![RASA - Restaurant Association of South Africa]

COVID - 19

RE-OPENING
GUIDANCE

**A GUIDE FOR THE
RESTAURANT INDUSTRY**

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Food Service Safe Opening Guidance and Standard Operating Procedures

Recommended guidelines on how to prepare for resuming operations, ways to safeguard your employees, best practices for enhanced cleaning and disinfection and how to reassure your customers in this "new" normal. #strongertogether #phumaCOVID

Forget the Old Normal - Enhanced Cleaning And Disinfection For Restaurant Operators is The Future.

The Restaurant Association of South Africa has partnered with representatives across the food service industry, academia, Ecolab Inc., the IHSS Group, the Chefs Association of South Africa, public health officials and industry representatives to develop a set of reopening and operating guidelines to help restaurants return to full operation through the COVID-19 pandemic safely when the time comes. This advisory document highlights mandatory and recommended actions and control measures to be implemented by food service property employers and managers. As far as reasonably practicable these recommendations have been developed to be suitable for the broader food service industry in South Africa in line with the strict adherence required to all health protocols and social (physical) distancing measures provided by the responsible Cabinet member.

We are all navigating through COVID together:

1. *Response: Leverage infection prevention expertise and guidance to effectively respond to the crisis*

2. *Recovery: Businesses prepare to reopen safely and build confidence with their employees and customers*

3. *Resiliency: Establish safer, stronger, more resilient operations than ever before*

It is the collective ambition of RASA and the broader food service industry role-players to provide a safe and healthy working environment for employees, vendors, interns, volunteers, and visitors. This safe operating procedure and reopening guidance document is designed to affirm RASA and stakeholders' commitment to safety and health, document the responsibility of various parties under this safe operating procedure and detail the enhanced safety operational aspects during the COVID-19 pandemic.

RASA
Restaurant Association
of South Africa

This Cross-Industry Aligned Guidance Document Provides Food Service Operators With a Basic Summary of Recommended Practices to Mitigate Exposure to COVID-19, Including:

- *Guidance On Preparing To Reopen Safely And Understanding Your Risk Profile*

- *Health Testing And Covid-19 Action Plan*

- *Reopening Guidance On Social Distancing*

- *Reopening Guidance On Building Customer Assurance*

- *Reopening Guidance On Safeguarding And Monitoring Employee Health And Personal Hygiene*

- *Reopening Guidance On Best Environmental Hygiene Practices Across Your Operation*

- *Reopening Guidance On Best Hygiene Practices For Sit Down, Collections And Drive Through*

- *Reopening Guidance On Best Hygiene Practices For Food Delivery*

- *Legal Compliance Considerations*

The restaurant industry in South Africa has always made food safety and public health standard priority, for both guests and employees and now has the opportunity to lead the way forward safely.

This guidance outline document is science-based and is designed to reduce and prevent the incidence of foodborne illness and prevent the spread of disease. Requirements related to sanitation and personal hygiene in particular are the most reliable protocols available to combat risks related to the spread of COVID-19.

Returning
Restaurants
To Service

Safely

Best Practices For Your Operation To Safeguard Employees and Customers Against COVID-19.

Public health recommendations focus on *record keeping, standard infection control practices, training and compliance. Overall – a best practice to mitigate the risk of COVID-19 is to implement enhanced hygiene, and include:*

- *Keep strict records of screening and training*
- *Prohibiting sick employees in the workplace*
- *Strict handwashing practices that include how and when to wash hands*
- *Strong procedures and practices to clean and sanitize surfaces*
- *Ensuring the person in charge of a foodservice facility is a competent food safety manager*
- *Ensuring the person in charge is on site at all times during operating hours*

The purpose of this guidance is to build on the already established best practices and requirements available that address specific health and safety concerns related to the spread of COVID-19, and to put those protocols into practice as communities and businesses begin to reopen across South Africa.

General Infection Prevention Guidelines

Preventative measures that may help prevent an outbreak of COVID-19 as well as other illnesses.

1. **Monitor News And Advice From Public Health Agencies:** *Follow local public health recommendations related to local infection activity and need for isolation and closing.*

2. **Implement Good Infection Prevention Practices:** *Reinforce personal hygiene throughout your operation. Provide hygiene materials such as tissues, hand soap and sanitizer. Stock effective disinfectant products and follow protocols.*

3. **Communicate With, Train And Monitor Employees:** *Educate and inform employees. Closely monitor employee health. Have symptomatic employees stay home. and reassure employees mental safety.*

Foodservice operators should make use of these guidelines as they relate to their existing policies and procedures and in conjunction with instructions they receive from local authorities.

Guidelines offered within this Safe Operating

Procedure and Reopening Guidance document are based on the current risk-adjusted strategy of the South African government and industry advise and will be required to be updated based on updated restrictions as directed by the Department of Cooperative Governance and Ministry of Health.

RASA will make this document available to the industry and will update these safe operating procedures as and when changes are implemented.

BASICS TO NON-FOOD CONTACT DISINFECTION:

- **Pre-clean:** *Pre-clean visibly soiled areas to be disinfected*

- **Disinfect:** *For an emerging viral pathogen, use a disinfectant with an EPA- approved emerging viral pathogen or coronavirus claim. Refer to the product label for complete directions for use.*

- **Wait:** *Allow surface to remain wet for the time indicated in the directions for use on the product label.*

- **Dry:** *Wipe the surface or allow to air dry.*

What About Food Safety?

Currently, there is no evidence that COVID-19 is transmitted to humans through food.

- *Standard food safety practices are encouraged, beginning with avoiding direct, unprotected contact with live animals and surfaces in contact with live animals.*

- *Avoid consuming raw or undercooked animals or sick animals.*

- *Avoid cross-contamination by properly handling raw meat, milk or other animal materials.*

- *Properly clean and sanitize food contact surfaces including hands and utensils.*

YOUR COVID-19 CHECKLIST:

Make sure your team knows:

- *To stay home if they are ill even if they have a mild cough or low-grade fever*

  To contact you if:

- *They were exposed to someone confirmed to have COVID-19.*

- *They reside in a restricted area.*

- *How to limit their exposure by avoiding large gatherings of people and staying at least 1.5m away from people who are coughing or sneezing*

- *How to keep business operational ready during shutdown or quarantine:*

  - Make sure regular cleaning continues to take place

- *How to keep their workplace clean and hygienic:*

  - Surfaces (e.g., desks and tables) and objects (e.g., telephones, keyboards) need to be wiped with disinfectant regularly.

Make sure you:

- *Know who to contact for ordering, training and procedural issues.*

- *Communicate with your staff and guests/customers about the actions you are taking and your partnership with experts and industry thought leaders.*

- *Elevate employee safety concerns to ensure you are:*

  - Keeping employees safe from real risks

  - Providing coverage for essential work functions

  - Accommodating employee concerns about safety

Guidance On Preparing To Reopen Safely And Understanding Your Risk Profile

Before opening understand your unique risk factors

As you think about reopening (either partially or fully), it's important to understand the risk factors. The risk of COVID-19 will remain until there is a viable vaccination or anti-viral treatment. The virus may enter your operation via employees, customers, guests, visitors or vendors. As a reminder, the virus is transmitted between people through virus-laden respiratory droplets or from contaminated environmental surfaces.

Implement enhanced hygiene and safety protocols, including training

Overall, the best practice to mitigate the risk of COVID-19 is to implement enhanced personal and environmental hygiene practices as public health recommendations focus on standard infection control practices, training and compliance.

*There are two critical considerations to infection control – **personal** and **environmental** hygiene and when implemented correctly, they are a winning combination – especially in the era of COVID-19.*

It is important to communicate the expectation for personal hygiene to staff and customers:

- *Queuing and signage are a great way to ensure everyone is aware of the need to wash their hands frequently and to encourage physical or social distancing of at least 1.5 meters.*

- *Signage can also communicate the requirement for any PPE on premise. For example, you may have a requirement that guests wear masks in public areas.*

*The second consideration, **environmental hygiene**, is equally as important as personal hygiene:*

- *This is the focus on the proper cleaning and disinfection of high-touch surfaces and objects with an EPA registered disinfectant approved for use against COVID-19.*

Prepare To Resume Operations

Before reopening, consider dedicating an entire shift to extensive cleaning and disinfection to ensure a successful return to operation for both employees and customers.

There are many touchpoints throughout your operation from public areas like conference rooms to kitchens and restrooms Some common examples across many areas include tables, doorknobs, light switches, handles, etc.

In preparation for reopening, it is important to determine how often these surfaces will be cleaned and disinfected and by whom.

5 Steps to compliance

① RISK ASSESMENT

② SAFE WORK PROCEDURES

③ TRAINING

④ TASK OBSERVATION

⑤ ENFORCEMENT
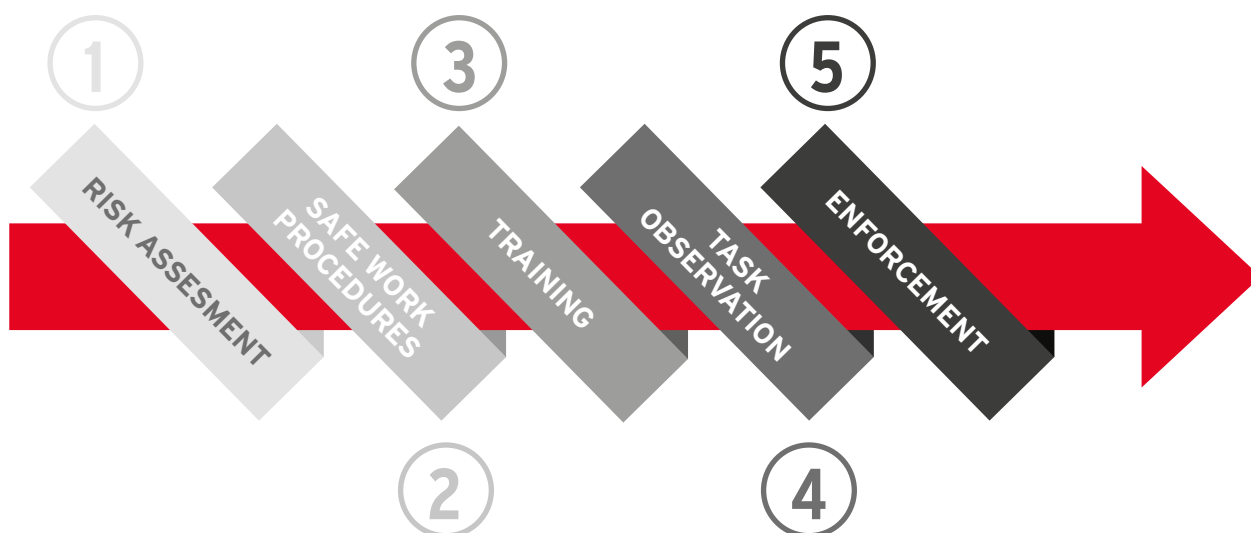
HEALTH TESTING AND COVID-19 ACTION PLAN

The processes below are mandatory for all staff arriving at their place of food service work:

- *Safe physical distancing demarcation at all staff entrances. Staff must constantly be reminded to keep a safe physical distance.*

- *All staff reporting for work will have to have their temperature taken and this must be recorded. It is suggested that this process is allocated to a responsible manager who fully understand the protocols documented by the National Institute for Communicable Diseases.*

- *Staff temperature - staff with a body temperature reading of 38ºC and higher shall not be allowed into the workplace but isolated in the designated manner as a precautionary measure and assisted further to their residence or place of safety as per NICD recommendations.*

- *Records are to be kept and any staff member showing signs of a temperature may not be permitted onto the property.*

- *Staff member may then proceed to the staff quarters to wash and sanitize hands, change into work uniforms and then wash and sanitize hands*

again. On the job training, of this process must be conducted during documented training sessions.

- *It is suggested that staff mobile contact phone numbers are recorded and together with the IT or Human Resources Department a reminder SMS or WhatsApp message is sent to staff every half hour to wash or sanitize hands as a constant reminder and to keep staff safe.*

- *Training records to be kept on the correct cleaning methodology for public areas, restaurant and kitchen.*

- *Only detergents containing a proven disinfectant will be used in all areas and together with the disinfectant detergent all surfaces and touch points will be sanitized. A record will be kept by the cleaning attendant of cleaning and sanitising schedules.*

- *Shift rosters to be discussed with managers and supervisory staff to ensure limited contact with people. It is advised that staff are rostered into two teams with limited to no contact with one another. In the event that one member of the team falls ill, the whole team must be isolated. Please note that the risk of external infection still remains.*

- *Consider having two staff change rooms and stagger the arrival and departure times of each team coming on duty of going off duty to ensure no "cross contamination" or socializing in the change rooms.*

- *After each staff change all touch high risk surfaces must be sanitized.*

- *Staff members that can continue to work remotely must continue to do so.*

- *Areas that are not in use, for example meeting rooms must be locked and are out of bounds.*

- *Staff temperature – staff with a body temperature reading of 38°C and higher shall not be allowed into the workplace.*
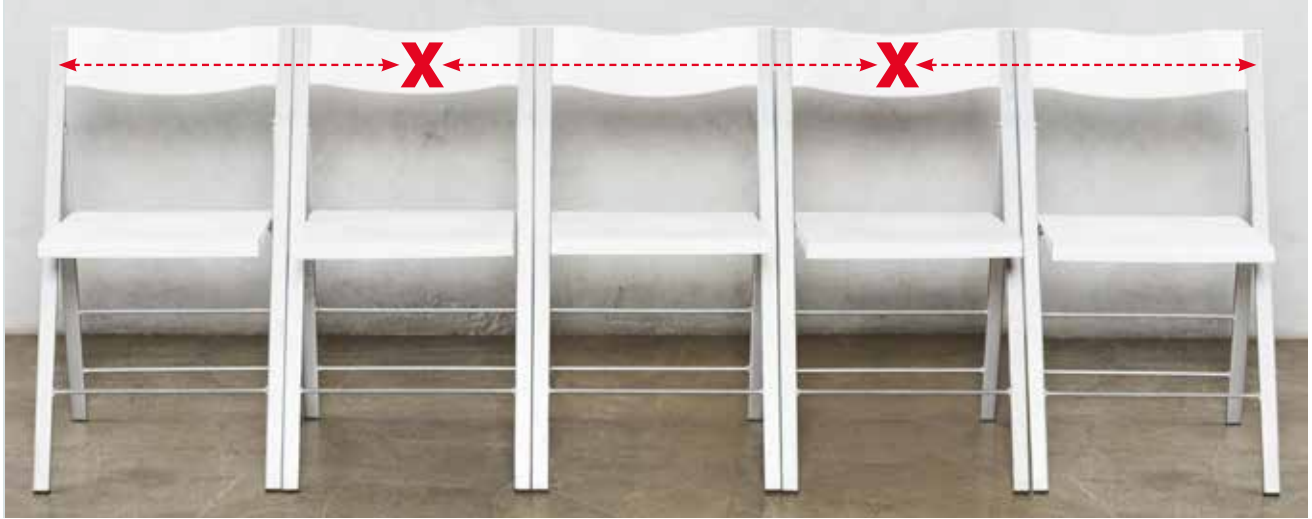
Reopening Guidance
On Social/Physical Distancing

Social or physical distancing is a public health practice that aims to prevent people with the virus from coming in close contact with healthy people in order to reduce opportunities for the spread of the COVID-19 virus.

It further includes avoiding and or reducing close contact between people to slow the spread of infections or diseases.

It also limits large groups of people coming together in one room or place ensuring that there is sufficient, space between each person when possible in order to help minimize the risk of the spread of the virus.

We need to consider two types of Social Distancing namely: Employee Social Distancing and social distancing between customers, vendors and service providers

Employee Social Distancing

Maintaining a minimum of 1.5 meters between employees whenever possible is a critical guideline.

Many restaurants find it helpful to use floor decals / markings or bright coloured tape to clearly indicate the following for their employees:

- *Dedicated Singular Positions - this is employees that work in clearly defined spaces as often as possible.*

- *Single Person-Only Areas - employee break rooms, point of sale areas, kitchen wash up areas and hand wash sinks can be clearly marked to indicate only 1 person is allowed at a time.*

- *Safety Gap Space Markers - some restaurants*

it is helpful to use X`s or lines on the floor to indicate how far apart employees should remain when not performing mobile duties or standing still.

- *Transitioning spaces - Employees should move about the restaurant using clear pathways with care and attention not to come in close contact with each other. Verbal cues and communication are crucial.*

- *Customer Contact - if contact between employees do happen, employees should wash hands and go back to safe spacing as quickly as possible.*

Vendor / Service Provider Social Distancing

Use the floor tape to place a line 1.5 meters from the point of sale / collecting counter:

- *Place floor tape behind the 1.5 meter line and ensure vendors / service providers queue 1.5 meters apart behind each other or sideways.*

- *This procedure applies to any Delivery Driver / Riders collecting order at collection points.*

Delivery at Entrance doors - Suitable for all types of restaurants. This guidance is for using a single entrance door for deliveries and applies if:

- *The dine-in area is closed to customers.*

- *And Government legislation permits the use of the delivery operations.*

- *Drivers / Riders not allowed to enter the building and must wait outside, ask the Drivers / Riders to maintain a safe distance. Consider setting up hand hygiene stations outside for them.*

- *An outdoor security person is advisable to manage 3rd party Delivery Services to manage and maintain implemented procedures.*

- *Use floor tape to mark the outdoor Driver / Rider waiting queue area. The drivers / riders only steps forward once their order is placed on the presenter table and the presenter has stepped back.*

Delivery at Front Counter Collection:

- *Delivery staff collect the order at the pick-up area: a front counter demarcated off*

- *Delivery staff follows the queuing procedure implemented.*

More to note around operating within a socially distanced environment:

- *Update floor plans for common dining areas, redesigning seating arrangements to ensure at least 1.5 meters of separation between table setups. Limit party size at tables to no more than the established ''maximums approved'' as recommended or approved by local public health regulations.*

- *Where practical, especially in booth seating, physical barriers are acceptable. Consider a reservations-only business model or call-ahead seating to better space diners.*

- *Any social distancing measures based on square footage should take into account service areas as well as guest areas.*

- *Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing.*

- *Thank them for their patience as you work to ensure their safety.*

- *Try not to allow guests to congregate in waiting areas or bar areas. Design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc.*

- *Consider an exit from the facility separate from*

- *the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.*

- *Remind third-party delivery drivers and any suppliers that you have internal distancing 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 restaurant.*

- *Limit contact between waitstaff and guests.*

- *Barrier masks to be worn at all practicably reasonable opportunities.*

- *If practical, physical barriers such as partitions or Plexiglas barriers at registers are acceptable.*

- *Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options.*

- *Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other.*

- *Where 1.5 meters of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing. Note: suitable barrier masks are required by local regulation to mitigate the distancing gap.*

- *Limit the number of employees allowed simultaneously in break rooms.*

- *With larger staffs, use communication boards to or digital messaging to convey pre-shift meeting information.*

On Public Transport For Food Outlets

Provision of Transport

Staff must be transported using compliant taxi service and may not use the services of public transport which is not compliant as per regulatory guidelines. Essential Services workers are allowed to use dedicated taxi services between the operating hours stipulated by employer. The shift roster must be stamped and signed by the Manager and provided to staff.

Trading & Staff Shifts

It is recommended to run one shift with all staff travelling at the same time on organized transport (as far as reasonably practicable). Shifts must be scheduled taking in to account the time needed to open the outlet to do all sanitizing and cleaning procedures. Staff should travel with the signed roster.

The Taxi Service

Taxi operators must comply with regulatory requirements with regards to seating capacity, social distancing and sanitizing protocol issued by the Minister of Transport.

Catching a Taxi

When waiting for the taxi keep social distancing of at least 1.5m apart from other people standing in the queue. If the taxi collects from outside the individual home, staff must keep social distancing from members of the public.

Staff must wear a mask when travelling in the taxi and staff must carry hand sanitizer on their person at all times. Staff must sanitize hands before opening and after closing the taxi door. Maintain social distancing when seating in the taxi. If you cough or sneeze do so in the corner of your elbow and make sure other passengers do the same.

On Building Customer Assurance

There are many ways to give your customers piece of mind (and patience) as you begin to resume operations.

- *You might prepare a message for your employees to share with customers upon arrival.*

- *Consider providing key safety packages upon arrival, such as personal masks.*

- *You might increase cleaning and disinfection frequency during high-traffic periods to increase customer visibility of these tasks.*

- *Communicate new cleaning standards to your customers through your website, loyalty programs, an email blast or as part of a welcome memo.*

- *Now is your critical time to make the best first impression and build your brand.*

- *You might add signage or queuing, so customers are aware of the expectations in common areas.*

- *Provide disinfectant for customers at tables or in rooms.*

- *Where available, provide hand sanitizer in high-traffic areas that do not have access to soap and water.*

- *Provide disinfectant and cloths or disinfecting wipes in public areas used by customers to encourage heightened sanitation.*

- *And finally, consider giving customers the opportunity to provide feedback on the cleanliness of your operation to reinforce your commitment to their wellbeing.*

On Safeguarding And Monitoring Employee Health And Personal Hygiene

Employees may have some fear about returning to work or continuing to work in this higher-risk environment, this is natural.

As part of your plan to resume operations, be sure you've communicated with them the various safeguards you have in place to help keep them safe and healthy while at work.

Develop a plan to safeguard employees

When developing your plan to safeguard employees, there are many considerations, From ensuring they are educated on symptoms of COVID-19 and how they will be monitored to how to properly disinfect personal items to minimize any potential spread of the virus. This plan will ensure that as business ramps up, you have sufficient healthy safe employees to staff the operation.

- *Determine if there are an adequate number of trained employees to staff each area of operation during normal working hours. Develop a business continuity plan if not fully-staffed.*

- *Educate employees on symptoms of COVID-19.*

- *Closely monitor employee health and have symptomatic employees stay home in accordance with company illness policy.*

- *Emphasize the need to self-quarantine and contact employer if they've been exposed to someone confirmed to have COVID-19.*

- *Reinforce personal hygiene, cough etiquette and social distancing (as recommended by public health authorities).*

- *Provide hygiene materials such as tissues and hand soap and sanitizer.*

- *Have employees disinfect all personal hard, non-porous surfaces according to the directions for use on the product label.*

- *Inform employees of pandemic status and proper infection control procedures.*

- *Develop policies for worker protection and provide training on proper product use and how to read a Safety Data Sheet (SDS) to all cleaning staff.*

- *Safeguard employees mental wellbeing by reassuring and guiding them, using this situation to develop.*

Promote Positive Behaviour On Infection Prevention, Proper Hand Hygiene, Gloving And Other PPE

It's important to ensure your employees understand proper infection prevention measures such as:

- *Covering their mouth and nose when coughing or sneezing and disposing of soiled tissues in proper waste container*

- *To staying home and whom to contact if they are ill*

- *These are considerations above and beyond the personal hygiene measures previously raised i.e. washing hands often (and correctly!) and avoiding any unnecessary physical contact with other employees or guest, residents, or customers.*

Hands are a primary mode of transmission so hygiene must be implemented often:

- *Proper hand hygiene with soap and water is key. For those instances where soap and water are unavailable, it will be important to offer hand sanitizer for both employees and customers, especially in high-traffic areas.*

- *Hand hygiene should be performed before and after a shift or break, after using the restroom, cleaning or attending to a customer, before eating, and before and after the use of PPE, or otherwise every 30 minutes.*

- *Follow CDC guidance along with local public health regulations when considering PPE requirements for employees and customers.*

- *Currently the South Africa government requires all to wear a barrier mask in public.*

- *The barrier masks are meant to protect others in case of infection; however it is important to note that masks are not meant to be a substitute for physical/social distancing or proper hand hygiene.*

- *Additionally, throughout many areas of your operation, the new normal may be to require employees to wear gloves.*

- *Make sure your staff wash hands before putting on gloves and they feel comfortable donning and doffing gloves and other PPE.*

Personal Protective Equipment and Employee Health Checks

3 Ply Medical Mask Procedure and Recommendations for mask use

- *Wash hands for a minimum of 20 seconds with appropriate hand soap or sanitizer and remove mask from the packaging. Avoid touching the inside or front of the mask. Handle it by the mask strings. Reference CDC, WHO, NICD*

- *Hold the side strings and check that the mask is free from rips, tears holes, contamination, grease, fuzz and ragged edges. If the mask is not in a good condition, waste it and take another mask.*

- *Take the mask by the side strings place it over your nose first then place the side strings over your ears or back of the head. Ensure that the mask fits snugly over your nose and mouth.*

- *During a meal, you should remove the mask, keep it with you and place it in a dry, clean place to prevent contamination. Avoid touching the mask with your hands throughout the shift while working.*

- *Do not lower the mask when speaking, coughing or sneezing.*

- *Do not answer or use your cell phone while wearing the mask. Remember to clean your cell phone regularly as it carries many viruses and bacteria.*

- *When you have completed your shift, you should remove the mask and discard it immediately into a designated bin (if not reusable).*

- *If you are wearing the mask in the taxi on your way home ensure that you discard the mask immediately, when arriving home. Discard the mask in a plastic bag first and then into a waste bin. (if not reusable)*

- *Always wash your hands for a minimum of 20 seconds with soap and water after removing the mask.*

- *DO NOT wear the mask if another person has used the mask, discard the mask wash your hands for a minimum of 20 seconds and get a new unused mask.*

- *DO NOT share the mask with anyone. If you find a mask, it may be worn-out, ripped, wet, loose and / or soiled. Discard it immediately.*

- *If you are being issued a 3 ply mask it should be issued directly out of packaging.*

3 Ply Mask Specification & Packaging - 3 Ply civilian or Medical Mask Specification

- *3 Ply Face Mask helps reduce the spread of viruses, germs and bacteria. It provides relief and allows freer breathing for allergy sufferers. The 3 Ply face mask has 3 layers and contains a high level static filtration non-woven middle layer to effectively block micro dust and bacteria.*

- *This three-ply material is made up from a melt-blown material placed between non-woven fabric. The melt-blown material acts as the filter that stops microbes from entering or exiting the mask.*

- *All employees and managers should wear the civilian or medical 3 Ply Mask.*

- *Civilian or medical Three-Ply Masks are not wrapped individually. Issuing of 3 Play Mask (Disposable mask) for return trip on taxi for the next shift. If a mask is given to an employee to use for their next shift to wear on the taxi when returning to work, the following procedure must be followed: Wash your hands with appropriate sanitizing product for a minimum of 20 seconds. Remove the 3-ply mask from the case and place the mask in a zip lock bag. Place 1 mask per zip lock back. Issue the mask to employees for their next shift.*

Cloth barrier masks that are reusable

- *Cloth barrier masks must be washed daily, at home, when used. The mask must be washed in 500 ml warm (60 degrees) water using soap or laundry detergent.*

- *If warm water is not available, soak the mask in cold water, laundry detergent and add half a teaspoon of Chlorine/bleach solution for 30 minutes. Ensure that the sink and or container used to wash the mask is clean.*

- *Allow the mask to dry in a clean area then iron the mask on the inside and outside to kill all viruses and bacteria not killed during the washing.*

- *If you are wearing the mask to travel to and from work, ensure that you wash it immediately, when arriving home.*

- *Remember to wash your hands for a minimum of 20 seconds before and after removing the mask.*

On Best Environmental Hygiene Practices Across Your Operation

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Forget the Old Normal – Enhanced cleaning and disinfection for restaurant operators. is the future norm.

Now more than ever, it is critical that employees understand and explicitly follow proper cleaning and disinfection procedures. Enhanced cleaning and sanitizing protocols in public spaces, front and back of house, food delivery, restrooms and employee breakrooms.

Always consider:

- *Selecting the proper solution(s) for the job (i.e., product, tool and application method)*
- *The importance of product contact time to achieve disinfection*
- *Increasing frequency of cleaning and disinfection as infection risk, foot traffic and soil load increases*
- *Increased awareness of safety considerations (disposable PPE, etc.)*

The following guidance reinforces the importance of the 5 Factors of Clean, particularly overall procedures, to ensure you can return to operation quickly and with piece of mind that you've done everything you can to protect your employees and guests.

A behavior shift at every level of your operations is needed to ensure that employees understand and explicitly follow proper environmental hygiene procedures.

The 5 Factors of Clean – time, temperature, chemical action, mechanical action and overall procedures. These are all important – however, some propose that the single most important element of the 5 is the actual overall procedure - have one!

Best-practices are meant to reinforce the importance of not only selecting the proper solution for the job (i.e., product, tool and application method) but also the importance of overall procedures.

- *Thoroughly detail-clean and sanitize entire facility, especially if it has been closed. Focus on high-contact areas that would be touched by both employees and guests. Do not overlook seldom-touched surfaces. Follow sanitizing material*

guidance to ensure it's at effective sanitizing strength and to protect surfaces.

- *Avoid all food contact surfaces when using disinfectants.*
- *Between sittings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presets.*
- *Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use.*
- *Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house. Avoid all food contact surfaces when using disinfectants.*
- *Check restrooms regularly and clean and sanitize them based on frequency of use.*
- *Make hand sanitizer readily available to guests.*
- *Consider touchless hand sanitizing solutions.*

No cash should be accepted during this time, consider the multitude of innovative digital money transfer mechanism and educate your customers on their availability. Contactless card and cleared EFT payments are the only accepted method of payments. Each customer must sanitize credit / debit card before using it at speed point. Speed points shall be operated by customers upon staff instructions and payment devices shall be wipe with sanitiser wipes after each transaction where contactless payment is not viable.

Where applicable tablecloths shall be removed as this may be a source of possible cross contamination. All cutlery to be presented wrapped,

this to be kept on a side station and presented per customer. Disposable serviettes to be used as far as possible.

Restaurant tables shall be spaced at a minimum of 1.5 meters apart from each other and excess tables to be removed. As far as reasonably practicable remove menus, if not possible; menus shall be wiped down with sanitiser wipes as received back from a customer and stored safely.

The number of sit-down customers shall be determined by the number of tables available in the given space with 1.5m pyhiscal disytancing between patrons.

Hygiene best practice for public areas:

Disinfection should be most frequent in public areas, especially those with high traffic.

Currently, CDC recommends these areas are disinfected multiple times per day at a minimum.

Evaluating your risk is a huge factor in the determination of cleaning and disinfection frequency.

These best practices for public spaces are the same whether your operation includes the lobby of a hotel, a waiting area in an office building, a retail floor, the entry to a school or a restaurant.

- *Focus disinfection on high-touch, hard non-porous surfaces ensuring treated surfaces remain wet for proper contact time.*
- *Disinfect surfaces after each customer interaction (i.e., at counters, tables, pickup locations)*
- *Offer hand sanitizer for instances when hand soap and water is not readily available*
- *Consider providing disinfectant and cloths or disinfecting wipes for use by staff and guests.*

Hygiene best practice for restrooms:

- *Ensure that hand soap is sufficiently stocked, and paper towels or hand dryers are available.*
- *Frequently disinfect hard non-porous surfaces throughout the day including high-touch objects like stall door lock and any faucets.*
- *Consider posting cleaning schedule in the open for public viewing. This is a great way to reassure*

your guests that the highest level of attention is being paid to heightened sanitation.

- *Employ a bathroom cleaner disinfectant approved for use against COVID-19 so that all surfaces within the restroom are being properly disinfected.*

Hygiene best practice for Foodservice: front of house / Dining areas:

- *Disinfect high-touch, non-food contact surfaces frequently.*
- *Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.*
- *Minimize items offered on tables and disinfect any that remain between customers (i.e., menus, condiments, decor items etc.)*
- *Encourage social/physical distancing by spreading out tables and encouraging staff to minimize use of high-traffic areas.*
- *Consider the addition of an expanded take-out menu or in-room dining offering.*
- *Eliminate any food debris to prevent pest activity.*

Hygiene best practice for Foodservice: Back of House/ Kitchen:

Currently there is no evidence to support transmission of COVID-19 associated with food. For back of house or kitchens, the best practices are quite similar:

- *Focus disinfection on high-touch, non-food contact surfaces, particularly in high-traffic areas.*
- *Handwashing stations and hand sanitizer should be convenient and highly visible.*
- *Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.*
- *Ensure physical distancing of employees is standard practice.*
- *Thoroughly clean drains and eliminate standing water, food debris and spilled garbage to prevent pest activity.*

Hygiene best practice for employee break rooms:

- *Increase frequency of cleaning and disinfection during high-traffic times (i.e., shift change, mealtimes).*

- *Post hand hygiene guidance visibly near handwashing sinks using graphics and local languages.*

- *Provide disinfectant and cloths or disinfecting wipes for areas that the staff is responsible for self-cleaning.*

- *Spread out seating 1.5 meters apart to encourage physical distancing.*

- *Stagger shifts and breaks to minimize staff gathering.*

Hygiene best practice for food collections and deliveries:

Prepare it, Check it, Seal it, Stage it, Deliver it.

- *According to the FDA, currently there is no evidence of food or food packaging being associated with transmission of COVID-19.*

- *Provide Personal Protective Equipment (e.g., gloves, gowns, masks) as directed by local public health authorities*

- *Keep hand sanitizer on cart for use when handwash sink is unavailable.*

- *Keep cleaning product, disinfectant, and paper towels available on cart for cleaning and disinfection of carts and other "high-touch" surfaces.*

- *Increase frequency of cleaning and disinfection of "high-touch" hard surfaces in and around delivery vehicles*

- *Following local regulations - no-contact order, payment and delivery options, which means orders will be left in designated area for delivery*

- *Avoid touching your face with unwashed hands.*

Remediation procedures for food delivery:

- *Keep hot food hot and cold food cold and minimize the length of time food is out of temperature control.*

- *Keep equipment and cart clean.*

- *Wash hands with soap and warm water for 20 seconds before collecting food from the pick-up location.*

- *Place raw animal food, unpackaged produce, and ready-to-eat food items into separate delivery packages to prevent cross-contamination.*

- *Maintain a distance of 1.5m from others and food recipients.*

- *Clean and disinfect cart in between deliveries with a product that has demonstrated efficacy against emerging viral pathogens or coronavirus (or related viruses e.g. norovirus).*

- *Final package is double bagged or uses multiple layers of packaging, is packaged well and labels or dates/ times legible with list of items*

- *Tamper resistant seals: In stock - Available - In use, securely placed*

- *Orders double checked for a perfect order before sealing*

Legal Compliance Considerations

Effective implementation of this COVID-19 Safe Operating Procedure and Reopening Guidance will require businesses to appropriately implement and maintain Health and Safety documentation. It is therefore critical that the accountable staff and 3rd party vendors performing any task within the process monitor activities by:

- *Appointing a certified COVID-19 Safety Compliance Officer*

- *Ensure COVID-19 Policy is readily available and communicated with staff.*

- *Implementation of COVID-19 Safe Operating Procedure and Opening Guidelines are communicated, and attendance register signed and readily available.*

- *Employee induction and training conducted on COVID-19 (training records readily available).*

- *Risk Assessment appropriately updated and communicated with staff.*

- *Vendors 3rd Party Services are audited (to OHS & Covid-19 compliance) and approved to conduct services.*

- *Implementation of Checklists and Registers*

See appendix for GUIDANCE ON MANAGING POSSIBLE EXPSOURES AND QUARANTINE SCENARIOS ON SITE Matrix protocol aligned to NICD expectations

Covid-19 Management System – Master Index

COVID-19 Protocols published in Government Gazette No. 43096 on 15 March 2020 – The Disaster Management Act, Section 16, Chapter 3 – Annexure E has been drafted to assist businesses that have not accommodated for these types of scenarios.

The below index is a guideline based around legislation and good practices that gives businesses the foundation and tools to allow business owners and management to implement and monitor the current situation to avoid further non-compliance and impact on the business.

Document name	Document no
Policies	
COVID-19 Policy	BCP-POL-01
COVID-19 Return to Work Policy	BCP-POL-02
Use of Company Vehicle Policy	BCP-POL-03
Risk Assessment	
COVID-19 Workplace Risk Assessment	BCP-RA-01
Appointment Letters	
Compliance Officer Appointment	BCP-APP-01
Warrant Letter	BCP-APP-02

Document name	Document no
Induction	
Employee Induction	BCP-IND-01
Visitor Induction	BCP-IND-02
Safe Work Procedures	
Employee Screening	BCP-SWP-01
Self-Isolation	BCP-SWP-02
Handling Chemicals	BCP-SWP-03
Handling of Thermometers	BCP-SWP-04
Emptying out Garbage into bins	BCP-SWP-05
Registers	
Approved Contractor Register	BCP-REG-01
Screening Register	BCP-REG-02
Cleaning Register	BCP-REG-03
Covid-19 Training Register	BCP-REG-04
Covid-19 Induction Register	BCP-REG-05
Daily Safety Talk Register	BCP-REG-06
Daily Temperature Reading Register	BCP-REG-07
Flag Register	BCP-REG-08
PPE Issue Register	BCP-REG-09
Testing Clinic Register	BCP-REG-10
Designated Hospital Register	BCP-REG-11
Checklists	
COVID-19 Management Checklists	BCP-CL-01
Cleaning Checklist	BCP-CL-02
COVID-19 Employer Checklist	BCP-CL-03
Incident Management	
Annexure A	BCP-IM-01
WCL 1 – Employers Report of an Occupational Disease	Government Doc
Procedures	
Procedure Template	BCP-PROC-00
PPE Procedure	BCP-PROC-01
Service Provider & Contractor Procedure	BCP-PROC-02
Infected Staff / Visitor Procedure	BCP-PROC-03
Incident Management Procedure	BCP-PROC-04
Workplace Plans	
Covid-19 Workplace Plan	BCP-WP-01
Covid-19 Management Corrective Action Plan	BCP-WP-02
Emergency Numbers	BCP-WP-03

RASA
Restaurant Association of South Africa

REOPENING
GUIDANCE

A GUIDE FOR THE
RESTAURANT INDUSTRY

For other resources:
RESTAURANT.ORG.ZA

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With gratitude and in consultation with industry and our partners:

ECOLAB®

SOUTH AFRICAN
CHEFS ASSOCIATION

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& Safety Solutions

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Restaurant Reopening Checklist

Below is a checklist that managers can utilities as a guideline to ensure that their managerial requirements are up to date to minimize the spread of any form of communicable diseases within their establishments.

#	Question	Y	N	Comments
	Restaurant Reopening Checklist			
1	Have you set a date and time for the reopening of your establishment?			
2	Do you have a list of employees permitted to return to work?			
3	Have you done a vulnerable employee assessment?			
4	Have ways of minimizing the number of workers at the workplace at any one time been developed?			
5	Have you drawn up a COVID-19 policy, has it been communicated to all employees and displayed?			
6	Have you drawn up a COVID-19 return to work policy, has it been communicated to all employees and displayed?			
7	Has the COVID-19 Specific Risk Assessment been developed and communicated to all employees?			
8	Do you have a tracking system in place of staff and customers?			
9	Have all risk been adequately eliminated, mitigated or controlled?			
10	Have all employees and delivery staff undergone COVID-19 training and induction?			
11	Have all employees and delivery staff been trained on the COVID-19 specific Safe Work Procedures?			
12	Is physical distancing of 1.5 meters been implemented and where distancing not be able to be maintained screens installed?			
13	Are delivery staff being monitored to ensure that they are always wearing the Correct PPE?			
14	Are the cleaning staff conducting their daily cleaning checklists?			
15	Has the seating arrangements been spaced out correct inside the restaurants?			
16	Is there adequate amount of sanitizer available at entrances and exits for clients and staff?			
17	Is their adequate amount of disinfectant / cleaning solution for employees to clean correctly?			
18	Have all employees been issued with adequate PPE based on the risk identified in the risk assessment?			
19	Have employees been trained on how to use the PPE correctly?			
20	Are spot checks being done to ensure that employees are using their PPE?			
21	Are there adequate posters displayed, notifying employees of good hygiene practices?			
22	Do you and the employees understand what to do should an employee shows symptoms?			
23	Have you appointed a manager to be the Compliance Officer?			
24	Are their details displayed at a conspicuous place?			
25	Is your current Health & Safety System (File) up to date?			

Should you require any further information on the above questions please contact

IHSS Group / dale@ihssgroup.co.za / +27 (0) 74 020 4157

OPERATIONAL READINESS:
FOOD SERVICE REOPENING CHECKLIST

General manager checklist to prepare your establishment to safely and successfully resume operations.

Reference the ❗ symbol for your most critical reopening actions.

Planning Assessment

☐ **Take inventory of which spaces have been closed (bars, seating, patios, kitchens, etc.)**

☐ **Ensure you have the right cleaning products and tools (Y/N)**

Y / N Food Contact Sanitizer	Y / N Degreaser
❗ Y / N EPA-Approved Non-Food Contact Surface Disinfectant	Y / N Floor Cleaner
Y / N Machine Warewash Detergent	Y / N Antibacterial Hand Soap
Y / N Manual Warewash Detergent, Sanitizer, and Rinse Additive	Y / N Food Service Hand Sanitizer (when soap and warm water is unavailable)
Y / N Presoak	Y / N Bathroom Cleaner*
Y / N Mops, broom, microfiber cloths and other tools	

* Ensure an EPA-approved disinfectant for use against Covid-19 is readily available.
Refer to [List N](#) for approved products to use against SARS-CoV-2.

☐ **Take inventory of your PPE (Y/N)**

Refer to SDS guidance for all products in use and follow local/federal public health authorities to understand the full scope of PPE required.

Y / N Mask (as advised by public health authority or corporate policy)	Y / N GHS
Y / N Disposable Gloves	Y / N SDS Station
Y / N Goggles	Y / N Thermometer
Y / N First Aid Kit	

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General manager checklist to prepare your establishment to safely and successfully resume operations.

Preparing Chemistry and Equipment

☐ **Chemistry reminders**

- o Do not mix chemicals with anything but water.

- o Only add chemicals to water, but never add water to chemicals.

- o Always use adequate ventilation.

- o Follow label directions, including PPE guidance, and only use chemicals for their intended application and use area.

- o If able, check your expiration dates and properly discard of expired products according to the label and local regulations.

- o Store chemicals in properly labeled containers.

☐ **Preparing your equipment**

- o Check that refrigerator is at 41F° or less and freezers are at 10F° or less.

!   o Check for hand washing sinks to be clean and stocked with soap, a drying device (towel or dryer), a hand washing wall chart and a trash receptacle.

- o Empty and clean cooking and hot/cold holding equipment.

- o Empty, clean and change oil in the fryer.

- o Ensure hot holding equipment is functioning.

- o Clean and sanitize ice machine, bins, and ice buckets. Follow ice machine procedures in Food Service Reopening Procedures.

☐ **Restarting Dishmachine**

- o If dishmachine was disassembled prior to close, reassemble machine. Once assembled, power on dishmachine.

- o If deliming is part of your routine, delime machine prior to reopening If turned off, turn power back on to chemistry dispensers.

- o Run test rack through dishmachine and ensure it is working properly. If a high temperature dish machine ensure you are reaching required temperature, if a low temperature dish machine ensure that it's testing for the correct PPM.

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General manager checklist to prepare your establishment to safely and successfully resume operations.

☐ **Dish and mop area**

- o Ensure chemicals at the 3-compartment sink are dispensing properly and sanitizer is at the correct concentration.

- o Ensure the following chemicals are available: dish detergent, food contact sanitizer, non-food contact surface disinfectant, hand soap, and restroom cleaner.

- o Ensure water reaches 100F° at hand washing sinks and 110F° at the 3 compartment.

- o If turned off, turn power back on to chemistry dispensers.

! o Empty all spray bottles and fill with fresh chemistry. Ensure that both water and chemistry are flowing to the spray bottle.

☐ **Water filtration**

- o If closed for under 4 weeks, flush the water systems (hot and cold) for 10 minutes and follow the service disruption protocols that should be a piece of your master water management program.

- o If over 4 weeks and a replacement filter is needed, contact your Ecolab representative and coordinate an order at least **two weeks** ahead of time of the reopening.

☐ **Water softening**

- o If property has been running water throughout the facility during shut down then no action needed.

- o If the property has been closed for less than 4 weeks, force the softener into regeneration (both tanks) before returning to service.

- o If the property has been closed for more than 4 weeks, follow the *BWA/Disaster Recovery Procedure.*

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General manager checklist to prepare your establishment to safely and successfully resume operations.

☐ **Pest**

o Ensure external dumpster area and perimeter are clean and clear of trash.

o Restart landscaping services to reduce pest harborage opportunities.

o Contact your pest management professional **2 weeks** prior to opening to ensure traps are working and no issues are present.

☐ **Documentation**

o Confirm a system is in place to ensure employees are well and not experiencing symptoms (i.e. wellness checks).

o Ensure a new health policy is in place to capture the current situation. Consider adding a public health section that employees must also be excluded from work with symptoms of fever or respiratory concerns such as cough, shortness or breath, or difficulty breathing.

o Ensure that you have completed corrective actions from your last health inspection prior to reopening.

o Ensure you have all required documentation available (Ill employee policy, training documentation, SDS for new chemicals, and temperature logs).

☐ **Questions**

o Reach out to your Ecolab representative for any questions you may have and help to check your sanitation and disinfection products and procedures.

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General manager checklist to prepare your establishment to safely and successfully resume operations.

☐ **Front of House**

- ! o Ensure an approved EPA disinfectant is available for both host stand staff and wait staff.

- ! o Disinfect all hard, non-porous surfaces following *Food Service Reopening Procedures* (Tables, Menus, Condiments and others).

- o Provide hand sanitizer if warm water is not accessible to guests.

- o Clean and disinfect restrooms prior to re-opening and once open at least 2 times/day.

- ! o Taking into consideration social distancing- designate a location for pick up and take out.

- o Check the floors - anything that needs to be refinished or cleaned.

☐ **Back of House – Line and Production**

- o Assess cleanliness and sanitize all food contact spaces following the *Food Service Reopening Procedures*.

- ! o Disinfect all high touch points in the back of house following the Food Service Reopening Procedures including equipment and door handles.

- o Inspect cracks and crevices and areas behind kitchen equipment for signs of pest activity.

- o Check food storage areas and exterior entrances for signs of pest activity.

- o Clean floor drains to prevent small fly breeding.

☐ **Food Storage and Receiving**

- o Food and food contact items are stored off the floor.

- o All food items are inspected for spoilage and expiration. Discarded when necessary.

- o Date labels are available and in use.

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General manager checklist to prepare your establishment to safely and successfully resume operations.

Training & Compliance Plan

☐ **Build out your Training and Compliance Programs**

  o Build out your new hire and current staff training program focused around proper disinfection procedures.

  o Leverage Food Service Reopening Procedures and other resources as provided by your Ecolab representative.

  o Build out new cleaning Regimen and routine for restaurant cleaning.

  o Set up a system to maintain social distancing across all roles in the restaurant.

  o Build out and training on Hand Hygiene Protocol. Encourage customers to follow Hand Hygiene best practices.

☐ **Create a process to communicate your new cleanliness standards and practices to your guests**

Always follow local guidance when reopening your facility, including guidance on social distancing and other measures to lessen the spread of Covid-19.

For more information contact your Ecolab representative

Ecolab | +27 011 578 5000
ecolab.com
EcolabSA@ecolab.com

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- *Communications Coordinator* – _____
    - o All communication must be directed through the Communications Coordinator. This will ensure that one message is communicated throughout the organization without creating unnecessary risk.

- *Emergency Coordinator* – _____
    - o Will take overall command and authority in case of emergencies.
    - o Will establish and implement a code of conduct.
    - o Conduct comprehensive emergency planning with the assistance of the Emergency Action Committee, all planning needs to be documented and recorded
    - o Ensure emergency equipment and facilities procured, stored correctly, serviced and maintained on a regular basis.

- *Legal Compliance Coordinators* – _____
    - o Ensure legal required communication has taken place (*e.g. Department of Health, Department of Health, etc.*)
    - o Ensure Emergency Action Plan comply with COVID-19 Legal Regulations
    - o Advise and ensure Code of Conduct remains within legal COVID-19 Regulations
    - o Status reports are received from all coordinators and communicated to Emergency Coordinator Identification of emergency personnel
    - o Training of personnel to adequate standards

- *Administration Coordinator* – _____
    - o Compile all documentation as required by the Emergency Coordinator in terms of an investigation
    - o Contact relevant contractors, personnel and tenants when required
    - o Act as the central gathering point for all required information pertaining to personnel information

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Covid-19 Positive Test

Process to Follow:

_____Personnel

- _____ is placed under hard Lock-Down as from _____.
- Tracing process to be implemented to identify who came in contact with the infected person and who was the tier 2 contact.
- First Level Testing - The Affected individual's direct family to be tested immediately
- Second Level Testing - All employees who have been in contact and/or at the office since _____, to be tested as from _____.
    - Test results to be communicated to the HOD's who will send through information to the Administration Coordinator. All information will be treated with the necessary confidentiality, as it is medical information.
    - In the event of medical personnel not willing to test an individual at this point in time, due to each case being treated on its own merit, the individual must submit a written report, inclusive of date, time and facility, explaining the circumstances leading up to not being tested. This report must be submitted to the Administration Coordinator.
- _____ will be Deep Cleaned and Sanitized on _____.
- The premises may only be re-opened 72 hours after the Deep Clean and Sanitization has been completed. Possibly only as from _____
- No person may return to _____ without medical proof that the person is COVID-19 negative.

_____Tenants

- All Tenants of _____ has been informed of the Positive COVID-19 result.
- They must be informed of the following in writing by the Communication Coordinator:
    - This Emergency Action Plan implemented by _____.
    - They will only be able to return to _____:
        - At least 72 hours after the premises has been Deep Cleaned and Sanitized;

Company address	
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Covid-19 Positive Test

- everyone returning has medical proof that they are COVID-19 negative.
  - o Of any further positives results that may be reported.
- All tenants who have not tested themselves as yet, after the initial report on _____ must have themselves tested as they will not be able to enter the premises without medical proof that they are COVID-19 Negative.
  - o In the event of medical personnel not willing to test an individual at this point in time, due to each case being treated on its own merit, the individual must submit a written report, inclusive of date, time and facility, explaining the circumstances leading up to not being tested. This report must be submitted to the Administration Coordinator.
- Once _____ re-opens, COVID-19 Standards will be re-instated as was communicated and done prior to the total Lock-Down on _____.

Visitors / Contractors

- Visitors' Register to be collected/compiled by Administration Coordinator
- All visiting contractors and service providers who have entered the _____ must be identified and contact details must be collected.
- In the event of any additional positive results being reported by the _____personnel, all visitors and contractor must be informed in writing of the results.
- All Visitors / Contractors who have not tested themselves as yet, after the initial report on _____, must have themselves tested as they will not be able to enter the premises without medical proof that they are COVID-19 Negative.
  - o In the event of medical personnel not willing to test an individual at this point in time, due to each case being treated on its own merit, the individual must submit a written report, inclusive of date, time and facility, explaining the circumstances leading up to not being tested. This report must be submitted to the Administration Coordinator.

Designed by IHSS | Integrated Health & Safety Solutions

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Covid-19 Positive Test

- Once _____ re-opens, COVID-19 Standards will be re-instated as was communicated and done prior to the total Lock-Down on _____.
- All contractors /service providers will need to resubmit their safety in order for IHSS to review and ensure they have Covid-19 Compliance in order, prior to entering the property.

Investigation Process:

- Investigation process (As per Occupational Health and Safety Act & Administrative Regulations)
    - o Completion of Annexure 1,
    - o Completion of Flash Report,
    - o Incident Investigation (Completion of Statements and Report)
    - o Incident Investigation Concluded and Communicated

Company name

Designed by IHSS | Integrated Health & Safety Solutions

I, the undersigned, herewith appoint _____ (ID:) _____ as the COVID-19 Compliance Officer for the following workplace(s).

_____

_____

_____

I herewith instruct him / her to dispose of the responsibilities as set out below, including:

Participating in the development and implementation of the COVID-19-ready Workplace Plan prior to the reintroduction of employees into the workplace; such development and implementation must take place in accordance with the regulations issued in terms of section 27(2) of the Disaster Management Act and specifically, Annexure E thereof; ensure close monitoring of the plan post re-opening; and ensure adherence to health and safety protocols as issued and those identified in the risk and hazard assessments.

Signature: _____   Date: _____

Acceptance of Assignation

I,_____, the duly appointed COVID-19 Compliance Officer accept the above appointment and warrant that I understand the roles and responsibilities assigned to me and understand that the assigned responsibilities are not exhaustive.

_____   _____

Signature   Date

_____   _____

Department   Designation

Company Address

Document Control Number:
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Daily Temperature Screening Register

Month: _____

Daily Temperature Screening

Name	ID no	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

Completed by		Signature	
Department		Date	

Document Control Number:		Revision Number:	
Date Developed/Reviewed:		Next Review Date:	

COVID-Visitor Induction

The safety of our employees, supplier partners, customers, families and visitors remain _____ overriding priority. As the coronavirus disease 2019 (COVID-19) outbreak continues to evolve and spreads globally, _____ aims to monitor the situation closely and will periodically update company guidance based on current recommendations from the Centres for Disease Control and Prevention and the World Health Organization. Only business critical visitors are permitted at any _____ facility at this time.

To prevent the spread of COVID-19 and reduce the potential risk of exposure to our workforce and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building. Thank you for your time.

Visitor's name		Visitors contact number	
Visitor Company		Visitor ID no	
Reason for entry			

Visitors Declaration			
Questions	Yes	No	Comments
Have you travelled in the past 14 days either interprovincial or abroad?			
Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?			
Have you experienced any cold or flu-like symptoms in the last 14 days (to include fever, cough, sore throat, respiratory illness, difficulty breathing)?			
Have you been in close contact with anyone who has travelled within the last 14 days to any high-risk provinces or countries?			
Do you have a Face mask that covers nose and mouth			

If the answer is **"yes"** to any of the questions, access to the facility will be denied.

Signature (visitor): _____ Date: _____

Note: if you plan to be onsite for consecutive days, please immediately advise your _____ host if any of your responses change. The information collected on this form will be used to determine your access
right to _____ facilities.

Access to facility (circle one):   Approved   Denied

CORONA VIRUS OUTBREAK 24-HOURS HOTLINE NUMBER: 0800 029 999

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Covid-19 Positive Test

Dear _____ :

It is with regret that we inform you that we have had our first employee who tested positive for Covid-19 Virus.

On the _____ at approximately _____ HOD`s of the business informed all employees of the Positive Covid-19 test.

All employees were instructed to stay at home and NOT return to the Offices located at _____ premises until further notice.

Site this instruction was issued Managements implemented and attended to the following:

- Instructed Employees to stay at home and not return to the office,
- All Employees to be tested for Covid-19 Virus by approved health service provider,
- _____ facilities on hard lockdown,
- Implementing Deep Cleaning of _____ Facilities,
- Notification of Positive test to service providers & contractors working at _____ Facilities.

Emergency Action Committee & Investigation Team

- Appointment of Emergency Action Committee & Investigation Team,
  - o It is their main responsibility to develop and implement the emergency action plan
  - o The following roles and responsibilities have been established: