

THE
MAHONY
GROUP

SAFE
SOCIALISING

Operations Procedure

20th May 2020



The Mahony Group Operations

Safe Socialising

This operating procedure document is designed to provide you with a systemic recommendation of training and operation practices that will be useful in mitigating the exposure of Covid-19 to our employees and guests.

The document will cover new

and current practices involving.

- Food Safety
- Staff Training
- Cleaning & Sanitising
- Employee health monitoring and personal hygiene
- Social Distancing
- Cleaning Requirements

This document should be used in conjunction with your current state government requirements for health and safety, and in accordance with Australian Venue Company safe work practices (SWPs) and standard operating procedures (SOPs) or policies.

Safe Socialising Project Team

Jimmy Ujgunovski – Operations Manager

jimmy@mahonygroup.net.au

Kirsty Mitchell - Assist Operations Manager

kirsty@mahonygroup.net.au

Anthony Crawford - Venue Manager - The Oxford Scholar

manager@theoxfordscholar.com.au

Rumesh Fernando - Head Chef - The Oxford Scholar

rumesh@mahonygroup.net.au

Ian Wooder- Venue Manager - The Windsor Alehouse

manager@thewindsoralehouse.com.au

Sanjo Burlakoti - Head Chef - The Windsor Alehouse

manager@thewindsoralehouse.com.au

Covid-19 Hospitality Response

Australian Government Covid-19 Health Alert Coronavirus (COVID-19) is an infectious disease that is caused by a newly discovered form of coronavirus.

COVID-19 is a respiratory infection that was unknown before the outbreak that started in Hubei Province, China, in December 2019. Other known forms of coronaviruses include Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

What are the symptoms of COVID-19?

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.

The common symptoms of COVID-19 may include:

- fever
- coughing
- sore throat
- fatigue (tiredness), and
- difficulty breathing or shortness of breath.

Most people infected with COVID-19 will have a mild to moderate illness and will recover without special medical treatment. Some people, such as those with underlying medical problems or disease and older people, are more likely to suffer from more serious symptoms of the diseases.

How is COVID-19 spread?

- The most likely way someone will catch the virus is by breathing in micro-droplets a person close to them has released by sneezing, coughing –or just breathing out - A person can, however, also catch it via the hand-to-face pathway: touching a surface where live virus material is present, then touching their mouth, nose or eyes
- Spread of COVID-19 is highest from people with symptoms
- Spread of COVID-19 before symptoms appear is less common

Link: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Safety has always been at the forefront of the hospitality industry for both guests & employees. The unprecedented pressure of Covid-19 as a global pandemic has increased the industries already high expectations for health and safety to rise to another level.

As a company it is important, we acknowledge this shift in industry standard and move forward building an operational plan that is driven from our company values and aligns with Government guidelines not only in food safety but also health and safety of our customers and employees.

With these industry revelations in mind the purpose of this document is to build on already established health and safety policies implemented by TMG and ensure we continue to adapt to the rapidly changing environment and adhere to requirements outlined by our governing bodies.

Government Food Safety Resources

State government resources in the field of food safety are located here.

Link: <https://www2.health.vic.gov.au/public-health/food-safety/food-safety-laws-local-government-and-auditors/food-safety-laws-and-regulations>

Local council: Please also refer to your local council for relevant Food Safety information

Link: <https://www.melbourne.vic.gov.au/community/health-support-services/health-services/Pages/novel-coronavirus.aspx>

Existing food safety measures that already apply to the mitigation of coronavirus include.

- Food safety plans and record keeping
- Prohibiting sick employees in the workplace.
- Strict handwashing practices that include how to wash hands.
- Strong procedures and practices to clean & sanitise surfaces.
- Ensuring the head chefs or venue managers have a food safety qualification.
- Training of all team in food safety practices

By relying on clear communication, innovative technology, and excellent hygiene standards, we will be able to deliver a moderated customer experience that is welcoming, safe and contactless (where appropriate) and where the safe social distance of 1.5 meters is our top priority.

TMG Values as they relate to our COVID-19 Response

Agility

We acknowledge the current COVID-19 crisis as a rapidly changing event impacting our lives and industry daily. This operating procedure will be updated and distributed as new health and safety guidelines for our industry are released by governing bodies.

Resilience

Within adversity there is always opportunity, as we enter a recovery phases within the hospitality sector building customer loyalty with safe spaces to socialise has never been more important. We acknowledge this operating procedure provides a roadmap to achieving customer loyalty again and requires diligent execution.

Innovation

We have included a section on technology and covid-19. Our current industry leading initiatives such Bepoz Self ordering system will allow us to offer an increased level of contactless transactions for our guests. <https://bepoz.com.au/yourorder-online-ordering/>

Positivity

Our attitudes with play a key role in the implementation of this policy. These conditions may continue for some time. Please support your fellow team members every day and welcome your guests with a smile.

Ownership

As always, our front-line team members remain the most important people in our business and the success implementation of these new health and safety procedures is in your hands.

Employee Resources & Training

Australian Government Covid-19 Infection control training The Australian Government has released a 30-minute online training module which covers fundamental practices relative to the prevention and control of Covid-19. All staff members returning to work are now required to complete this training module before their first day back to work.

Link <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>.

These certificates will be added to employees' files with a qualification, showing completion of Infection Control Training. No staff member will be permitted to work without having completed this training.

Employee Safety & Standards

Personal Hygiene

Providing safe socialising spaces starts with you. A key way you can protect yourself, your colleagues and others from the risk of exposure to COVID-19 is by practicing good hygiene, more than ever personal hygiene and staff appearance are crucial elements of our front of house operations, we ask that you follow our personal grooming policy while at work.

Good hygiene requires

everyone to wash their hands regularly with soap and water for at least 20 seconds and drying them with clean paper towel. Everyone must wash their hands:

- Before and after eating
- After coughing or sneezing
- After going to the toilet,
- Returning from a break, and
- When changing tasks and after touching potentially contaminated surfaces.

Good hygiene also requires you to

- Cover coughs and sneezes with your elbow or a clean tissue (and no spitting)
- Avoid touching your face, eyes, nose, and mouth
- Dispose of tissues and cigarette butts hygienically, e.g. inclosed bins
- Wash your hands before and after smoking a cigarette
- Clean and disinfect shared equipment and plant after use
- Wash body, hair (including facial hair) and clothes thoroughly every day, and
- Have no intentional physical contact, for example, shaking hands and patting backs.

Health Monitoring- Pre work screenings

COVID-19 symptoms can range from mild illness to pneumonia type symptoms. Some people will recover easily, and others may get very sick very quickly. Throughout this pandemic event, you should monitor your own symptoms, and those of anyone you live with.

Key symptoms of COVID – 19 include:

- Fever
- Coughing
- A sore throat
- Fatigue
- Shortness of breath.

Managers will be required to conduct pre-work screening of all rostered staff and ask the following questions

- Are you showing symptoms associated with COVID-19?
- Have you been diagnosed with COVID-19?
- Have you had close contact in the past 14 days with someone who has been diagnosed with COVID-19?
- Have you been told by a health care provider or public health official that you should self-quarantine due to potential COVID-19 exposure, or are you suspected of having COVID-19?

If employees answer yes to the above, they will not be able to commence work, and should be directed to seek medical advice. For further support and advice please contact your Area Manager.

What should I do if I have symptoms of cold or flu?

Please do not come to work. Let your manager know by phone and then call your GP to advise you have cold or flu-like symptoms. Book an appointment with your GP so you may obtain suitable medical advice. You will need to supply your manager with a medical letter confirming you are fit to return to work before are able to come back.

Flu Shots

As the flu season is fast approaching, we are requesting all staff to have their flu vaccine.

Temperature Checks

Every venue will be delivered one therapeutic goods administration (TGA) listed infrared noncontact forehead thermometer. Staff will be required to have their temperature checked by their supervisor or manager before starting their shift.

Guidelines for taking temperature

- Ensure that prior to taking temperature persons has been in same ambient temperature for at least 10 minutes before taking a reading.
- If a person has just arrived ensure they have not just undertaken aerobic activity which may result in increased temperature such as riding, running
- Refer to manufactures instructions for set up of device

Social Distancing Operating Practices

Physical distancing (also referred to as 'social distancing') refers to the requirement that people distance themselves from others. The current advice from the Department of Health is that everyone must keep at least 1.5 metres from others (outside of their family unit) where possible. In addition, we must allow for a 4 square metres of space per person.

We are committed to meeting and exceeding state and national health authority guidelines on proper physical distancing. We acknowledge social distancing is important as COVID-19 is spread via droplet transmission from person-to-person through

- Direct close contact with a person while they are infectious or in the 24 hours before their symptoms appeared
- Close contact with a person with a confirmed infection who coughs or sneezes, or
- Touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face so, the more space between you and others, the harder it is for the virus to spread.

Standard Operating Procedures

Front Of House

- Assign a social distancing & hygiene officer every shift who is responsible for the execution of the revised daily COVID-19 operational checklist and the successful implementation of these social distancing guiding principles.
- Measure each room within your venue to ensure you are aware of the capacity required under the mass gatherings guidelines of 1 person per every four-square meters. Ensure there is clear signage at each entrance to every room advising of the capacity.
- Any social distancing measures based on square meterage should consider service areas as well as guest areas.
- Update floor plans for common public bar or dining areas, redesigning seating arrangements to ensure at least 1.5 metres of separation between table setups. Limit party size at tables to no more than the established "maximums approved" as recommended by Australian government guidelines or approved by local and state government.'
- Signage must be displayed outlining the social distancing measures within venue and new capacities of each space
- 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.
- Limit physical contact between waitstaff and guests.
- If practical, physical barriers such as partitions may be required to help enforce your new floor plans.
- If practicable, use a separate door for entry and exit.
- Modify processes behind the counter (including in the kitchen) to limit workers having to be in close contact, as much as possible. For example:
 - Assign workers to specific workstations to minimise the need to go into other spaces
 - Implement processes so front of house workers can collect food without needing to go into food preparation areas.

Back Of House

- At Humanforce terminals please ensure there are correct land markings and signage promoting social distancing in this area.
- Where possible under JobKeeper restrictions roster employees into teams and work each team on alternating days.
- Limit the number of employees allowed simultaneously in staff rooms.
- With larger teams, use communication boards or digital messaging to convey pre-shift briefings.

Technology & COVID-19

Contactless Transactions

Technology will take a pivotable role in the successful implementation of our safe socialising plan.

- Contactless initiatives including promoting and providing contactless transactions via specially located tyro terminals will be the new normal.
- The safest location for your tyro terminals are on top of the bar where neither employee or customers need to physically touch the terminal to complete transactions under \$200. Terminals should still be actively sanitised during service as best practice. Bepoz Click and collect will allow customers to engage in completely contactless transactions while in venue.

Vectron Order online

The ability to view the menu, order and pay via phone may provide the opportunity to completely remove menus from venues in the near future.

www.vectron.com.au/yourorder-online-ordering/

Contact Tracing

For our guests in Australia, one of the fastest ways to help stop of the spread of COVID-19 is by downloading the Australian Government's COVIDSafe app. We will actively promote the downloading of this app within venue via internal signage.



Cleaning, Disinfecting & Sanitising

Ensuring we have appropriate cleaning and disinfecting measures is a key way we can protect our employees and others from the risk of exposure to COVID-19.

A combination of cleaning and disinfecting will be most effective in removing traces of the COVID-19 virus on hard surfaces.'

Cleaning in the food industry is a process that removes visible contamination such as food waste, dirt and grease from a surface. This process is usually achieved by the use of water and detergent. Micro-organisms (bacteria etc) will be removed, but the cleaning process is not designed to destroy micro-organisms.

Disinfecting means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. Disinfectants containing greater than equal to 70% alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in). These will be labelled as 'disinfectant' on the packaging.

Sanitising is the treatment by heat and/or chemicals to reduce microbiological load on food contact surfaces. Most food poisoning bacteria are killed if they are exposed to chemical sanitisers, heat, or a combination of both. This will often be used on food contact surfaces.

TMG current approved cleaning chemicals are sufficient to achieve required cleaning and disinfecting requirements to reduce risk of COVID-19.

Six steps to proper cleaning

- Pre-clean: scrape, wipe or sweep away food scraps and rinse with water.
- Wash: use hot water and detergent to take off any grease and dirt. Soak if needed.
- Rinse: rinse off any loose dirt or detergent foam.
- Sanitise or Disinfect: use a sanitiser or disinfectant to kill any remaining germs.
- Final rinse: wash off sanitiser (read sanitiser's instructions to see if you need to do this);
- Dry: allow to drip-dry if not possible, dry with a clean tea-towel.

Cleaning and sanitising should usually be done as separate processes. A surface needs to be thoroughly cleaned before it is sanitised as sanitisers are unlikely to be effective in the presence of food residues, grease and detergents.

How to sanitise

Sanitising is the treatment by heat and/or chemicals to reduce microbiological load on food contact surfaces. Most food poisoning bacteria are killed if they are exposed to chemical sanitisers, heat, or a combination of both.

Chemical Sanitiser

We use chemical sanitiser on food contact surfaces, some utensils, and surfaces

- Sanitiser is sprayed on food contact surfaces such as benches, tables, preparation areas, utensils including knives, cutting boards following cleaning with detergent and left to air dry.

Sanitising by Heat

Our rinse cycle on dishwashers at 82 degrees ensure that crockery, glassware, utensils are sanitised. At the end of the shift check the dishwasher temperature is at 82 degrees at the rinse cycle. This is noted daily in the food safety sheet.

What needs to be cleaned and sanitised?

At a minimum cleaning will occur daily with some high touch surfaces and areas will need to be cleaned more frequently.

Items to be cleaned and sanitised

- Plates and bowls Floors
- Cutlery Walls
- Glasses, cups and mugs Ceilings
- Utensils for preparing and serving food Rubbish bins
- Cutting boards Windows
- Preparation benches Refrigerators
- Storage containers and trays Cool rooms and freezer rooms
- Food display units Light switches and other buttons (ie lifts)
- Food preparation sinks Cupboards and shelves
- EFTs, Cleaning equipment (mop, buckets etc)
- Hand wash basins High traffic touch surfaces such as handrails
- Door handles

Daily Cleaing Requirements

Our daily cleaning requirements are listed below. Our key principles of this checklist include

Increased frequency This checklist must be completed at least four times per trading session.

Responsibility The hygiene and social distancing officer is responsible for auditing and monitoring the daily cleaning checklist.

FOH & BOH Both area of operations have been scrutinsed in this revised checklist.

Administration

Roster

- The opening manager must ensure there is a social distancing & hygiene officer confirmed on roster.

Management Open

- The opening manager must collect the cleaner's log or communication logbook to begin a review and walk-through of the venue checking the satisfactory completion of the contact cleaning scope.

- Par levels of cleaning product, sanitation product and PPE must also be checked by the opening manager.

- Hold additional meetings with cleaning contractors to review cleaning activities and to discuss increased requirements if required

Front of House

Entries & Exits

-Auto dispensing hand sanitiser must be located within one meter of entrance

-All handrails and door hardware externally and internally wiped thoroughly with detergent and then sanitiser at least 3 times per day

Bars

-Sanitiser and disinfectant spray bottles must be located within the bar and in reach of all bartenders.

Bar tops must be wiped as frequently as possible.

- Straws are to be removed from bar tops to encourage a straw-less environment. As a contingency, order and have ready individually packaged straws.

-Water jugs must be removed from bar tops with water provided to a guest upon request

- Tyro units must be positioned on bar tops to promote contactless transactions
- POS terminals to be assigned to a single server where possible and sanitised between each User and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitise their hands after each use Waiter Stations
- Cutlery caddies are to be removed from table settings and waiter stations.
- Cutlery will be disinfected and sanitised in back of house washed and packaged in disposable cutlery holders
- Salt & Pepper and sauce bottles to be replaced with individually packaged portions and only available on request.
- Free water stations are to be removed and replaced with a sign 'Please ask our friendly bar staff should you require free water'.

Bistro & Dining Rooms

- All tables are to be cleaned with detergent and sanitiser within 10 minutes of being vacated.
- All hard surfaces e.g. bars, tables must be cleaned daily with detergent and sanitiser.
- Hand sanitiser available in front of house areas and at entrances to bistros or gaming rooms.
- Remove all table set ups so that they are clear and easy to clean and only set when required.
- Promote use of Bepoz self-ordering with the aim to remove all physical menus from venue.
- Remaining menus should be wiped down once received back from guests. Procedures added to sequence of service training material.
- Remove any serve yourself buffet style food service areas and communal water stations or condiments.

Bathrooms

- Auto dispensing hand sanitiser located within one metre of entrance
- Increase frequency of checking toilets are clean and stocked with soap and hand sanitiser every hour, or more regularly for periods of high-volume traffic Hotel Guest Elevators
- All elevator high contact points are to be cleaned and sanitised at least three times per shift.

- Signage will be posted to explain the current procedures and requirements of social distancing

which recommend lifts only to be used by those who physically require assistance.

Security

Back of House

Staff Rooms

- Staff amenity rooms must be clean and sanitised including all high contact areas such as lockers and meal break areas.

- Personal items used in the workplace such as glasses and phones should be cleansed and ideally disinfected frequently (e.g. by using isopropyl alcohol wipes). Glass Collectors

- All glasses need to be cleaned using by dishwasher/glass washer ensuring that appropriate levels of chemical are attached. This will ensure glass are cleaned and sanitized.

- When collecting glass employees should wear gloves and wash or sanitise hands immediately after the task.

Personal Protective Equipment

Employees should use personal protective equipment (PPE) that is necessary for the products they are using when cleaning:

- Gloves: (such as disposable or multi-use) should still be used for some practices such as food handling, cleaning, collecting glasses or polishing glasses. Disposable gloves should be replaced regularly. Multi-use gloves should be kept clean, washed, and stored according to the manufacturer's instructions or workplace policy. Disposable gloves should not be re-used and multi-use gloves should not be shared between workers.

- While gloves (such as disposable or multi-use) should still be used for some practices (such as food handling, cleaning, gardening and trades), washing hands with soap and water is one of the best defences to prevent the spread of COVID-19.

- Face Masks: The current advice from the Australian Government Department of Health is that most people will not benefit from wearing a face (surgical) mask. There is little evidence supporting the widespread use of masks in healthy people to prevent transmission in public.

Receiving Deliveries

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

- Direct visiting delivery drivers and contractors to use alcohol-based hand sanitiser before handling products being delivered.

Contractors

- Remind contractors and any suppliers that you have internal distancing requirements

- Ensure contractors who are onsite are completing essential works sign in and out of contractor register

- Non-essential visits to the workplace should be cancelled or postponed.

- Minimise the number of workers attending to deliveries and contractors as much as possible.

- Delivery drivers and other contractors who need to attend the workplace, to provide maintenance or repair services or perform other essential activities, should be given clear instructions of your requirements while they are on site.