

**> 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	Bicher & Son Pty Ltd T/A Machiavelli Ristorante Italiano
Business location (town, suburb or postcode)	123 Clarence St Sydney
Completed by	Rosanna Riccio
Email address	info@machiavelli.com.au
Effective date	1 December 2020
Date completed	4 December 2020

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

*staff are asked not to come in if sick

*customers are asked not enter if they feel 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 received training, print outs and emails are issued to keep them updated with changes as received from authorities

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

Staff receive weekly payslip noting the number of hours they have in sick leave

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

conditions of entry is displayed at the

* Entrance of restaurant - *Outside the restrooms- At the tables on menus - Website

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

Safety plan is included in our terms and conditions and signed off to validate the reservation. Safety plan is displayed in the front of the restaurant and on our website

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.

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, it is recommended that the identified Safe Hygiene Marshal/s should 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.

Safe Hygiene Marshall has been assigned and is present during services: lunch 12pm to 3pm / dinner 6pm to 9pm

Duties:

- *Temperature check with all Staff on commencement of roster
 - *Identify staff are healthy
 - *Staff are asked not come to work if they feel unwell
 - *Control and maintain social distancing rule
 - *Sanitation and hygiene practices are observed
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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.

Small hospitality venues (up to 200 square metres in size) are permitted to have one customer per 2 square metres indoors, up to a maximum of 100 patrons.

Capacity must not exceed 300 patrons for wedding services and receptions and 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.

300 SQUARE METRES

allows for 140 guests in the venue

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.**

Not applicable we do not have separate areas

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.

Not applicable we do not have a dance floor

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.

ONLINE BOOKING PLATFORMS HAVE BEEN LIMITED TO 10 PERSON BOOKING. Groups over 10 are received via web enquiry and contacted by email or telephone, therefore the reservation is controlled by our administration team

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.

Not applicable

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

SIGNAGE DISPLAYED TO REMIND OUR PATRONS NOT TO MINGLE

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.

FLOOR PLAN IS DESIGNED TO ADHERE TO THE 1.5 METRE RULE. SMALLER TABLES HAVE BEEN PURCHASED TO CREATE THIS SPACING

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

Markers are placed strategically in areas where customers queue

Stairs/ Sanitising stations/ Bar/ Reception/ Kitchen counter

We offer table service for food and beverages, there is no queuing at the bar

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.

Areas are designated through the premises where staff can perform duties safely supervised by section managers

Bar / front & back of kitchen/ front reception / Antipasto table/ front -middle and back Work stations / office / wine cellar

Alcohol can only be consumed by seated customers.

Contact-less Beverage Menu is provided to patrons in order to place their order at the table with our staff

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

appropriate breaks to staff are allocated by the section managers

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

Customers interaction is limited to their allocated table because we provide them with the following service:

- entry registration
- placing orders
- making payment

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

Deliveries are received only - payment of accounts are settled through the office, in order for delivery drivers not to hang around

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

hand rail barrier is placed before entering the premises with distancing markers identifying IN and OUT entry and exit point

Hygiene and cleaning

Adopt good hand hygiene practices.

Contact-less hygiene stations are placed at the entrance of the restaurant and outside restrooms

High traffic areas like hand rails, bathrooms and other surface areas are wiped down with industrial high strength hygiene wipes after each client leaves.

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

Wash and Disinfect all hard surfaces/toilet seats/bowls/sinks/door handles

Restock paper towels

Fill hand soap containers

Mop Floors

Reduce the number of surfaces touched by customers wherever possible.

DOORS TO THE RESTROOMS ARE KEPT OPEN

CONTACTLESS HYGIENE STATIONS are placed at the entrance of restrooms with signage to use before and after visiting the restrooms

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).

Condiments on the tables are disposable, removed and replaced after each customer

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

All crockery and tableware are cleaned through our Commercial dishwasher at 80 degrees temperature according to sanitising industry standard

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

Digital food and Beverage menu is used

Guests access this through our QR code printed on individual paper, this is removed and replaced after each guest

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.

List of cleaning duties is displayed in staff room and supervised by section manager. With the recent council Hygiene and food Safety inspection we have received a 5 star (excellent) certification

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

The strength of the Disinfectant used meets the standard required

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

All Staff handling food use commercial grade food safe gloves and signs are displayed

Encourage contactless payment options.

E-newsletter was sent to patrons to encourage eftpos payments

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).

The venue is very large and we have open area at the front and the back, kitchen is open with large exhaust fan

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.

*Staff Roster is recorded and filed

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

* Individual customers information is recorded through our customised QR code system and collected via our pos system and uploaded separately for the purpose of protecting our customers' privacy

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

Staff have been encouraged to download the 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.

We have registered our business with the NSW government

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.

Should this apply the systems we have introduced will effectively assist NSW health in covid tracing

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

Yes