



## Fink Covid-Safe House Policy – QLD

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### Overarching Principle

All possible preventive measures are taken to ensure no transmission of the COVID-19 virus from Staff to/from Guest, Guest to Guest, Staff to Staff, and Contractor/Supplier to/from Staff.

### Overarching Assumption

To ensure maximum precautions are always taken, presume all persons are asymptomatic with the COVID-19 virus at all times.

QUAY  
FIREDOOR  
BEACH BYRON BAY  
BENNELONG  
OTTO

## KEY PREVENTATIVE MEASURES

### COVID-SAFE OFFICER

- For each shift, a trained Covid-Safe Officer is appointed for both FOH & BOH to oversee and enforce all Fink Covid-Safe House Policies

### REPORTING

- Daily reporting and recording of staff attendance, staff temperatures, guest contact details and attendance, cleaning checks, visitors register
- Daily reports and records to be kept on file for a minimum of 56 days

### STAFF TRAINING

- All staff to complete Fink Covid-Safe House Policy training before commencing first shift back to work
- Refresher Fink Covid-Safe House Policy training to be completed at least once a month
- Regular monitoring of Australian Govt Health websites to ensure the latest advice is taken into consideration

### HYGIENE

- Touchless sanitizer dispensers installed at restaurant entry/exit, outside guest bathrooms and staff bathrooms/changerooms, and staff work areas
- Hand washing facilities readily available within guest bathrooms, staff bathrooms and staff work areas
- Food menus: single use disposable food menus or physical menus sanitized after each use.
- Beverage and wine menus: QR codes to access online lists or physical lists sanitized after each use
- Single use linen napkins and tablecloths
- Masks to be worn at all times by staff
- All staff to wash and sanitize hands prior to clocking in/out for all shifts and breaks
- All staff to wash and sanitize hands before and after eating, sneezing, coughing, handling rubbish, handling guest glassware, crockery, or cutlery, handling cash, or receiving a delivery of goods
- Where possible, all staff to wash hands with soap and water for 20 seconds every 30 minutes
- All staff to skin-to-skin contact with guests and other staff, for example, no handshakes
- All staff are to observe 1.5m social distancing whenever possible

### RESTAURANT SEATING CONFIGURATION

- Ensure the indoor premises is sufficient to allow for 2m<sup>2</sup> of space for each person, excluding staff
- Ensure the outdoor areas of the premises is sufficient to allow for 2m<sup>2</sup> of space for each person, excluding staff
- A distance of 1.5m required between bookings/tables, measured from the middle of each chair
- Table and bar dining service permitted - only seated patrons permitted

### CLEANING & SANITIZING

Daily professional cleaning of the restaurant in its entirety.

Ongoing cleaning during restaurant service periods:

- Staff and guest bathrooms – at 60 minute intervals – sanitizing of all surfaces
- High touch areas – at 60 minute intervals - sanitizing of all surfaces, i.e. doors, handrails, etc.
- Tables/chairs – sanitize after each guest seating
- Table condiments – on request only, sanitized after each use
- EFTPOS terminals – sanitize after each use

Commercial dish and glass washers – wash cycle set to minimum 65-71 degrees, sanitization cycle 82 degrees.

### PAYMENTS

- Electronic payment only accepted
- Cash transactions – avoid where possible

### SIGNAGE

- Fink Covid-Safe House Policy
- Hand washing and sanitizing instructions
- Social distancing instructions
- COVID-19 symptoms information
- Condition of Entry information
- Stop the Spread

### CONDITIONS OF ENTRY

Entry denied if COVID-19 symptoms are evident or if the following conditions are not met.

#### Guests

- Confidential contact details collected via Check In QLD App for all guests required upon entry to the premises

#### Staff

- Confidential contact details collected via Check In QLD App for all staff required upon starting each shift
- All staff to undergo a temperature check upon arrival. Anyone with a temperature of 37.5°C or higher will be refused entry and referred to a Covid-19 testing facility

#### Delivery Drivers / Sales Reps / Tradesmen

- Confidential contact details collected via Check In QLD App for all non-staff and guests required upon entry to the premises

### ROLE DEFINITION

Where possible, staff roles will be allocated to prevent cross contamination, defined as either Pre-Guest or Post-Guest tasks.

#### Pre-Guest

All activity prior to guest touching an item  
i.e. untouched glassware, cutlery, food, menus.

Pre-Guest duties include:

- meet, greet and seat guests
- menu ordering
- delivery food and beverage
- unstack dish or glass washer

#### Post-Guest

All activity after a guest touches an item  
i.e. used glassware, plates, cutlery, menus.

Post-Guest duties include:

- clearing tables
- stack dish or glass washer
- EFTPOS payments
- cash transactions