



Fink Covid-Safe House Policy – NSW

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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 recording of staff attendance, guest contact details and attendance, cleaning checks, visitors register
- Daily reports and records to be kept on file for a minimum of 28 days

STAFF TRAINING

- All staff to complete Fink Covid-Safe House Policy training before commencing first shift back to work
- 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 both indoors and outdoors
- 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 avoid 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

- For indoor dining, ensure the premises is sufficient to allow for 2m² of space for each person, excluding staff
- For outdoor dining, ensure the premises is sufficient to allow for 2m² of space for each person, excluding staff
- Where possible, a distance of 1.5m required between bookings/tables, measured from table edge to table edge
- When indoors or outdoors, guests can be seated or standing when drinking

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

- Proof of double vaccination or medical exemption
- If a guest is under 16 years and not fully vaccinated, they must be accompanied by a fully vaccinated member of their household
- Confidential contact details collected via NSW Services App for all guests required upon entry to the premises

Staff

- Proof of double vaccination or medical exemption
- Confidential contact details collected via NSW Services 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

- Proof of double vaccination or medical exemption
- Confidential contact details collected via NSW Services App for all persons required upon entry to the premises

ROLE DEFINITION

Where possible, staff roles will be allocated to prevent cross contamination, defined as 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