is currently no evidence that COVID-19 is transmitted through food or prepared food products, there is a low likelihood of catching COVID-19 from food packaging that has been moved, travelled and exposed to different conditions and temperatures. The probability of an infected person contaminating commercial goods is also low. Additional information on

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COVID-19 and food safety can be found on the [Food Standards Australia & New Zealand (FSANZ)](#) website. There are no specific additional food safety handling measures required.

Takeaway services

Food businesses offering takeaway services should comply with all applicable laws, including the legislation set out above and Standards 3.2.2 and 3.2.3 of the Code. Food businesses should provide information to the customer on what they need to do to ensure that takeaway remains safe to eat once it has been delivered. For example: for immediate consumption, whether is it safe to reheat or freeze and how to do this, how to defrost and reheat.

Suggested COVID-19 precautions for takeaway services:

- patrons must be encouraged to sanitise their hands upon arrival at the premises. It is recommended that hand sanitiser is placed at the entrance with a sign asking patrons to use it before entering;

- businesses should try to encourage patrons to order online or by telephone;

- patrons could have staggered collection times – signage may be used to discourage patrons from entering the premises until their order is ready;

- patrons whose orders are ready could enter one at a time to collect orders and make payments;

- encourage non-cash payments and designate a low risk area for hand-over of the food. This should be well away from the kitchen and at a distance from as many staff as possible; and

- businesses should try to discourage crowding outside the premises. Where possible, use queue management systems and physical distancing practices to maintain the 1.5m separation.

Delivery services

When you are transporting food, you need to consider two main food safety issues:

- keeping the food protected from contamination.

It is always important to protect food from contamination by keeping it covered. You should use food grade packaging. Please note that the World Health Organization advises that the likelihood of an infected person contaminating commercial goods is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also very low. While food packaging is not known to present a specific risk, efforts should be made to ensure it is cleaned and handled in line with usual food safety practices as given in the Code.

- keeping it cold (5°C or colder) or hot (60°C or hotter) if the food is potentially hazardous.

When potentially hazardous foods are transported, they should be kept cold (5°C or colder) or hot (60°C or hotter) during the journey. Alternatively, you could use time, rather than temperature, to keep the food safe while it is being transported. More information is available on the FSANZ temperature control factsheet.

Ensure that appropriately insulated containers are used when you need to keep food hot or cold. These carriers should be easy to clean and disinfect. You should ensure food delivery containers are disinfected internally and externally. Effective disinfection could be done at the start of the day, before carrying food and after deliveries, as well as regularly throughout the day. More information is available on the FSANZ transporting food factsheet.

Cleaning products

Chlorine-based disinfectants are effective for environmental cleaning and are the most commonly used. Other disinfectant products may also be effective at killing the virus. A list of effective disinfectants for use against COVID-19 can be found on the United States Environmental Protection Agency (USEPA) website. Contact time and dilution factors are important considerations for ensuring effective disinfection.

Bleach solutions should be made fresh daily as they become less effective over time.

The recommended concentration of available chlorine for routine disinfection of cleaned surfaces is 1000ppm as this concentration has been shown to be effective against the majority of microbial pathogens.

Cleaning chemicals should never be mixed together. The Material Safety Data Sheets (MSDS) and the manufacturer's guidelines should always be followed.

Care should also be taken to ensure that the cleaning agent is appropriate for the item to be cleaned. For example, bleach may not be appropriate for some fabrics as it may damage the material.

Rubbish disposal

The risk of transmission of COVID-19 when handling waste is low. Normal collection of waste for households, retail and other businesses continues.

When managing waste, good hygiene practices should be followed:

- Disposable gloves, masks, and other items should be placed in a rubbish bag before disposing of them with other domestic waste; and

- Hands should be washed with soap and running water or rubbed with an alcohol-based hand rub immediately after handling these items.

Help complying with the food legislation

For help with how to achieve compliance with the *Food Act 2008* you could consider engaging a food safety consultant with a strong background in food product development and

compliance with the food legislation, and/or seek your own legal advice. Please contact your local government environmental health officer for further information on the food regulatory requirements.

Local government environmental health officers have extensive experience and continue to have an important role with food premises. Local government environmental health officers will assist food businesses with education, information and where necessary, report to WA Police regarding breaches of COVID-19 food business conditions.

Compliance with the *Liquor Control Act 1988*

The *Liquor Control Act 1988* continues to be the overarching guiding legislation for service of alcohol.

Detailed guidance on the service of alcohol will be provided by the Department of Local Government, Sport and Cultural Industries.

As per usual liquor laws, any licensee who serves a juvenile or an intoxicated person or serves a person to the point of intoxication will be held liable. In the current environment, this is likely to mean forced closure until further notice.

5. Response planning

Public health officials are responsible for responding in the event that a person with possible COVID-19 infection enters your premises, and will do so once notified. Please consider the following measures that can be undertaken to minimise further risk and assist public health officials to respond.

Maintain attendance records

Accurate and relevant records of people attending your premises will assist public health officials with contact tracing in the event of a positive COVID-19 case in your premises. If you decide to maintain attendance records, consider the following:

- Records could be physical (i.e. secure sign-in book managed by staff) or electronic, and to be relevant would need to include a name and contact information for each patron (e.g. phone number or email)

- It is not suggested that you record details of people who visit the premises for a short period of time and have minimal face-to-face interaction. For example, someone ordering take-away.

- Consider keeping a record of other visitors to the facility such as delivery drivers and maintenance contractors.

- In order to be relevant, consider how you would produce a list of all patrons, staff, and other contacts for a given time period in a timely manner.

- If records are taken, they must not be used for purposes other than contact tracing (i.e. contact information is not to be used for marketing purposes)

If you decide to maintain attendance records, you must implement a process consistent with any privacy obligations you have for obtaining and safely maintaining records.

Responding to a COVID-19 incident

If you are aware that someone with a case of COVID-19 has been in your workplace, ring the COVID-19 Public Hotline on 1800 020 080 and follow the advice of public health officials. If there is concern that a person is not adhering to quarantine requirements, contact 13COVID (13 26843).

If someone is confirmed as having COVID-19 or is getting tested for COVID-19, they should already be at home. However, there may be circumstances where a person in your workplace is displaying COVID-like symptoms, such as a fever, cough, sore throat, shortness of breath and/or loss of smell/taste, or shares information (e.g. they have been in close contact with someone that has the virus) that causes you to have reasonable concerns about their health and the health of others in your workplace.

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The person could be staff, a client, customer or other visitor to your premises. Where this occurs:

1. Inform your manager immediately, who should call public health and follow their advice.

If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help.

Otherwise, the manager is to call the State Public Health Unit by contacting the COVID-19 Public Hotline on 1800 020 080 and follow their advice. People who are unwell may be asked to seek the advice of a healthcare practitioner and, if appropriate, attend a COVID-19 clinic.

2. Keep others away from the person

Take steps to prevent the person from potentially spreading the virus by keeping others away from the person. The measures must be reasonable.

3. Transport

If transportation is required, follow the advice of public health staff. When transportation is required for known or suspected cases of COVID-19, private vehicles are the preferred method of transportation. Further information related to the management and cleaning of vehicles used for transportation can be found in the Department of Health's Infection Control information for public & private transport guideline.

4. Clean and disinfect

Follow all public health advice about closing off affected areas and preventing access until they have been cleaned and disinfected. Information on cleaning for non-healthcare settings during the COVID-19 pandemic can be found in the Department of Health's COVID-19 environmental cleaning in non-healthcare settings factsheet.

5. Assisting public health to identify close contacts

Public health may ask for your attendance records. The manager is to provide these records to public health upon request. In the event a positive case is identified, public health officers will conduct interviews with the confirmed case to determine their contacts.

Review risk assessment

If there is concern about the risk of staff being exposed to the virus at work, a risk assessment should be carried out with reference to the latest information available. Employers should develop prevention and control strategies appropriate to the workplace, in consultation with their staff, and ensure that all staff are aware of and follow these strategies.

Regularly review your COVID-19 risk management controls, in consultation with your staff and their representatives, and assess and decide whether any changes or additional control measures are required. Consider having regular discussions about safety and health issues, for example during staff meetings, or by setting up a safety committee.

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Key contacts

- 13COVID: For information about COVID-19 measures and restrictions, and what they mean for you.

- COVID-19 Public Hotline - 1800 020 080: If you suspect you, a staff member, or a customer may have COVID-19 symptoms or may have had close contact with a person who has COVID-19.

Further information

- Dedicated Police number: 131 444

- Coronavirus - public information: www.healthywa.wa.gov.au/Articles/A_E/Coronavirus

- COVID-19 industry information: www.health.wa.gov.au

- Resources on physical distancing: https://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance

  https://www.health.gov.au/resources/videos/coronavirus-video-social-distancing

- Further information about COVID-19 and food safety can be found on the Food Standards website.

- Read more about the practices and principles for food businesses to reduce the risks of COVID-19 impacts in their workplace

- Occupational safety and health information is available on the WorkSafe website www.dmirs.wa.gov.au

Additional resources

How to Handwash poster – World Health Organization
How to Handrub poster – World Health Organization
Keeping Your Distance poster – Australian Government
Change of Business Hours poster – Australian Government
COVID-19 information for business, industry and local government – WA Department of Health

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APPENDIX A – Checklist: Items to consider prior to reopening a business or venue

1. **Physical distancing**

   ☐ Physical distancing. Numbers will be limited to 1 patron per 2 square metres.
      - Have you calculated the total area of your public spaces and determined the maximum number of patrons permitted?
      - Is the furniture arranged to maintain a 1.5 metre physical distance?
      - Are there physical distancing markers on the floor in areas where patrons queue?
      - Consider how you will manage staff in enclosed areas, are there any issues regarding staff numbers in staff areas?
      - Have you identified all situations, tasks and processes where staff and others interact closely with each other and made any modifications if required?
      - Have you put in place measures to communicate and remind staff of the need to practise physical distancing?
      - Have you reviewed shift arrangements to reduce interaction between staff?
      - Have you reminded staff to ensure physical distancing is maintained during break times?

2. **Hygiene**

   ☐ Good hygiene
      - Are adequate hand washing and hand sanitising stations provided? Check hand washing facilities are in good working order and adequately stocked (soap, hot water, paper towel, hand sanitiser)
      - Has signage about hand hygiene been provided?
      - Are processes in place to regularly monitor and review hygiene stations/measures?

   ☐ Cleaning and sanitisation
      - Have you considered the frequency of cleaning for public areas?
      - Are procedures in place for thorough and regular cleaning of common surfaces, 'high touch' items and shared amenities e.g. handles, tables, chairs and toilets?
      - Have communal items been removed where possible e.g. self-serve stations (cutlery, water, condiments)?
      - Does your business have appropriate cleaning products and equipment to perform cleaning and disinfection e.g. detergent, disinfectant, food grade sanitiser, PPE where appropriate?
      - Are all food contact surfaces effectively cleaned and sanitised?
      - Have you instructed staff to clean personal property e.g. phones and keys?

   ☐ Personal Protective Equipment (PPE)
      - Where you have identified the need for PPE, do you have adequate stock?

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- o Have staff been adequately trained in how and when to wear PPE?

3. Training and education

- ☐ Have you provided information to staff on your COVID safety procedures and what is expected of them?
- ☐ Where appropriate, have staff completed training?
- ☐ Have you provided patrons with information on your COVID safety procedures, including not attending the premises if unwell?

4. Compliance with existing legislation and regulations

- ☐ Is your business continuing to meet obligations under existing legislation?
- ☐ Have you contacted your local government authority, the Department of Health, or WorkSafe if you are unsure of public health or occupational health and safety requirements?

5. Response planning

- ☐ Monitor symptoms
  - o Have you put up signs about the symptoms of COVID-19 in the workplace?
  - o Have you advised staff to stay home if they are unwell?
  - o Have you advised staff to disclose if they have been in close contact with a person who has or is being tested for COVID-19?

- ☐ Contact tracing
  - o Are you maintaining booking records of patrons for the purposes of contact tracing?
  - o Are you maintaining a record of staff working on the premises?

- ☐ Incident response
  - o Does your business have written instructions for staff about how to respond to a COVID-19 related incident?

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