

Preventive Safety Measures in Food Establishments

Issued by the The Syndicate of Owners of Restaurants, Cafés, Night-Clubs & Pastries in collaboration with GWR Consulting and Boecker

1. Appointed at least one designated Point of Contact (POC):

- Ensure that the company has appointed at least one designated Point of Contact (POC), who will be responsible to collate updated contact information of all employees, (i.e. home address/home telephone number/mobile phone number, contact number of a friend or family member to be contacted in case of emergency).
- Ensure all employees have the contact number(s) of the POC. Employees are to contact the POC if they are sick or admitted to hospital with suspected infections, for contact tracing purposes.
- Ensure that the in-charge - who will act as a liaison with the upper management and the concerned local authorities - is making sure employees are complying with the control measures and guidelines to prevent the spread of the virus.

2. General requirements:

- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the premises.
- Take the body temperature of all employees, contractors and customers and assess symptoms prior to them entering the premises.
- Provide hand sanitisers (at least 70% alcohol) at the entrance to the premises and inside it.

3. Maintain physical distancing:

- Maintain a physical distance of 1.5 meters between employees and customers at all times; Except in the case of family members and group of friends.
- Reduce the seating arrangement to 30% and keeping a 1.5m distance between each table and this in phase 2 of reopening. To be increased to 50% in phase 4.
- Avoid customers from gathering in waiting areas or bar areas.
- Design a process to ensure customers stay apart while waiting to be seated. The process can include: floor markings, outdoor distancing, waiting in cars, etc. and encourage them to call ahead and book a table. Consider an exit from the facility separate from the entrance.

4. Cleaning & Disinfection:

- Provide a reputable disinfectant and train employees to use it at an appropriate concentration (follow the instructions of the manufacturer).
- Clean and disinfect the premises frequently.
- Identify and frequently clean and disinfect surfaces repeatedly touched by employees or customers such as door handles, electrical switches, phones, POS machines, etc.

- Between seatings, clean and sanitize the tables, chairs and table condiments.
- After use, clean and sanitize menus. If menus cannot be easily sanitized, consider using single-use disposable menus or laminating them or using digital menus - both easily sanitized.
- After use, clean and sanitize the check folders. If it cannot be easily sanitized, find an alternative solution. Moreover, encourage customers to use cashless payment methods: such as paying by card; through the app., etc.
- Clean and sanitize the bathroom and water taps frequently throughout the day. Make sure bathrooms are always equipped with liquid soap and disposable paper towels.
- It is advised to use disposable plates, cups and cutleries specially in the absence of a dishwashing machine. The latter and if used, should reach a temperature of 82°C.
- Make sure to properly store cleaned and sanitized utensils (plates, etc.) to prevent their contamination and consider serving rolled cutleries (wrapped) and covered straws only.
- Set the table only after customers are seated.

5. Employees and food handlers:

- Educate staff on maintaining personal hygiene, respiratory hygiene and on infection control measures adopted in the workplace. And in this regard the Syndicate in collaboration with GWR Consulting is providing you a free online training on the control measures that need to be implemented in the workplace.
- Post signages reminding customers of the control measures that should be taken to prevent the spread of the virus. [Click here](#) to download the poster issued by the Syndicate and GWR Consulting.
- Emphasize effective hand hygiene including washing hands for at least 20 seconds, especially:
 - After going to the bathroom
 - After blowing the nose, coughing or sneezing
 - After touching contaminated surfaces
 - After cleaning
 - Before and after eating
 - Before preparing and handling food
 - Before wearing gloves and after removing them

If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 70% alcohol.

- Make sure employees change gloves frequently.
- Make sure all employees are wearing face masks, properly covering the nose and mouth.
- Make sure food handlers are wearing gloves and changing them whenever needed and that waiters/waitresses are washing their hands frequently and/or sanitizing them.
- Take the body temperature of employees (including the outsourced cleaning staff) before starting their shift using a thermometer that measures the temperature from a distance such as the Infrared and exclude any employee having a temperature of more than 37.4°C.
- Exclude employees who show or develop flu-like symptoms and redirect them to seek

medical care right away.

- Maintain a social distance of 1.5m between employees and between them and the customers at all times. Except when taking the orders and serving food, while still respecting a safe distance.

6. Food Preparation:

- Follow the Food Safety standards.
- Cook food at appropriate temperatures.
- Clean and sanitize fruits and vegetables before use.
- Make sure employees follow these rules when receiving, preparing and packing food. Received items should also be sanitized and/or external packages discarded.
- Make sure employees handle ready to eat food with clean gloves or clean utensils.
- Put on hold buffets, self-service areas and salad bars.

7. Delivery Services - Including the outsourced delivery companies:

- Educate the drivers on maintaining personal hygiene, respiratory hygiene and on infection control measures adopted in the workplace.
- Take the body temperature of the drivers before starting their shift using a thermometer that measures the temperature from a distance such as the Infrared and exclude them if they show signs of symptoms.
- Make sure all drivers are wearing gloves and face masks, properly covering the nose and mouth.
- Make sure to sanitize the delivery box/bag before use and frequently throughout the day.
- Make sure drivers carry with them a hand sanitizer (at least 70% alcohol).
- Make sure drivers wash their hands or sanitize them and wear gloves:
 - Before packing the delivery
 - Right before opening the delivery bag to deliver the products
 - Right after the delivery and handling money
- Maintain a social distance of 1.5m when delivering the food. Otherwise, offer customers a Contactless delivery option by sending text alerts or calling when deliveries have arrived and leaving the food at the doorstep.