

COVID-19 Controls – Restaurants/Cafes

Business Name:

Guidance on the areas to consider in relation to your workplace and space for you to list the actions you will put in place to keep your customers and workers safe.

Please note that this guidance refers to 2m physical distancing. If your business meets the exemption criteria to allow reduction to 1m physical distancing, the additional measures in accordance with <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/exemption-to-1m-for-hospitality/> should be identified.

GUIDANCE ON REQUIREMENTS	CONTROL MEASURE(S) TO BE IMPLEMENTED
Wellbeing of staff and customers	
Anyone (staff and customers) who is symptomatic shall be excluded from the premises.	e.g. staff are provided with guidance on the symptoms of Covid-19 and informed to self-isolate if experiencing symptoms; signage is displayed inviting symptomatic customers to refrain from entering the premises.
Staff training on requirements.	e.g. All staff are provided with information and training on COVID-19, including when to self-isolate, when to get tested, physical distancing, hand hygiene, respiratory etiquette and the cleaning schedule.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	e.g. staff are provided with sick pay to prevent symptomatic individuals attending the workplace due to financial pressures.
Reference to industry guidance.	e.g. reference made to industry guidance from UK Hospitality (https://www.ukhospitality.org.uk/page/coronavirus).
Reference to Scottish Government Guidance	e.g. reference made to Scottish Government guidance for the hospitality sector https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/overview/
Physical distancing: capacity	
Establish the safe capacity of the premises.	<p>e.g. the number of customers that can reasonably follow two metres physical distancing within the store has been approximated at ??? by taking account of the usable floor-space. The layout of tables and other furnishings has been reassessed to maximise the available seating which allows individuals to be two metres distant while seated.</p> <p>The walkways around the premises have been kept clear to allow waiting staff and customers to move freely throughout without compromising the physical distancing requirement and taking account of areas of likely congestion and bottlenecks.</p> <p>Where possible without compromising ventilation air flow, additional furnishings have been used to create screens between tables.</p>

Limit the number of customers in store at one time.	<p>e.g. customers are invited to wait at the door to be seated; staff will then inform a customer if a table is available or the likely wait time if tables are not available.</p> <p>Pre-booking is encouraged to avoid customer disappointment.</p>
Limit the numbers in lifts	<p>e.g. signage displayed informing customers that should only be used by people with specific mobility needs (such as wheelchair users, parents with buggies, etc.), and on a one person per lift basis where possible. Training package informs staff that use of lifts is for essential purposes only.</p>
Reduce contact between customer groups.	<p>e.g. signage is displayed at the entrance inviting customers to respect the physical distancing requirements in relation to fellow customers and staff.</p> <p>Layout changes have been made to allow customers to observe the physical distancing requirements while on the premises.</p>
Physical distancing: staff and customer	
Control distancing at staff welfare facilities.	<p>e.g. where practicable, start times and breaks for staff members have been staggered. An external area additionally provided for staff to take breaks outside.</p>
Control distancing at workstations/work areas.	<p>e.g. where practicable, back of house and office staff are now working from home.</p> <p>Staff are trained on the revised procedures and systems of work in relation to minimising close contact with colleagues and when taking customer orders.</p> <p>Revised procedures have been implemented whereby payment is taken at the customer's table rather than customers approaching, and at, a payment point; signage is displayed to remind customers that contactless payment is preferred.</p> <p>Existing separation controls in the kitchen for raw/RTE areas and allergen control extended to promote distancing between staff members in the kitchen.</p>
Provide separate entrances.	<p>e.g. staff now enter the premises using the delivery door rather than the public entrance.</p>

<p>Limit contact between staff and delivery workers. Deliveries should be scheduled to avoid peak customer periods.</p>	<p>e.g. regular deliveries reviewed and contactless delivery & invoicing wherever possible. A drop-off point at the delivery door has been agreed with suppliers to allow goods to be brought onto the premises by staff and sanitised as required to minimise the potential for cross-contamination. The manual handling risk assessment has also been revised to reflect this change.</p> <p>Deliveries scheduled during pre-opening preparation times to avoid interaction with customers.</p>
<p>Physical distancing: queue management</p>	
<p>Provide a safe environment for queuing</p>	<p>e.g. customers are informed of the expected wait time and given the opportunity to book a table to minimise the need to queue on the public footpath in front of the premises.</p>
<p>Enable distancing while queuing</p>	<p>e.g. alteration to work systems (payment at table and table availability/wait time signposted at entrance) and changes to the layout of the premises to improve flow should negate the need for queuing.</p>
<p>Physical distancing: signage and markings</p>	
<p>Display conditions of entry (website, social media, signage on premises). NB: Messages should be clear and easy to understand.</p>	<p>e.g. in addition to signage regarding symptoms, information is displayed to inform customers of:</p> <ul style="list-style-type: none"> • physical distancing requirements • restrictions on capacity • the availability of tables and the expected wait time • the external queuing system if necessary • the availability of sanitiser • etiquette for approaching staff • the expected respiratory etiquette.
<p>Provide visual aids to remind customers of distancing requirements</p>	<p>e.g. tape or paint used to mark two metre distances on the floor at appropriate places to remind staff of the new physical distancing requirements in kitchen areas and to indicate to customers where to wait for seating.</p>
<p>Physical distancing measures for other common areas such as toilets, showers, lockers and changing rooms.</p>	<p>e.g. signage and floor markings on entry to customer toilets, staff welfare and staff changing areas.</p>

Physical distancing: adapting services	
Customer seating and payment	<p>e.g. customers now wait to be seated so that waiting staff can accommodate customer numbers where possible while respecting the distancing to other customers. Reservation/booking system now in place to allow tables of sufficient size to be made available without compromising other tables/customers.</p> <p>Customer payment now taken at the tables to remove queuing at the payment station.</p>
Implement a pre-order and collection service with set collection time windows.	e.g. takeaway orders are taken over the phone or via online service with customers informed of realistic wait time and queuing system in place to ensure a reduced number of customers who can observe physical distancing during these collections.
Minimise handling of cash.	e.g. customers invited to pay with card wherever possible with contactless payment options encouraged.
Hygiene and cleaning	
Adopt good hand hygiene practices	<p>e.g. enhanced cleaning regimen implemented for frequent hand contact surfaces.</p> <p>Tables cleaned before and after customer use as before with chairs also included in revised cleaning schedule.</p> <p>Menus are now provided on laminated paper to allow the menu to be cleaned when the table is cleaned between customers.</p> <p>Staff tasked with cleaning workstations regularly throughout shift (with training and equipment provided).</p> <p>Cleaning and disinfectant solutions are available (monitored by supervisors and re-stocked before expending) at an appropriate strength and used in accordance with the manufacturers' instructions.</p>
Cutlery and condiments.	<p>e.g. cutlery is brought out with meals and handled hygienically as with food items.</p> <p>Condiments provided in single-serving sachets on request.</p>
Dishwashing.	e.g. cutlery, plates and cups/glasses are cleaned in accordance with the existing cleaning schedule (i.e. two-stage clean and disinfection) with staff cleaning hands with soap and water after touching customers plates, cups, utensils, etc.

Ensure sanitary facilities are well stocked with hand soap and paper towels.	e.g. checks on sanitary facilities included on supervisor's checklist with re-stocking procedure in place (training on procedure provided and information on contact number for re-stocking listed on staff notice board).
Control the surfaces touched by customers.	e.g. where possible, doors left open and procedure for regular cleaning of handles and push plate in place for all other doors. Basket handles included on enhanced cleaning regime. Hand sanitiser available at entrance points for customers to use to reduce risk of contamination of surfaces.
Control the surfaces touched by staff.	e.g. staff to continue to implement hand hygiene as required by existing food safety management procedures to minimise risk of contaminated hands.
Discontinue self-service.	e.g. self-serve salad bar and buffet removed. Carvery no longer available.
Protection of staff while cleaning.	e.g. staff trained on the use of gloves when cleaning and hand washing after clearing tables; hands to be thoroughly washed with soap and water before and after all cleaning tasks.
Staff safety: additional measures	
Minimise unnecessary face-to-face contact.	e.g. remote working tools used to avoid in-person meetings.
Co-operate with other employers in relation to communal areas, etc.	e.g. arrangements have been discussed with operators of neighbouring premises in relation to queuing in the car park to avoid blocking access/egress at neighbouring premises and to minimise the chance of interaction between delivery operations or convergence of queues.
Minimise contact between groups of staff members.	e.g. cohort teams identified with consistent pairing or grouping employees when working on shifts together to limit any potential spread of Covid-19 through the workforce.
Large groups.	e.g. whenever a booking is received for an unusually large group (in terms of overall numbers or the number of adults), customers are reminded of the Government policy on the number of households who may meet and asked to confirm that they are not exceeding this limit.

Record keeping	
Facilitate contact tracing.	<p>e.g. name and contact details for all staff, visitors and contractors for any given day held on file for a period of 21 days in accordance with https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/collecting-customer-contact-details/ .</p> <p>Contact details held for individual book a table who would be able to provide details of their party if required.</p> <p>Records used for tracing COVID-19 infections and are stored confidentially and securely and appropriately deleted when no longer required.</p>