



# COVID-19 PROTOCOLS AND SOP

Updated 22<sup>nd</sup> June 2020



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# INTRODUCTION

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The Restaurant Collective has developed comprehensive protocols for the operation of all types of sit-down restaurants in times of the COVID-19 pandemic.

The protocols align with World Health Organisation guidelines and advice. These protocols will be revisited as required on an on-going basis. They cover guest information, PPE, physical/social distancing, sanitising and hygiene practices, among others, for staff and guests.

We are confident that these extensive protocols enable all sit-down restaurants to operate safely as COVID-19 restrictions are eased. Our restaurants will be among the safest places to visit.

## HOW DO WE MAKE OUR GUESTS FEEL SAFE

- All restaurants to appoint a COVID-19 health and safety officer.
- The temperature of all staff to be monitored daily.
- The temperature of all guests to be taken and recorded before entering the restaurant.
- Regular staff training to be done on the COVID-19 pandemic and safety protocols.
- Staff to wear PPE – cloth face masks to be worn.
- All guests to wear face masks.
- Social distancing to be implemented in the restaurant.
- Sanitising and hygiene practices to be implemented and monitored on a daily basis.
- Develop an online menu or make use of a disposable/single-use menu.
- Alter your restaurant table set-up.
- Alter your guest experience to be in line with the COVID-19 protocols.
- Staff to work shifts in teams; no staff to work across different teams.

It is important that we follow all government legislation whilst managing our everyday operations and keep up to date with any changes.

One process that has to be taken very seriously is to check staff health every day and record all important information. This allows restaurants to ensure only healthy staff serve customers and alerts managers to any potential infections, which need to be addressed immediately.

It is important that all your restaurant's daily procedures and cleaning schedules are printed, completed and recorded daily by the manager on duty.

Use the following standard operating procedures to ensure your restaurant, staff and guests are safe post COVID-19.

## **PLEDGE OF ADHERENCE TO PROTOCOLS**

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All sit-down restaurant owners and franchisees that open for operation during the COVID-19 pandemic must sign a pledge that they will adhere to these protocols. See Annexure for more details.

# STANDARD OPERATING PROCEDURES



## 1. INTERACTIONS

- Staff and guests
- Temperature monitoring
- Screening
- Ventilation
- Social distancing



## 2. PPE

- Masks
- Gloves
- Uniform



## 3. RESTAURANT OPERATIONS

- COVID-19 Safety officer
- Sanitising and hygiene
- FOH and BOH
- Product
- Online menu
- Table set-up
- Guest experience
- Running a queue
- Communication
- Staff scheduling



## 4. DELIVERY AND TAKE-AWAY

- Standards
- Keeping us safe
- Staff protocol
- Restaurant protocol
- Driver protocol



## 5. TRAINING

- Staff training
- What is COVID-19



## 6. EMERGENCY PLAN

- Staff member showing symptoms
- Positive COVID-19 staff member



# 1. INTERACTIONS

STAFF AND GUEST PROTOCOLS  
TEMPERATURE MONITORING  
SCREENING  
VENTILATION  
SOCIAL DISTANCING

# 1

## STAFF PROTOCOLS

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- Have two staff teams comprising different individuals working alterna shifts.
- All staff to wear cloth face masks.
- All staff to wash and sanitise their hands every 20 minutes for at least 20 seconds with soap and water.
- Staff to have temperature checks upon arrival at the restaurant and when they leave to go home.
- Staff to be screened for COVID-19 symptoms.
- Staff to carry hand sanitiser with them at all times or have access to hand sanitiser at all times.
- Staff to wear uniform at work only and not travel to or from work in uniform.
- Staff to avoid all personal contact with other staff members.
- Staff must avoid touching their faces.
- All staff to sign Health and Safety Policy.
- All staff to sign terms and conditions of employment post COVID-19.

# 2

## GUEST PROTOCOLS

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- All guests to wear a cloth face mask.
- All guests must have temperature checks before entering the restaurant.
- All guests to sanitise their hands before entering the restaurant.
- All guests to follow restaurant social distancing rules.

## TEMPERATURE MONITORING

### STAFF TEMPERATURE MONITORING

- The temperature of all restaurant staff will be taken on arrival at work and before they leave.
- All staff temperatures to be recorded.
- Temperatures of staff visiting from other restaurants, head office staff, delivery drivers and any other out-sourced workers will have their temperatures checked and recorded upon arrival at the restaurant.
- All temperatures to be taken with an infrared thermometer.
- Any temperatures recorded outside the normal range (above 37.5° C) require action to be taken.



**INFRARED  
THERMOMETER**

### GUEST TEMPERATURE MONITORING

- The temperature of all guests must be taken on arrival at the restaurant.
- Guest details (Name, Surname, Telephone number) and temperature to be recorded.

### HOW TO CHECK SOMEONE'S TEMPERATURE WITH AN INFRARED THERMOMETER



Thermometers must not touch staff member's skin

Hold it aimed at the middle of the forehead, between the eyebrows

A temperature above **37.5°C** requires action to be taken



## 4

# SYMPTOM SCREENING

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- All staff to be checked daily for symptoms.
- Staff to alert managers if they feel ill or show any symptoms.

## WHAT ARE THE SYMPTOMS?



**COUGHING**



**SORE  
THROAT**



**HIGH  
TEMPERATURE**

Employers must screen workers for symptoms of COVID 19. Workers with symptoms must be placed in isolation and arrangements made for their safe transport to a medical examiner, testing and/or self-isolation.

Employees who recover from COVID19 may return to work after a medical evaluation and will be subject to ongoing monitoring.

## 5

# VENTILATION

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Every workplace must be well ventilated to reduce the viral load.

Where possible utilise outside seating. Keep windows and doors open (weather permitting).

If air-conditioning is used, filters to be taken out every morning and cleaned and sanitised.

## CAPACITY CONTROLS

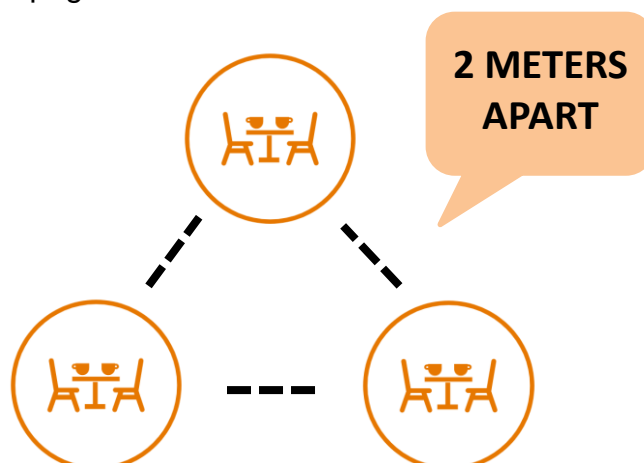
The capacities of all restaurants must be determined and managed to ensure social distancing can be achieved. Capacity limits should not be exceeded and new queuing systems may have to be introduced to manage capacity limits.

### Some suggestions:

- Allocate a hostess, waiter or manager to meet and seat guests. There needs to be a person at the door the entire time.
- Use the “please wait to be seated” signage, so guests do not end up seating themselves.
- Have a queue list ready.
- Block out or “reserve” tables in the restaurant to help you control the number of people entering.
- Keep in mind that the total number of people allowed in the seating area should include staff, seated guests, plus guests waiting.
- Schedule runners to help clear tables faster, to avoid long queues.

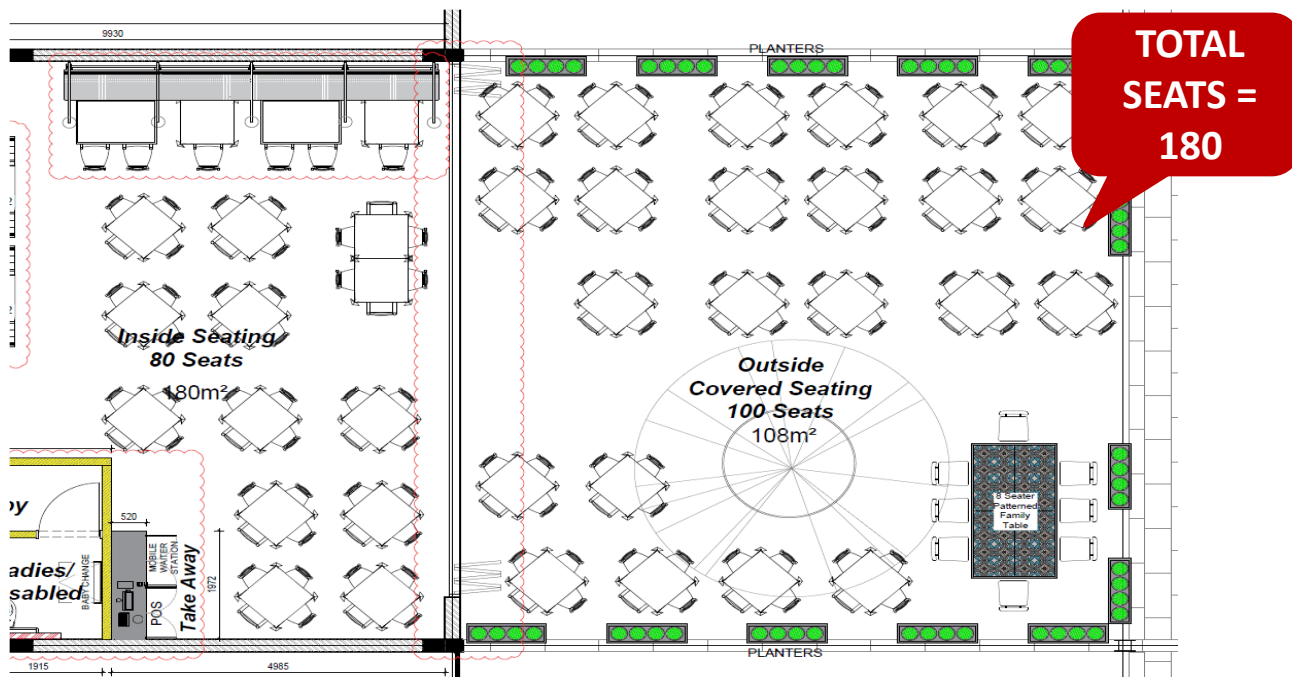
## TABLES

- Restaurant tables are to be spaced two meters apart from one another.
- To help you with this, block out certain tables where guests may not sit. See example on the next page.



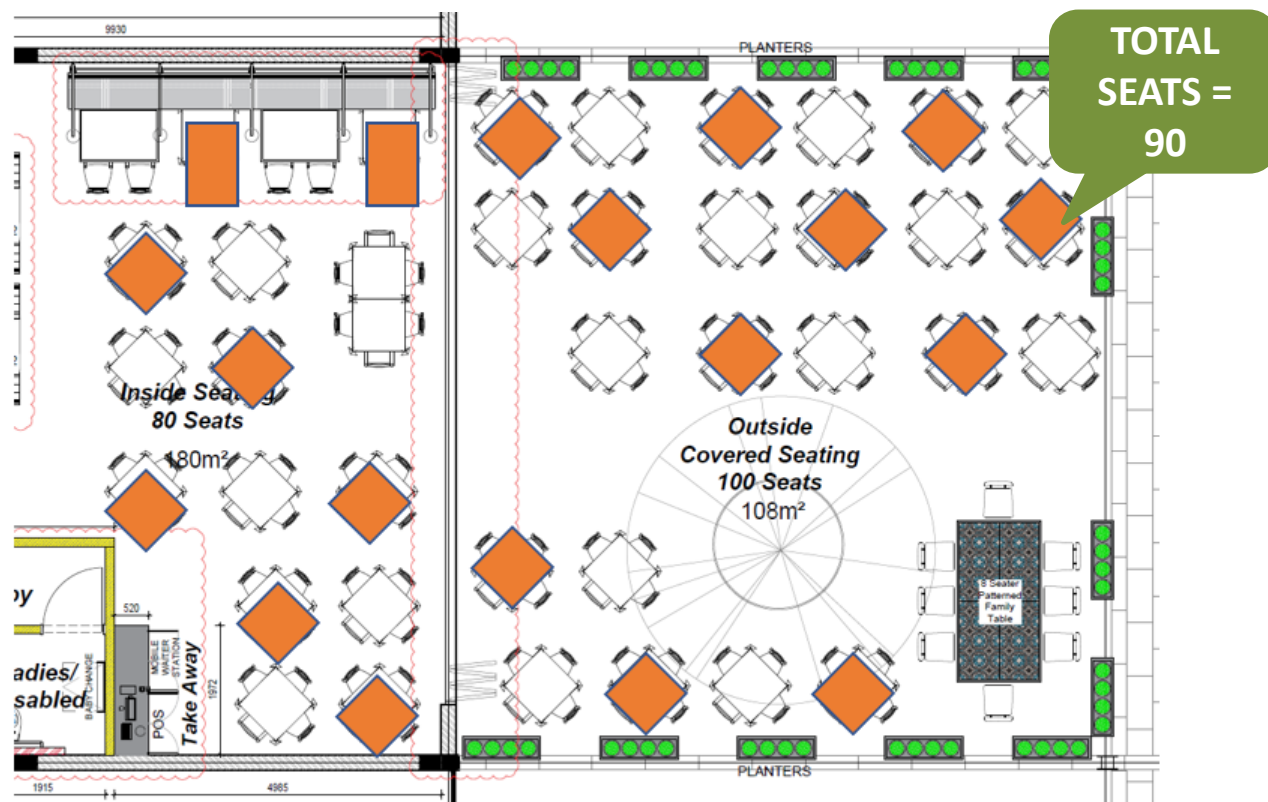
# Example of table social distancing

## 1. Layout of restaurant seating without social distancing



## 2. Layout of restaurant seating with social distancing

Orange tables to be blocked out to ensure 2 metre distance between guests

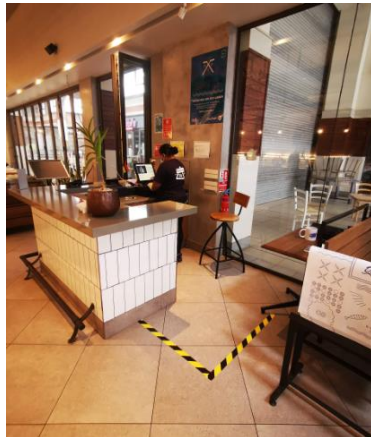
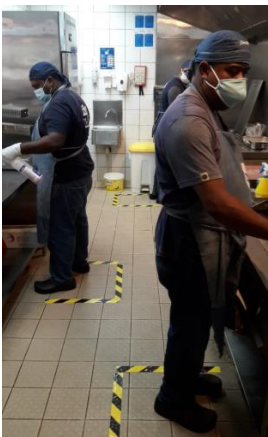


## WORK STATIONS

According to international standards, a space of 1,5m should be kept between staff. This space needs to be demarcated in each workstation by tape on the floor (see pictures below).

For areas that are considered “mixed use” where multiple people use a designated space, ensure the following:

- Preparation and filleting areas - only one person to use this area at a time or maintain a space of 1,5m between staff
- Small compact areas – crew should work back to back to avoid contact
- Waiter stations – waiters should maintain a distance from other waiters while using the stations. Allow for one person to complete a task before another starts his/her task.



## PERSONAL CONTACT

- Avoid all personal contact.



**NO HUGGING**



**NO HIGH FIVES**



**NO SHAKING  
HANDS**



## 2. PERSONAL PROTECTIVE EQUIPMENT (PPE)

MASKS  
GLOVES  
UNIFORM

# MASKS

## CLOTH FACE MASKS

- All staff must wear cloth masks at all times, except while eating meals.
- The restaurant must provide each staff member with a minimum of three cloth face masks. One is worn on shift, including on transport home, one is in the laundry (at home or provided by the restaurant), and one is already clean and ready to wear the next day when returning to work.

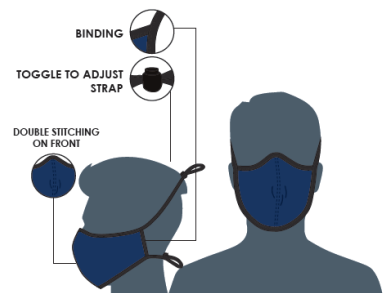
## DISPOSABLE FACE MASKS

- All guests must wear masks when entering the restaurant.
- Have a few disposable masks available for guests who arrive at your restaurant not wearing a mask.

## HOW TO WEAR A CLOTH FACE MASK

### PUTTING ON YOUR MASK

- Wash your hands first
- Place the inside of a clean mask against your face
- Cover your nose and mouth
- Make sure it fits well



### REMOVING YOUR MASK

Be careful not to touch your eyes, nose or mouth when removing your face mask.  
Wash your hands immediately after removing your mask.

## DISPOSABLE GLOVES

- The wearing of disposable gloves by staff is optional.
- Remember if your restaurant chooses to wear gloves they need to be replaced on a regular basis (we suggest every time a staff member starts a new task).
- Every time a staff member changes his/her gloves they must wash their hands.



**DISPOSABLE  
GLOVES NOT  
RECOMMENDED**

### **Why do we say the wearing of gloves is optional?**

- Gloves are at higher risk of carrying pathogens than properly washed hands.
- Wearing gloves creates a false sense of security and has the potential to lead to staff relaxing the strict hygiene standards.
- The person wearing the gloves cannot feel dirt or greasiness on their gloves, which means that they change gloves less often than they would wash dirty hands.
- The wrong sized glove could tear or puncture leading to food contamination due to exposure to skin.
- Contamination from the gloves themselves could cause cross contamination if the glove had touched any other surfaces.
- Wearing gloves in our hot and steamy kitchens may cause perspiration on the hands and lead to ideal conditions for bacterial growth on the skin under the gloves.

## STAFF UNIFORM STANDARDS

- Staff are never to travel to work in their uniforms. All staff to change into clean uniforms when they arrive at the restaurant.
- Uniforms to be washed and ironed before each shift.
- Staff to change out of their uniforms before going home. Place the dirty uniform in a plastic bag and wash it when you get home.
- All damaged or faded uniforms are to be replaced.
- All personal hygiene standards are to be followed. All staff to shower/bath daily and to wear deodorant. Hair must be tied back, nails must be short and clean. Male staff may have neatly trimmed beards.
- All staff to wear the correct safety gear (safety boots, etc) and the new PPE (personal protective equipment) required post coronavirus.
- All staff to wear cloth face masks.





## 3. RESTAURANT OPERATIONS

COVID SAFETY OFFICER  
SANITISING AND HYGIENE  
FRONT OF HOUSE  
BACK OF HOUSE  
PRODUCT  
ONLINE MENU  
TABLE SET-UP  
GUEST EXPERIENCE  
RUNNING A QUEUE  
COMMUNICATION  
STAFF SCHEDULING

# 1

## APPOINT A COVID-19 HEALTH AND SAFETY OFFICER

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All sit-down restaurants will appoint a COVID-19 Health and Safety Officer. This will be either the owner, general manager or an additional staff member. The restaurant's chosen COVID-19 Health and Safety Officer will be thoroughly trained on the COVID-19 pandemic and all the protocols for sit-down restaurants.

Suggestion: The COVID-19 Health and Safety Officer must stand out from other restaurant staff. Safety officer to wear an arm band, different uniform, safety jacket,

### COVID-19 HEALTH AND SAFETY OFFICER RESPONSIBILITIES

1. Develop, maintain and implement:
  - Standard hygiene and sanitising procedures per area of the restaurant
  - Special restaurant cleaning procedures as required
  - Capacity limits and controls
  - Social distancing plans
  - Customer procedures
  - Staff procedures
  - PPE standards for staff
  - PPE standards for guests
  - Procedures for staff with COVID-19 symptoms
  - Procedures for guests with COVID-19 symptoms
2. Monitoring the implementation of the protocols and the effectiveness of the measures undertaken.
3. Monitoring overall compliance, identifying and correcting gaps, and adapting the plan to practical experience.
4. Monitoring compliance of correct PPE usage – observing, CCTV, spot checks, etc.
5. Checks restaurant's daily cleaning duties.

## SANITISING AND HYGIENE PRACTICES

Frequent staff hand sanitising and/or hand washing is critical along with frequent proper sanitising of surfaces. These together are our key defences against COVID-19.

### HANDS

- Hand sanitiser to be placed at the entrance of every restaurant. Guests to sanitise their hands when they enter and exit the restaurant.
- All staff to wash their hands for a minimum of 20 seconds every 20 minutes. When a hand washing facility is not available, please use hand sanitiser. Remember hand sanitiser does not replace hand washing; it is only effective when used in partnership with washing hands.

*Suggestion: Place a timer in your restaurant that reminds staff to wash their hands every 20 minutes or ask a manager to double clap every 20 minutes*

#### **Hands must be washed and sanitised:**

- After using the toilet
- After handling raw food
- After coughing, sneezing, eating, drinking or smoking
- After every break
- After handling waste (garbage)
- After clearing and cleaning tables/surfaces
- After handling cash
- In-between tasks or after working with different products
- Before putting on your mask and gloves (if required)



## SANITISERS

Restaurants must

- provide enough hand sanitiser with at least 70% alcohol content
- ensure that work surfaces, equipment and common areas such as toilets, door handles, and shared equipment are regularly cleaned and disinfected.

## CLEANING AND DISINFECTION

### FRONT OF HOUSE

- All equipment, surfaces and areas to be cleaned and sanitised before and after use and before and after each shift
- All tables and chairs to be cleaned and sanitised before and after each seating
- Card machines to be sanitised before and after each use
- Sanitise high touch points after every use, (phones, keyboards, P.O.S)
- Condiments, sugar bowls, and salt and pepper cellars to be sanitised before and after each use
- Hand sanitisers to be kept full and available throughout the store
- Hand sanitiser stand with automated dispenser at entrance or a spray bottle to be available at the entrance
- Soap and sanitiser to be filled in the toilets and toilet check to be done every 30 minutes
- Where possible, the entrance/exit door should be kept open for guests. Door handles to be cleaned and sanitised every 30 minutes where doors cannot be left open for guests
- Cutlery trays to be emptied, cleaned and sanitised before and after every shift.
- Paper towels for wiping must be stocked
- At the end of each shift, deep cleaning must occur before the next shift or store closure.

## CLEANING AND DISINFECTION

### BACK OF HOUSE

- All equipment, surfaces and facility to be cleaned and disinfected after every shift
- Sanitise high touch points regularly, including fridge doors, chopping boards, all work tops, scales, mixing bowls. Make sure these are sanitised after each use / every 20 minutes
- Timer will be set and placed in the kitchen to remind staff to clean and sanitise cutting boards, knives, working surfaces and wash hands every 20 minutes
- All fridges and freezers, including walk ins, to be emptied and sanitised at the end of the day
- Surface sanitisers must be available in all sections
- Hand wash basins to be stocked with paper towel, soap and sanitiser and to be replenished regularly.

## FRONT OF HOUSE CRITICAL HYGIENE STANDARDS

<b>Cutlery trays</b>	<b>Cutlery trays to be emptied and cleaned before and after every shift</b>
<b>Cloths</b>	<p>Have dedicated cloths for:</p> <ul style="list-style-type: none"> <li>Cleaning</li> <li>Carrying out food</li> <li>Opening bottles or wine</li> </ul> <p>A sanitiser (yellow) cloth, kept in a portion bag and 100ml spray bottle will be issued to each waiter</p>
<b>Condiments and table settings</b>	Glasses for table settings, salt and pepper shakers, condiment bottles, wooden table blocks, bill glasses, menus and chairs must be cleaned and sanitised after every use
<b>Menu holders/boxes</b>	Menu holders must be cleaned and sanitised before and after every shift
<b>Guest bathrooms</b>	<p>Bathrooms including sanitaryware, doors and handles must be cleaned every 30 minutes using correct colour coded brush ware</p> <p>Soap, sanitiser and paper need to be checked every time and dustbins emptied</p>
<b>Cellphones</b>	<p>Only use your cell phone before or after a shift, or on a break.</p> <p>Hands to be washed after touching or using a cellphone</p>

## BACK OF HOUSE CRITICAL HYGIENE STANDARDS

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<b>Handwash basins</b>	<p>Check soap and sanitiser twice daily</p> <p>Only use for handwashing</p> <p>Any other food items or crockery/cutlery items must NOT be cleaned or placed in hand wash basins</p>
<b>Tasting food</b>	Wash spoons and your hands after tasting food
<b>Recycling of food</b>	Never recycle food cleared from a table
<b>Colour coding</b>	Stick to colour coded items as prescribed
<b>Handwashing in between tasks</b>	Crew need to wash and sanitise hands after each task ie. Working with raw fish and cutting vegetables
<b>Uncovered product</b>	Cover all product, whether being defrosted or prepared
<b>Defrosting product</b>	Work on one product/task before moving to the next
<b>Dating and FIFO</b>	<p>Date all product, prepared, raw or dry goods</p> <p>Always use the older items first</p>
<b>Cleaning surfaces</b>	Clean and sanitise work surfaces and equipment after each task/product
<b>Containers</b>	Only use sealable food safe containers to store product
<b>Brushware</b>	<p>Use correct colour coded brushware for each section</p> <p>Mops and brooms must be cleaned and sanitised before and after each shift</p> <p>Water must be discarded and not left in buckets</p> <p>Mops need to be stored upside down and left to dry after wash and sanitising</p>
<b>Cutting boards</b>	Cutting boards must be washed and sanitised and left standing to dry after every task

## RECEIVING

For efficient and safe stock receiving, follow these standards:

- All suppliers to be checked in, recorded on a register and can only enter the premises if wearing the correct PPE
- All supplier's delivery crew's temperature must be recorded
- All store crew to wear correct PPE at all times
- Dedicate an area for receiving, near the back door of the restaurant and limit delivery crew to that area
- Clean and sanitise receiving areas and surfaces after each delivery
- Person receiving should have a clipboard, calculator and sanitised platform scale ready
- All suppliers to offload stock onto sanitised tables or pallets in the back of house
- Invoice to be received by the manager in a plastic sleeve
- When product is being delivered, group the same items together
- Products should be covered
- Once order is verified and checked, place invoice in the in-tray or file for processing
- Wash, sanitise and dry fruit and vegetables and store in food safe containers
- Date and label all boxes and containers correctly
- All storage surface i.e. shelves must be cleaned and sanitised.
- All products must be stored correctly according to 'First in and First Out' procedures
- Rotate older stock to the front for first use.

## DEFROSTING AND PREPARATION

When issuing product to be thawed, keep all product covered and at a controlled temperature.



## **PAPERWORK**

Before capturing an invoice onto your POS, spray sanitiser on a cloth and wipe the screen or keyboard.

After capturing, file the invoice and wash and sanitise your hands.

## **STOCK TAKE**

- Clean and sanitise counting areas and surfaces before counting
- Person counting should wear gloves and a face mask. Have a clipboard, calculator, updated stock sheet and sanitised platform scale ready
- When product is being counted, group the same items together
- Work according to an updated stock sheet
- Variances should be recorded
- Expired stock should be discarded as per the restaurant's waste policies.

## 6

# ONLINE MENU

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For guests to avoid having to touch the menus in your restaurant, we suggest you make an online menu available.

### **Some suggestions:**

- Place your menu online with a QR code. Customer to scan the QR code and your restaurant's menu will pop up.
- Direct your guests to your online website or facebook page to view your menu.

*Disposable/single-use menus are also an option. These menus will be discarded after each use. Remember this is a daily cost to your restaurant.*

## REDUCED MENUS

It is recommended to re-open your restaurant with a limited menu. This follows in the footsteps of big QSR brands. You limit stock, labour and the preparation required.

## 7

# TABLE SET-UP

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- Where possible reduce the number of items placed on the table
- We suggest you bring crockery, cutlery and side plates once the guests are seated
- Sanitiser sachets to be placed on the table as soon as the guest is seated (optional)
- All tables, chairs and table settings to be sanitised after each use
- Clean tablecloths to be used for each seating.

## RESERVATIONS

- Keep 30% (this number can change) seating capacity in mind when accepting reservations.
- You will not be able to seat walk-in guests when maximum seating capacity has been reached.

## GREETING THE CUSTOMER

- Customers to be greeted at the door.
- Customers to have their hands sanitised at the door or guests to be directed to a hand sanitiser station before they take a seat at the table.

## SEATING THE CUSTOMER

- Customers to be shown to their tables. This controls social distancing
- Make sure the table, chairs and table settings have all been cleaned and sanitised before seating your guests
- Once the guest is seated, introduce yourself and ask them if they would like a single use menu, the address for the menu website or to scan a QR code. This avoids having guests touch menus and reduces the spread of germs
- If a guest has a baby and needs to make use of a baby chair, make sure the chair is wiped down and sanitised in front of the guest
- Offering kids activity packs and crayons is not recommended.

## SETTING THE TABLE

- Set the tables with the necessary cutlery for each meal as per normal.
- All condiments brought to the table must be sanitised before and after every use. Do this in front of the guest if possible.

## SERVING DRINKS

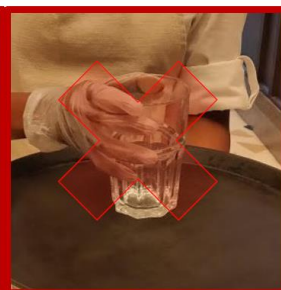
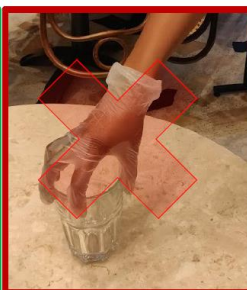
- Wipe and sanitise trays before and after each use.



- When serving drinks in cans or twist caps, allow guests to open their own bottles or cans.
- Touch the bottle as little as possible and never touch the neck of the bottle.
- For drinks that require a bottle opener, ensure that you hold the bottle at the bottom while opening.



- When serving drinks in glasses ensure that you only touch the bottom of the glasses.



## **SERVING MEALS**

- Before collecting plates from the kitchen or table, sanitise or wash your hands
- Avoid leaning over guests or reaching across tables, move around the table to drop and collect food
- When serving food, never touch the inside of the bowl or plate with your fingers; place your fingers on the rim of the plate as far away from food as possible
- Tableside service is not recommended. Customers to serve themselves.
- Clear the tables as quickly and efficiently as possible, making sure the guests are comfortable with the distance between them and yourself
- When asked for the bill, immediately prompt “Card payment would be best, if that is convenient for you?”.

## **PRESENTING THE BILL**

- When presenting the bill, avoid having the guest touch too many things
- The bill-holders and pens must be cleaned and sanitised after each use
- Where possible ask guests if they would like to use their own pens. If using your pen, make sure you sanitise it before handing it to the guest
- Hands to be washed and sanitised after handling cash.

## **FAREWELL, CLEANING AND RESETTING THE TABLE**

- Customers to have their hands sanitised before leaving the restaurant.
- All tables, chairs and table settings to be sanitised.

## **CUSTOMER TOILETS**

- Hand sanitiser to be available at the entrance and exit of guest toilets.
- To be cleaned and checked every 30 minutes. Ensure there is toilet paper, soap, paper towels and hand sanitiser available.
- Suggestion: Install a foot peddle to open the door if possible.

## HOW DO I RUN A QUEUE?

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- If you run a queue because there is a limit on the number of people allowed in your restaurant at one time, remember social distancing is important
- Make sure to space guests at least a meter apart if they are standing in a queue – use stickers to help show these markings on the floor
- Guest temperatures must be taken and recorded
- Always inform guests of the estimated wait time
- Best option is to take guests' details and call them back once their table is ready.



## STAFF MEMBERS

Create a Whats app or SMS group to communicate instantly with staff, to keep them up to date with:

- Daily notices
- COVID-19 requirements
- COVID-19 training

## CUSTOMERS

Inform guests of restaurant initiatives regarding COVID-19 and their safety. This can be done on your social media platforms or in the restaurant using a poster, pull up banner or black board.

## SUPPLIERS

Communicate with suppliers regarding their delivery schedules, so you don't run out of stock

Confirm the required lead-time that orders must be placed for timeous processing

Inform suppliers of your protocols, for their safety and that of the crew.



With limited trading times, limited seating capacity and limited menus that require less preparation, will we require fewer people per shift.

List the tasks and duties required per section and relook the shift list

Remember to schedule two groups of crew, so if one person gets sick, the other group can work to keep the restaurant operational.

## SCHEDULE ACCORDING TO THE BUSINESS NEEDS

### DURING PREPARATION TIMES:

- Low crew complement
- Attention to production schedules
- Shared preparation in sections & high productivity of individuals

### DURING SERVICE TIMES:

- High crew complement to focus on efficient service
- Shared accountability for the dining area
- Quick turnaround times
- Attention on guests, cooking times and guest satisfaction

## CROSS TRAINING

Cross training in different positions creates an environment of learning and upskilling.

It is also beneficial for restaurants to have multi-skilled crew.



## WHAT DO I NEED TO KNOW?

### Labour laws

Understand what the maximum allowed hours are for permanently employed and temporarily employed crew members - per week and per month.

Understand how many days per week crew members must have off.

### Special calendar days

Look for holidays, special days (Mothers Day, etc) and events in your community during the period you are scheduling.

Check if any crew member has booked leave during the period you are scheduling.

### When scheduling

Work on positions and not names

Work per shift and not per day

Schedule for two weeks minimum to allow for rotation of opening and closing procedures.

## HOW TO SCHEDULE YOUR STAFF

- Compile a list of preparation and tasks every position needs to complete per shift
- Allocate the number of people required for each section or position
- Look at your sales forecast and apply the crew vs sales ratio
- Allocate your crew for the day and week using 45 hrs per week as a guideline
- Schedule two groups and keep A group together and B group together at all times – you cannot mix the individuals for emergency protocols.
- Start by giving each position a full day off (management included) – make sure that if you give an employee a day off that you have someone to replace him/her based on desired skill set
- Allocate weekend (and busiest shifts/days) shifts
- Allocate a mid-week half-day break
- Fill in opening shifts (rotate so everyone gets a chance)
- Fill in closing shifts (rotate so everyone gets a chance)
- Check number of hours per week for everyone
- Work out how many hours are left per person and fill in the open positions
- Print out and circulate or send to the Whatsapp group and allow for comments and feedback.



## 4. DELIVERY AND TAKE-AWAY

STANDARDS  
KEEPING US SAFE  
RESTAURANT STAFF PROTOCOL  
RESTAURANT PROTOCOL  
DELIVERY DRIVER PROTOCOL

# DELIVERY AND TAKE-AWAY STANDARDS

The following delivery and take-away standards must be implemented to ensure your restaurant crew, third-party delivery suppliers and your guests remain safe.

## HOW DO WE KEEP OUR RESTAURANT AND CUSTOMERS SAFE

- All restaurants to appoint a COVID-19 health and safety officer
- The temperature of all staff to be checked daily
- The temperature of all guests to be taken and recorded before entering the restaurant
- The temperature of all delivery drivers to be taken and recorded before entering the restaurant
- All staff, guests and drivers to sanitise their hands before entering the restaurant
- All staff, guests and delivery drivers to wear face masks
- Regular staff training to be done on the COVID-19 pandemic and safety protocols
- Social distancing to be implemented for take-away waiting areas
- Create a touch-free zone to hand over food to guests and delivery drivers
- Sanitising and hygiene practices to be implemented and monitored on a daily basis
- All take-away food to be sealed before leaving the restaurant
- Staff to work shifts in teams. No staff to work across different teams
- All staff to wash their hands every 20 minutes for 20 seconds with soap and water
- Encourage non-cash payments.

# RESTAURANT STAFF PROTOCOL

- 1 All staff must have a temperature check by the manager/COVID-19 Health and safety officer daily before entering the restaurant for work. This must be recorded. Any crew member with a temperature above 37.5 degrees C must be sent home immediately
- 2 If a staff member is not feeling well and shows any of the symptoms listed below, he/she must be sent home immediately and referred to their GP:
  - Fever
  - Tiredness
  - Dry cough
  - Shortness of breath
  - Aches and pains
  - Sore throat
  - Diarrhoea
- 3 Two staff teams to be in place: Team A and Team B. Staff to work shifts and stay in their teams. No staff member is allowed to work across both teams
- 4 A clean uniform must be worn every day. Staff to change into their uniform when they arrive at work and to change out of their uniform when they leave the restaurant. No staff member to wear a uniform on public transport when travelling to and from work
- 5 All staff must wear cloth masks at all times, except while eating meals. The restaurant must provide each staff member with a minimum of three cloth face masks
- 6 All crew members must wash their hands every 20 minutes for 20 seconds using soap and water followed by hand sanitiser
- 7 Social distancing to be implemented. All crew to make sure they keep a distance of 1.5 meters from one another when working, taking breaks and when talking to guests. Avoid all personal contact
- 8 All staff personal hygiene standards to be adhered to at all times
- 9 All food safety and hygiene standards to be adhered to at all times

# RESTAURANT PROTOCOL

## SET-UP

- 1 Hand sanitiser to be available at the door for all delivery drivers and guests coming in to collect delivery/take-away orders
- 2 Set up an area near the entrance of the restaurant where staff, delivery drivers and guests can have their temperatures taken. A record sheet to be placed on the table to track and record all information. Infrared thermometer to be sanitised after each use
- 3 Set up an area for guests and delivery drivers who are waiting to collect their take-aways. Ensure a distance of 1.5 metres is maintained. If this is not possible, guests should enter the premises one at a time and only when their order is ready to be collected

Use tape or your restaurant chairs to maintain a distance of 1.5 metres. See example below.



## SET-UP CONTINUED

4

Dedicate a low-risk area of the restaurant away from the kitchen and at a distance from staff and guests to hand over food. This must be a touch free zone

Allocate a table, close to the front door/desk where you can place take-away orders and third-party delivery pick-ups that are ready for collection. Names or order numbers must be clearly displayed

Collection times should be staggered to discourage crowding outside the premises. Where queuing is taking place, you should use queue management systems to maintain a 1.5 metre distance between people

Sanitise and clean the dedicated take-away collection area after each guest or third party delivery driver leaves

## PAYMENTS

5

Encourage non-cash payments. When guests are paying by card, sanitise the credit card machine with sanitiser before handing it to the guest to make payment. Clean and wipe down the credit card machine with a sanitised cloth once the guest gives it back to you.

Hands to be washed and sanitised after handling cash

## INSTORE DELIVERY TABLETS/UNITS, POS AND TELEPHONES

6

Ensure tablets/units are always online and your Wi-Fi connection is active. If you notice a quiet period, check the Wi-Fi connection. Remember that if your devices are not online, the guest cannot order from you

Clean and sanitise delivery tablets/units, point of sale systems and telephones after every use

Place your tablets/units on charge every evening

## TAKE-AWAY PACKAGING

- 7 Have packaging folded and ready for orders to avoid any delays. Crew to wash and sanitise their hands before folding and packing take-away boxes

Store take-away boxes in a clean sanitised cupboard or in an area where they are covered

## HOW TO PACK FOOD FOR DELIVERY AND TAKE-AWAY

- 8 Manager/ waiter to wash and sanitise his/her hands before touching the take-away boxes, packaging and any food
- 9 Food to be placed in the take-away packaging. Waiter/manager to check food order is correct and food has been well presented. Once this check has been done all take-away boxes and packaging are to be sealed with a sticker
- 10 All sealed food and take-away consumables to be placed in a bag. Close the bag. Staple the unpaid bill to the bag until the guest arrives for collection. Spray the bag with a fine mist sanitiser
- 11 Closed take-away bag to be placed on the dedicated table (no touch zone) for collection. Make sure the order number/name is visible
- 12 Manager/Waiter to wash and sanitise his/her hands before packing the next delivery for collection



# DELIVERY DRIVER PROTOCOL

## THIRD-PARTY DRIVERS (eg: Uber eats, Mr D, etc)

- 1 Sanitise the drivers' hands when arriving at the restaurant
- 2 Drivers to have temperature checks and results recorded
- 3 Drivers are only allowed access to the restaurant and food if they are wearing the correct PPE. All drivers to wear cloth masks at all times
- 4 Driver to check if any orders are ready for collection. If not, driver is to wait in the designated waiting area where a distance of 1.5 metres between guests and drivers is to be maintained
- 5 Driver delivery bag to be sanitised before placing any take-away food into it
- 6 Sanitise and clean the dedicated take-away collection area after each third-party delivery driver leaves



## **5. TRAINING**

STAFF TRAINING  
WHAT IS COVID-19

# 1

## STAFF TRAINING

---

**Extensive training must be provided to all staff to ensure that they understand:**

- The virus, how it is spread, the symptoms and how long it survives on surfaces
- The required sanitisation and social distancing procedures for themselves and restaurant guests
- The correct use of PPE and what PPE each employee must use/wear
- How to change into and out of uniforms
- All other special procedures eg. How to handle queues, how to handle deliveries and take-aways, how customers must enter and exit the restaurant, use of the staff change rooms etc.

Training should also cover support for staff, addressing their general fears and concerns, what happens if they have symptoms or test positive, etc.

Staff training should be on-going with regular updates. Staff training must be recorded.

## WHAT IS COVID-19

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COVID-19 is caused by a type of corona virus and is a respiratory disease that can affect your lungs and airways. It was called COVID because it stands for “**CO**rona **VI**rus **D**isease” and was first recorded in 2019 in a small town called Wuhan in China. Since then it has spread rapidly across the world.

The symptoms of COVID-19 are very similar to that of a normal cold or ‘flu, including a cough, high temperature, shortness of breath, a sore throat, sneezing and a runny nose. If you have any of these symptoms it does not necessarily mean you have COVID-19 but it does mean you should take extra care of yourself and those with whom you come into contact. It is a very contagious disease that can be passed on before you show any signs or symptoms.

As COVID-19 can be passed from human to human it’s important that everyone follows safe hygiene principles as well as keeps a safe distance to reduce the spread of the virus. It is important to note that even if you think you are healthy, you may have COVID-19 and are not be showing any symptoms.

### **How is COVID-19 (coronavirus) passed on?**

Coronaviruses are most commonly passed between animals and people and from person to person. The source of COVID-19 (coronavirus) is believed to be animals, but the exact source is not yet known.

The virus is commonly passed on:

- directly, through contact with an infected person's body fluids (droplets from coughing or sneezing);
- indirectly, through contact with surfaces that an infected person has coughed or sneezed on; or
- current information suggests that the virus may survive a few hours on surfaces, but simple household disinfectants can kill it.

Investigations in China are continuing to identify the source of the outbreak and ways it can be passed on to people.



## **6. EMERGENCY PLAN**

**STAFF MEMBER SHOWING SYMPTOMS  
OF COVID-19**

## WHAT TO DO IF A STAFF MEMBER SHOWS COVID-19 SYMPTOMS

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The restaurant must have available the telephone numbers of the health authorities, medical centres, general practitioners, public and private hospitals, and testing centres and services to be used. All staff should be aware of basic procedures, but a senior manager on duty should, at all times, be tasked with managing the response to a staff member with a high temperature, COVID-19 symptoms, or a positive test result.

### **STAFF MEMBER HAS A HIGH TEMPERATURE**

If a staff member is found to have a temperature equal to or higher than 37.8 degrees C, call the National Institute for Communicable Diseases Toll free 0800 029 99 for further instructions and location for testing.

Have a list of available stand-in crew ready and immediately contact the second group of employees to stand in.

Staff member to self-isolate and regularly update management on his/her condition.

Management must be informed immediately if the test is positive. All staff on that member's shift team must self-isolate for 14 days. In the event that testing becomes widely and easily available, all such staff members should be tested.

Staff member only allowed to return to work after 14 days post signs of first symptoms.

Period that the staff member is either in self isolation or at a health facility will be recorded as paid sick leave.

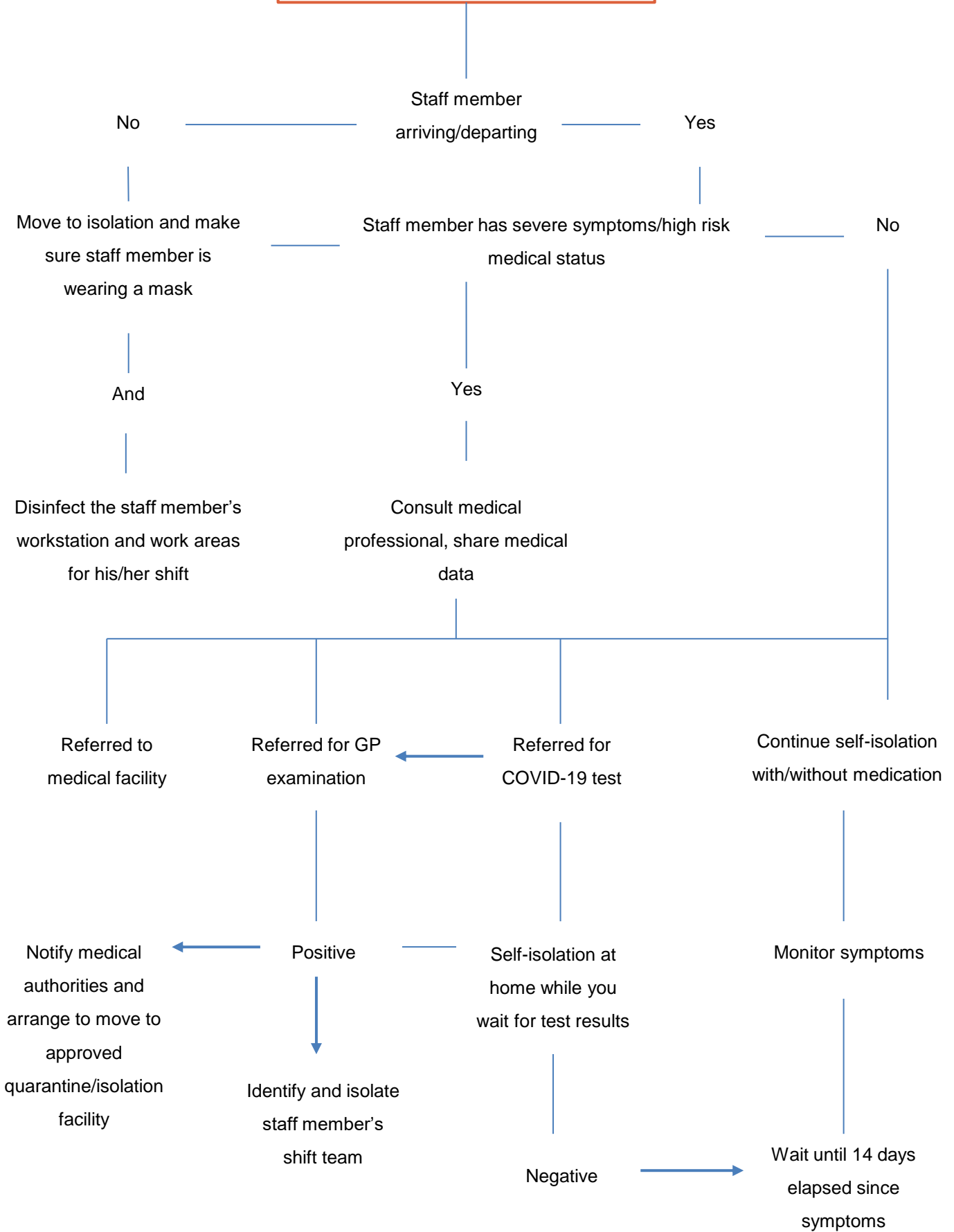
### **STAFF MEMBER SHOWS SYMPTOMS AND FEELS SICK DURING WORK**

Staff members should report to management immediately when starting to feel unwell.

Management to take another temperature check. Immediately refer the staff member to seek medical advice.

Clean and sanitise the area where the staff member worked.

Staff member shows COVID-19 symptoms or has a temperature of >37.5°C



## **CONFIRMATION OF COVID-19 POSITIVE STAFF MEMBER**

Upon confirmation of a positive staff member, the restaurant must complete the tables they are serving and close the restaurant immediately.

### **The Restaurant**

- Contact RENTOKIL or similar and book a Residual Disinfection Service for the next day
- Contact restaurant owner/franchisee and inform him/her of the positive case
- All crew, including management must go for testing
- Department of Health and the Department of Employment and Labour must be informed

### **Day of or day after disinfection:**

Crew should be present at the restaurant to spring clean and sanitise the entire restaurant; walls, floors, surfaces, crockery, containers etc. after Rentokil have completed the disinfection

### **Restaurant re-opens on day 3 or 4:**

#### **Day 1**

- COVID-19 Confirmed

#### **Day 2/3**

- Rentokil Disinfects restaurant
- Deep/Spring cleaning of restaurant
- Staff and Management go for testing

#### **Day 3/4**

- Restaurant can re-open.
- New team on shift





# GLOBAL BEST PRACTICE IDEAS

# GLOBAL BEST PRACTICE

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Summary of international initiatives relating to seating, service, hygiene and guest experience.

## AUCKLAND

Restaurant gets creative with booth dining.



## IRELAND

Restaurants can reopen safely during the coronavirus pandemic by limiting diners to four people over 10 square metres.

Side Note: As a consequence, the industry wants direct financial support for restaurants and small and medium-sized businesses in the sector by reducing the VAT rate to zero.

## CYPRUS

All cafes, restaurants and bars should place announcements at the entrance informing guests of simple protection measures, including social distancing and good hand washing and disinfection.

These companies should also place announcements on how many people are allowed at each given moment, meaning one person per two-square metres, excluding employees for outside areas. For inside areas, one person is allowed for each three-square metres.

The maximum number of people per table is ten and employees serving the public should limit conversation with guests as much as possible, while the use of masks and gloves by all staff is mandatory.

# GLOBAL BEST PRACTICE

## SINGAPORE

Information about shared responsibility.

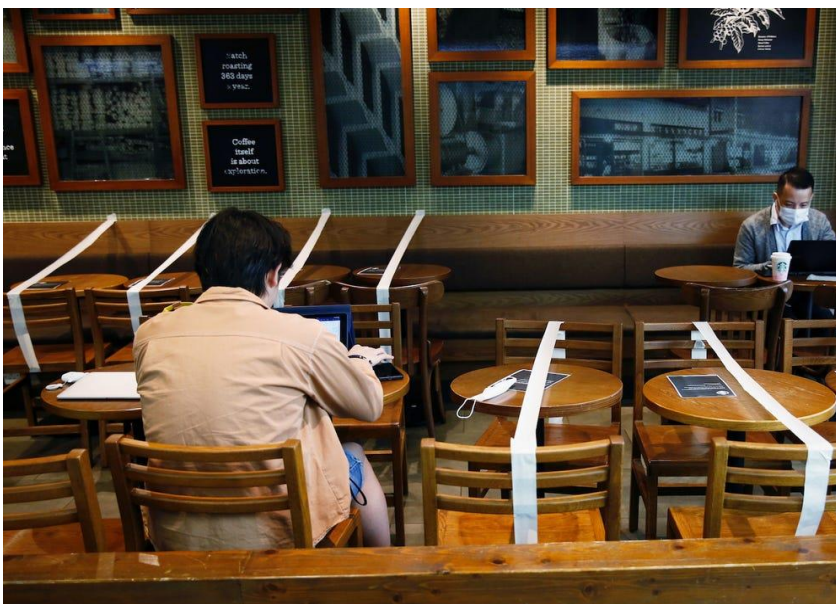
## GERMANY

You may dine with members of one other household, although you have to be 1.5 meters away from each other and from other restaurant patrons and must adhere to other hygiene rules.



## ITALY

- Tables will need to be spaced at least two metres apart
- Any establishment smaller than 25 square metres will only be able to allow one guest at a time inside.



## HONG KONG

Tables and chairs taped up to maintain social distancing at a Starbucks coffee shop in Hong Kong, on April 2, 2020.

# GLOBAL BEST PRACTICE

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## USA

### Half Capacity at Restaurants

In efforts to curb the spread of COVID-19 and encourage social distancing, restaurants across the country have been restricting their capacity to 50%, whether mandated by the government or personal choice. This essentially means that restaurants would only be seating 50% of their full capacity – or less – at any given time, to ensure there is more space between diners and hopefully slow the spread of coronavirus. This idea of half capacity is in line with recommendations to avoid crowds. Other businesses have been mirroring this idea in different ways – some gyms are offering classes at reduced capacity, and grocery and drug stores are setting aside hours for slower service to help people who are considered at-risk.

### Offering Takeout & Delivery Service Exclusively

As we mentioned previously, takeout and delivery offerings have taken over during COVID-19, with huge growth in China and similar trends here in North America.

Chains like Tim Hortons and Starbucks are completely shutting down sitting areas, making takeout or drive-thru the only option, while smaller businesses rely heavily on their delivery services to make up for lost business. Some owners are even setting up sections for diners to leave instructions for their orders, like leaving the package curbside and making contactless delivery a part of the pick-up process. On a positive note, delivery services are also stepping up to support businesses as more of their operations may shift to takeout and delivery. Grubhub is   
 while coronavirus is a major issue. Uber Eats has   
 for orders placed to   
 independently owned restaurants – around 100,00 businesses – to help support them keeping their   
 business afloat. Google's new delivery service,   
 , is offering their program for free until   
 July 2020 as a way to enable restaurant owners.

### Takeaways and restaurants offering a pick-up service

Customers should be encouraged to order online, by app, or by phone. Customers waiting to order or collect should wait in a designated area where a 2-metre distance from other people can be maintained. If this is not possible, guests should enter the premises one at a time and only when their order is ready to be made or collected. Collection times should be staggered to discourage crowding outside the premises. Where queuing is taking place, you should use queue management systems to maintain a 2-metre distance between people.

# GLOBAL BEST PRACTICE

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## UK

### Social distancing

The advice on social distancing measures applies to everyone. You need to minimise opportunities for the virus to spread by maintaining a distance of 2 metres between individuals. This advice applies to both inside the food business and in the external public areas where guests may need to queue. People should be reminded to wash their hands for 20 seconds and more frequently than normal.

The practical implementation of this advice will depend on the local circumstances. This may be best evaluated by the store manager, however a few general indicators may be relevant to the majority of retail outlets:

- use additional signage to ask guests not to enter the shop if they have symptoms
- regulate entry so that the premises do not become overcrowded
- use floor markings inside the commercial spaces to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as serving counters and tills
- use vertical signage to direct guests into lanes if feasible to facilitate movement within the premises while maintaining 2 metre distance
- make regular announcements to remind guests to follow social distancing advice and clean their hands regularly
- place plexiglass barriers at tills and counters if feasible, as an additional element of protection for workers and guests
- encourage the use of contactless payments where possible, without disadvantaging older or vulnerable guests
- provide additional pop-up handwashing stations or facilities if possible, providing soap, water and hand sanitiser

# GLOBAL BEST PRACTICE

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## UK

### Takeaways and restaurants offering a pick-up service

Customers should be encouraged to order online, by app, or by phone.

Customers waiting to order or collect should wait in a designated area where a 2-metre distance from other people can be maintained. If this is not possible, guests should enter the premises one at a time and only when their order is ready to be made or collected.

Collection times should be staggered to discourage crowding outside the premises. Where queuing is taking place, you should use queue management systems to maintain a 2-metre distance between people.





# ANNEXURES

COVID-19 PROTOCOLS PLEDGE

SUMMARY OF THE COVID-19 DIRECTION ON  
HEALTH AND SAFETY IN THE WORKPLACE

HEALTH AND SAFETY POLICY REGARDING COVID-19

TERMS AND CONDITIONS OF EMPLOYMENT

COVID-19 COMPLIANCE NOTICE

HOW TO APPLY FOR YOUR ESSENTIAL SERVICE  
BUSINESS CERTIFICATE

# RESTAURANT INDUSTRY

## COVID-19 PROTOCOLS PLEDGE

I, \_\_\_\_\_, the owner / General Manager of \_\_\_\_\_, a business which operates in the restaurant industry, hereby pledge that, in all our restaurants which are open for business, we will adhere, during all operating times, to the **Restaurant Industry Standard Protocols for COVID-19 Operations**, as issued by the Restaurant Collective, and updated from time to time, and will continue to so adhere, until such Protocols are receded or replaced by alternative industry health and safety operating protocols.

We, \_\_\_\_\_, do this in recognition of our critical role to provide a safe restaurant experience through-out our country in this time of the COVID-19 pandemic.

We commit to these protocols because we understand that we carry utmost responsibility to protect our staff and to protect our guests from COVID-19 risk, and we additionally acknowledge that we have a particular duty of care to high-risk staff and high-risk guests, with respect to the Coronavirus risk.

Further, we acknowledge that we adopt and follow these Protocols because we recognise our role as an industry, to support the leaders of our country, in their aims and the measures taken to minimise the spread of Coronavirus, and flatten the curve of the COVID-19 pandemic, in order to further the wellbeing of all of the people of South Africa.

**NAME** \_\_\_\_\_

**DATE** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_





# SUMMARY OF THE COVID-19 DIRECTION ON HEALTH AND SAFETY IN THE WORKPLACE

The Minister of Employment and Labour has issued a directive setting out the measures that employers are required to take to prevent the transmission of COVID19 in workplaces.

The directive applies to all workplaces covered by the Occupational Health and Safety Act, 1993 (OHSA). It does not apply to healthcare facilities, which are regulated by a directive issued by the Minister of Health.

The directive contains the basic measures that employers must take to prevent the transmission of the SARS-CoV-2 virus in the workplace. Businesses that are re-opening must put these measures in place before restarting work. A risk assessment must be undertaken to adapt the provisions of the directive to the requirements of individual workplaces. The directive does not reduce the existing obligations on employers in terms of the Occupational Health and Safety Act, 1993.

Employers must take measures to protect the health and safety of everyone in their workplace. This includes employees of contractors, self-employed persons and volunteers.

## **Administrative measures**

Every employer must:

- notify workers of the directive and how it will implement it
- inform employees that if they have COVID 19 symptoms they must not be at work and grant paid sick leave
- appoint a manager to address the concerns of employees and consult with workplace representatives
- take measures to minimise the contact between workers and between workers and the public to prevent transmission
- minimise the number of workers in the workplace at any time through shift or working arrangements to achieve social distancing
- provide employees with information concerning COVID 19 and how to prevent its transmission
- report any diagnosis of COVID 19 at work to the Department of Health and the Department of Employment and Labour; investigate the cause and take appropriate measures
- support any contact tracing measures by the Department of Health.

## **Social distancing**

Workplaces must be arranged to ensure a minimum of 1.5 meters between workers. If this is not practicable, physical barriers must be erected and workers must be supplied free of charge with appropriate Personal Protective Equipment (PPE).

Social distancing must be implemented in all common areas in and around the workplace to prevent crowding.

## **Symptom screening**

Employers must screen workers for symptoms of COVID 19. Workers with symptoms must be placed in isolation and arrangements made for their safe transport for a medical examination, testing and/or for self-isolation.

Employees who recover from COVID19 may return to work after a medical evaluation and be subject to ongoing monitoring.

## **Sanitisers and disinfectants**

Employers must:

- provide enough hand sanitiser with at least 70% alcohol content
- ensure that work surfaces, equipment and common areas such as toilets, door handles, and shared equipment are regularly cleaned and disinfected
- provide adequate facilities for hand washing with soap and clean water and sufficient paper towels.

## **Masks and personal protective equipment (PPE)**

Workers must wear masks at work. Employers must also require members of the public entering workplaces to wear masks. Employers must provide each employee free of charge with at least two masks to wear while at work or commuting. There must be suitable arrangements for washing and drying masks.

Where a risk assessment indicates, workers must be provided with PPE to provide a greater level protection. Employers must keep up to date with recommendations from agencies such as the National Institute for Communicable diseases and the National Institute for Occupational Health on the appropriate steps to take to prevent transmission in their workplaces and the provision of PPE.

## **Ventilation**

Every workplace must be well ventilated to reduce the viral load.

## **Small business**

The Direction sets out the obligations of businesses with less than 10 employees

## **Enforcement**

Labour inspectors are empowered to promote, monitor and enforce compliance with the directive. Employers who do not comply with the directive may be ordered to close their business. In addition, as the failure to comply fully with OHSA is a criminal offence, failure to take the necessary measures to prevent the transmission of COVID 19 may result in criminal prosecutions.

# HEALTH AND SAFETY POLICY REGARDING COVID-19

**Issued: 1 May 2020**

**To: All crew members**

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## **Purpose:**

The Occupational Health and Safety Act places requires the employer to maintain a working environment that is safe and healthy.

“On the issue of a healthy working environment, the employer must ensure that the workplace is free from any risk to the health of its employees as far as it is reasonably practicable,” it said.

Within the context of Covid-19, there is requirement on the employer to manage the risk of contamination in the workplace.

## **Objective:**

Practically, the employer can ensure a healthy working environment by ensuring that the workplace is clean and hygienic, promoting regular handwashing by employees, promoting good respiratory hygiene by employees and keeping employees informed on developments related to Covid-19.

## **Leave:**

Should an employee contract Covid-19, an employer should apply its sick leave policy to such an employee.

In addition, an employee must obtain a medical certificate and any time out of the office will be considered as sick leave.

Due to the nature of the illness, an employee with Covid-19 should not be permitted to return to work until that employee is cleared to do so by a medical practitioner and should be quarantined for a period of at least 14 days.

After the quarantine period and even if an employee does not display any symptoms, the employer may nevertheless require the employee to be tested by a medical practitioner and to provide the employer with a medical certificate confirming that the employee can return to work

## **Forced sick leave:**

In the case of compulsory quarantine (i.e., quarantine required and enforced by the employer), the employee will not be on sick leave unless a medical certificate has been issued to the employee placing the employee in quarantine,

An employer may require an employee to be quarantined if the employee recently travelled to an affected country or if the employee displays symptoms of the illness whilst at work.

The employer may at their discretion, especially if such travel was on instruction by the Employer to place this employee on special paid leave away from the office. (depending on the nature of the work performed by such an employee).

As an alternative to placing the employee on any type of leave, the employer, depending on the scope and job description may consider the possibility for the employee to work from home, such decision is at the discretion of the employer.

### **Self-quarantine**

In the case of voluntary quarantine (i.e. quarantine at the request of the employee for precautionary purposes, i.e. those employees that are deemed to be vulnerable “50 + years of age”), the employee is not sick and therefore, sick leave should not be imposed and this will be taken as annual leave if possible and subject to collective agreements or unpaid leave until such time that the employee can prove that they have tested positive for COVID-19.

It is important for you to note that employee and employer are to conduct themselves in good faith for the health and safety off all that work at “**Insert Restaurant Name**” and this responsible conduct carries over to our conduct outside of the workplace and there offer the expectation is that you at all times act responsibly.

### **Travel restrictions**

No travelling, via air or will be permitted until such time as Covid-19 is contained.

Employees are encouraged not to travel to affected countries. Employees who nevertheless choose do so, would be required to place themselves in quarantine for 14 days after such travel and this will be deducted from annual leave if possible subject to collective agreements or unpaid leave. This rule is a precautionary measure for those employees that remain in the workplace.

Employees should be informed that they must take all reasonable steps to avoid exposure to the illness which may mean cancelling or postponing international travel until Covid-19 is contained.

### **Hygiene**

The Company as embarked on a series of information and awareness initiatives that have been communicated and posted through the facility and in various departmental forums.

Sanitiser dispensers have been placed in key positions throughout the company and there is a sanitizer in each company vehicle. Drivers especially are to ensure that they sanitize their hands after leaving each guest and all staff must sanitize their hands after going to the bathroom, eating, being in contact with another person and in terms of standard Health & Safety procedures.

Masks are available from the Safety Officer and must be worn by all company drivers and any person that feels vulnerable or is unwell. Those that have no other option than to use public transport are also to wear face masks during their journeys.

Safe hygiene is to be practiced in both the office and home environments. Refrain from shaking hands by rather using your elbow or a fist nudge to greet a person. Keep at least a meter away (one arm's length) from other human beings.

**Precautions**

Body temperatures will be recorded daily for all staff to assist everyone in monitoring their current health status. This will enable individuals to identify fevers at the early stage thereby ensuring they receive treatment timeously. Any staff member that is feeling unwell is to immediately contact the Franchisee.

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<b>EMPLOYEE</b>	<b>DATE</b>
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<b>MANAGEMENT</b>	<b>DATE</b>
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# TERMS AND CONDITIONS OF EMPLOYMENT

## RE-ENTERING THE WORKPLACE DURING THE COVID-19 PANDEMIC

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### THE PARTIES BEING:

COMPANY NAME: \_\_\_\_\_

COMPANY REGISTRATION NO: \_\_\_\_\_

TEL: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

AND

### NAME AND ADDRESS OF EMPLOYEE

NAME: \_\_\_\_\_

ID NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

Dear \_\_\_\_\_

The company have been given an **Essential Service permit** during the COVID-19 lockdown and you are required to work during this time under the following terms and conditions.

The Occupational Health and Safety Act requires the employer to maintain a working environment that is safe and healthy. It further requires that the employer conducts a risk assessment on all employees who may be vulnerable to the COVID-19 virus.

The company will ensure that the workplace is free from any risk to the health of its employees as far as it is reasonably practicable.

Within the context of Covid-19, there is requirement on the employer to manage the risk of contamination in the workplace.

The company do not want to compromise the wellbeing of any of its employees and require you to honestly complete the list below to ensure the safety of yourself and fellow colleagues.

Please advise below any current health conditions that you are suffering from, i.e. High Blood Pressure, Diabetes, Asthma and any other conditions that may compromise your health during these times. It is essential that you list all there ailments so that the company can limit any risks to its employees.

Age:

High Blood Pressure

Diabetes

Asthma:

Heart Conditions:

Have you travelled to a high-risk country in the last 14 days?

Have you had contact with anyone with confirmed COVID-19 in the last 14 days?

Have you got symptoms such as fever, sore throat, and difficulty in breathing?

Yes:

No:

Other underlying conditions Yes:  No:

If answer is "Yes" please give more details:

### Health and Safety Conditions:

All staff must wash their hands regularly.

All staff must sanitise their hands after going to the bathroom, eating, being in contact with another person and in terms of standard Health & Safety procedures.

Sanitiser dispensers have been placed in key positions throughout the company and there is a sanitiser in each company vehicle.

Drivers especially are to ensure that they sanitise their hands after leaving each guest

Masks to be worn at all times. Masks are available from the Safety Officer and must be worn by all company staff. Those that have no other option than to use public transport are also to wear face masks during their journeys and on arrival at home to wash their hands with soap (for 20 seconds) before making contact with any family member.

Safe hygiene is to be practiced in both the office and home environments. Refrain from shaking hands by rather using your elbow or a fist nudge to greet a person. Keep at least a meter away (one arm's length) from other human beings.

**Precautions**

Body temperatures will be recorded twice daily (on arrival and departure from the workplace) for all staff to assist everyone in monitoring their current health status. This will enable individuals to identify fevers at the early stage thereby ensuring they receive treatment timeously. Any staff member that is feeling unwell is to immediately contact the Safety Officer or Franchisee.

The company is not totally classified as an Essential Services manufacturer and as such we are not sure of the duration of the permit we currently have or the level of the "Risk Adjusted Strategy" of the country and should this permit, or level, for whatever reason expire or end, we will give the employee one week's notice and submit claims on their behalf through the UIF TERS fund.

Please bear in mind that due to the skeleton staff that we are allowed to bring into the workplace, you may be required to do functions different to that of your normal job function during this time, this will be discussed and agreed upon.

I \_\_\_\_\_ confirm that the above information given is true and correct and that I accept the terms and conditions set out in this special COVID-19 employment agreement.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Manager: \_\_\_\_\_

Interpreter: \_\_\_\_\_

Language: \_\_\_\_\_



Date: \_\_\_\_\_

# COVID-19 COMPLIANCE NOTICE

To comply with regulations and ensure the safety of our crew and guests kindly note the information below:

**Restaurant name**

**Franchisee name**

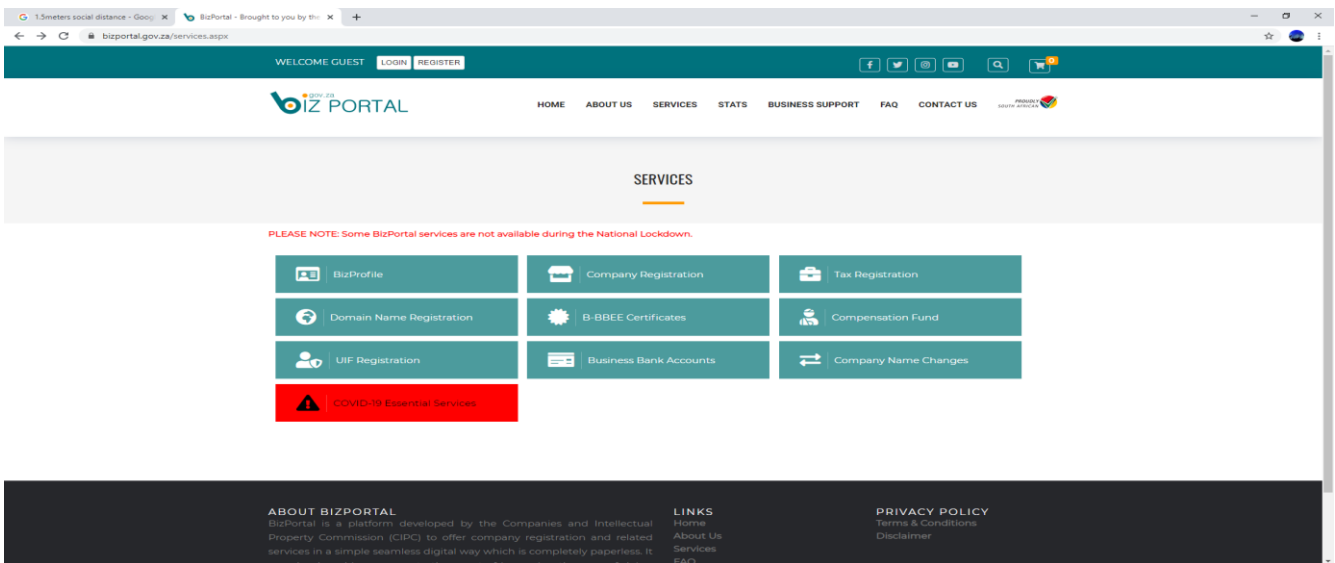
**COVID-19 compliance officer on duty**

The COVID-19 Compliance Officer is appointed to check adherence to the standards of hygiene and health protocols relating to COVID-19 at the workplace in accordance with Government Regulations.

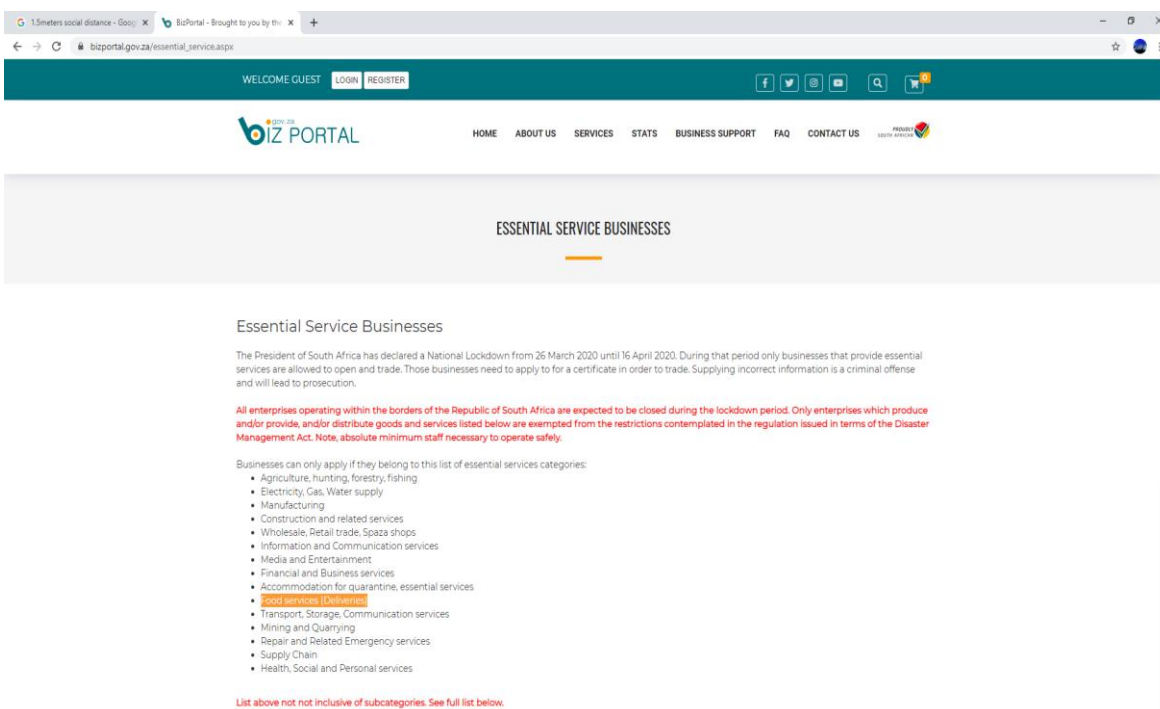
# HOW TO APPLY FOR YOUR ESSENTIAL SERVICE BUSINESS CERTIFICATE

Step 1: Go to:

Step 2:  
Click on red button “Covid-19 Essential Services”



Step 3:  
Select option – “food services (deliveries)”



## Step 4: Select option – “new application”

The screenshot shows the BizPortal website at [bizportal.gov.za/essential\\_service.aspx](http://bizportal.gov.za/essential_service.aspx). The page features a navigation menu with links for HOME, ABOUT US, SERVICES, STATS, BUSINESS SUPPORT, FAQ, and CONTACT US. A list of essential services is displayed, including Electricity, Gas, Water supply, Manufacturing, Construction and related services, Wholesale, Retail trade, Spaza shops, Information and Communication services, Media and Entertainment, Financial and Business services, Accommodation for quarantine, essential services, **Food services (Deliveries)**, Transport, Storage, Communication services, Mining and Quarrying, Repair and Related Emergency services, Supply Chain, and Health, Social and Personal services. Below the list, a red note states: "List above not not inclusive of subcategories. See full list below." A paragraph of text provides instructions on where to find regulations and amendments. At the bottom, three teal buttons are visible: "New Application", "Edit Application", and "Download Certificate". The footer contains information about BizPortal, links to Home, About Us, Services, FAQ, and Contact Us, a Privacy Policy section, and social media icons.

## Step 5: Enter the enterprise\* / registration number of your company registered as a franchisee with OB and complete the fields. Once fields are completed, the certificate will be generated and click to download. \*enterprise number is the registration number of the company.

The screenshot shows the BizPortal website at [bizportal.gov.za/essential\\_service\\_confirmation.aspx](http://bizportal.gov.za/essential_service_confirmation.aspx). The page features a navigation menu with links for HOME, ABOUT US, SERVICES, STATS, BUSINESS SUPPORT, FAQ, and CONTACT US. The main heading is "ESSENTIAL SERVICE BUSINESSES » CONFIRMATION". The page displays a confirmation message: "Congratulations, you have successfully applied for an Essential Service Business certificate. This certificate is still subject to you fully complying with the applicable regulations, and is a record of your details." A note states: "Your certificate has been queued to be sent to your email address. You may also use the 'download certificate' option that is available on this website. Note that if you supplied incorrect information you have committed a criminal offense, which may lead to prosecution." A red note says: "Please be patient, we will send the certificate shortly." A paragraph of text provides instructions on how to download the certificate, including a redacted enterprise number: "your enterprise number is K2013065377 or 2013/065377/07". A note states: "Please click here to download your certificate. Make sure you type in your enterprise number as it appears above, otherwise your certificate will not be generated." A final note says: "NOTE: We only issue one certificate per enterprise. If your enterprise supplies more than one essential product/service, or has more than one branch; please write a letter on your company letterhead and list all the other essential services and/or branch(es), and attach to your certificate." The footer contains information about BizPortal, links to Home, About Us, Services, FAQ, and Contact Us, a Privacy Policy section, and social media icons.

## Step 6:

Certificate will look like the below and must be issued to each crew member along with a letter on the company's letterhead confirming the name, surname and ID number of the crew to return to work. The crew member must carry the letter, below certificate and their ID.

Document Issued by the Commissioner of Companies & Intellectual Property Commission on Monday, May 11, 2020 at 14:05		 Companies and Intellectual Property Commission a member of the dsb p.o.c
Enterprise Number:	K2013065377	
Enterprise Name:	OCEAN BASKET MANUFACTURING	
Business Category:	MANUFACTURING	
Contact Person Name:	JOHN	
Contact Person Surname:	CAMACHO	
Contact Person Email:	ALICIA@OCEANBASKET.COM	
Contact Person Cell Number:	0798727064	
Number of Employees:	7	
Physical Address:	26 NATAL STREET PAARDEN EILAND CAPE TOWN WESTERN CAPE 8001	
<b>EXTENDED LOCKDOWN PERIOD: CERTIFICATE OF RECORD FROM 01 MAY 2020</b>		
<p>This revised certificate records that the business operating as OCEAN BASKET MANUFACTURING is registered in terms of the Companies Act, 2008. The responsible person named above has submitted information to the Companies and Intellectual Property Commission to state that the business performs essential services as indicated in relevant regulations issued as part of the state of disaster declared under the Disaster Management Act, to deal with the Covid-19 crisis.</p> <p>This CIPC certificate is a record that the company has submitted information to the CIPC. This replaces any other certificate issued by the CIPC prior to 17:30 on April 16, 2020.</p> <p>The possession of the CIPC certificate is still subject to the company fully complying with the applicable Lockdown Regulations and is a record of the company's details. This certificate does not in itself constitute the right to continue operating during the period, and it is the responsibility of the company to ensure that it complies with the regulations.</p> <p>Only businesses which provide essential services in terms of the Lockdown Regulations, as amended, issued by the Minister for Cooperative Governance and Traditional Affairs may continue their operations during the COVID-19 lockdown, and only in respect of goods or services defined as essential in the regulations.</p> <p>False declaration by the company is a criminal offence and will result in prosecution. This certificate may be revoked if there are changes to the regulations or in order to improve implementation of the lockdown.</p>		
Yours truly <b>CIPC Commissioner</b>		
		
Physical Address 8th & 9th Campus - Block F 77 Meirijes Street Sunnyside 0001	Postal Address: Companies P O Box 429 Pretoria 0001	Doco: 356 Web: <a href="http://www.cipc.co.za">www.cipc.co.za</a> Contact Centre: 086 100 2472(CIPC) Contact Centre (International): +27 12 364 6673
		1 of 1

## Step 7

As emailing or downloading takes some time, the quickest way for you to get your hands on your certificate is to

Choose

File

Print

Print option

Print as pdf

and save the certificate to your desktop

