



## **COVID-19 –Guidance for Restaurants, Cafeterias and other Catering Establishments Principles for Developing Business Operating Processes & Procedures**

This guidance should be read in conjunction with the Director of Public Health's General Principles for Developing Business Operating Processes and Procedures.

This industry-specific guidance is prepared by the Environmental Agency to assist restaurants, cafeterias and other catering establishments (including takeaways who offer seating) wishing to apply for a permit in order to operate.

Each business will be required to submit its business operating processes and procedures with the application for a permit which should be emailed to [admin@eag.gi](mailto:admin@eag.gi). Such procedures must be in compliance with both the Director of Public Health's general principles and these industry-specific guidelines.

You will find an example of a completed business operating processes and procedures along with a blank version to complete at the end of this guidance. Such processes and procedures must be in compliance with these guidelines.

An applicant for a permit must ensure the following:

### **1. Social Distancing**

- a. Limit the number of people in the restaurant at one time to a maximum of 50% of normal capacity (this may be less than 50% depending on layout and public health advice).
- b. Rearrange the restaurant floor plan within the in-door dining area to meet the following social distance requirements – 1 metre between chairs facing away from each other (back to back). 2 metres between chairs, from different tables, which are side by side. Submit a before and after floor plan in the form provided along with your permit request.
- c. Rearrange the restaurant floor plan within the out-door dining area to meet the following social distance requirements – 1 metre between chairs facing away from each other (back to back). 2 metres between chairs, from different tables, which are side by side. Submit a before and after floor plan in the form provided along with your permit request.
- d. Consider entry and exit points. When possible use different entry and exit points. Consider how you can encourage social distancing whilst customers wait to be seated or on exiting the premises. Try to think of practical measures that can be put in place to stop customers and staff congregating in bar and service areas. Remember bar areas are not open during this phase. Bars are to remain closed to customers and therefore, no seating permitted in this area.

- e. If possible (weather dependent) prioritise outdoor seating over indoor seating when catering for 50% capacity. Encourage natural ventilation over air-conditioning where possible.
- f. Consider table location and distance from the entry/exit points to sanitary conveniences. Ensure the customer pathway to the toilets will not compromise the safety of diners.
- g. Consider calling your food/supplies delivery companies to inform them of your internal distancing and personal protective equipment (PPE) requirements. Encourage the delivery companies to call by telephone before the delivery's arrival. This may allow time to organise supervision of social distancing measures during delivery.
- h. Consider contactless hand sanitising dispensers.
- i. Encourage contactless or cashless payment options. When staff must handle cash payments ensure they are directed to wash or sanitise their hands immediately afterwards.
- j. Consider ways as to how you can practically limit contact between staff and customers. Identifying and allocating an attendant/waiter/server to a named group, and keeping that individual assignment will ensure limitation of spread across all customers/clients.
- k. When practicable staff should avoid standing next to each other at service areas. When this is not possible increased cleaning and sanitation are recommended.
- l. It is best practice to have a formal floor plan and put it on display for staff to familiarise themselves with new protocols.
- m. Have this guide readily available at your premises for staff to read.
- n. Limit the number of party size to a maximum of SIX people. Full contact details of each customer must be recorded at the time of booking and all records must be kept for a minimum of 10 days. All information collected must comply with The Data Protection Act and must not be shared other than for purposes associated with Covid-19. All customers must be informed that is a condition of their booking.
- o. All table bookings must be made by telephone or using online reservation systems where available. Only customers who have made a prior booking may be allowed in.
- p. Remove customer access to items like condiments, dinnerware, and/or self-service drink stations to avoid cross-contamination from asymptomatic carriers. Existing customer self-service buffets should now be served by staff members only. This condition may be subject to change at a later date.
- q. Where social distancing is not practical consider plexiglass shields. When fitted properly these barriers can help limit exposure to cashiers, hosts on arrival and other employees, as well as further protecting customers. Remember these barriers will need regular cleaning and sanitation.
- r. Customers should pay from their table.
- s. Provide suitable distance markers on the floor in bathrooms and areas where lines may form to remove the need for estimation of the correct distance.

- t. Betting and arcade gaming machines should not be in use, machines should be unplugged. Pool tables should not be used. Equipment (balls, chalk, triangle, coin tray and cues) should be removed from use.
- u. Provide clear signage to customers regarding social distancing measures. Consider thanking customers for their cooperation and patience during this time as you work to ensure everyone safety.

## **2. Cleaning and Sanitisation**

- a. Follow strict hygiene measures/ best practice for sanitisation. Ensure the correct strength of sanitiser is used for effective sanitisation. Follow the sanitiser's instructions for use and contact time on surfaces to achieve required results. Surfaces to be sanitised includes table tops, chairs and condiments. Do not forget to clean and sanitise the cheque presenters and card terminals after taking payment. Sanitiser dispensers are to be provided, at a minimum, by the customer and staff entrances, exits, toilet facilities and food preparation areas.
- b. Consider a walk-through of your premises to identify heavily used touch contact points.
- c. Menus must be cleansable and should be cleaned and sanitised between customers. If paper menus are used they should be discarded after each customer use.
- d. Tables, booths and chairs must be cleaned and sanitised between sittings.
- e. Laundering of linens and cloths is important. Ensure if self-laundering a wash temperature of 60 degrees or above is used. If linens and cloths cannot be laundered at this temperature, consider using a laundry sanitiser agent. Disposable napkins and table cloths will facilitate a high level of hygiene. Dispose of them in a sealed bag.
- f. Person loading the washing machine should wear gloves and face mask and ensure that hands are properly washed on finishing.
- g. Include all areas and items cleaned and sanitised into a documented cleaning schedule. Include area or items cleaned, who completed the cleaning, the date and time the cleaning took place, any supervisory sign offs to check standards have been met. A cleaning schedule template has been provided at the end of this document.
- h. Signs/posters for instruction of proper hand-washing technique and social distancing should be displayed. Free resources are available for printing on <https://healthygibraltar.org/infections/infection-facts/wuhan-novel-coronavirus/>. Best practice is signage in English, Spanish and Arabic.

## **3. Personal Protective Equipment**

- a. Acquire sufficient stocks of PPE to be issued to all employees continuously as required. All establishments should maintain sufficient stocks of PPE. Think about the time it takes to acquire PPE. This can include masks, aprons, visors and gloves (note the use of gloves does not replace the need for frequent hand washing).
- b. Masks should be worn by all employees when indoors and where social distancing is not possible. This is especially important in a closed setting of a restaurant as food servers are handling food and/or interacting with customers. Best practice is to wear masks outside to protect the customers in vulnerable categories.

- c. Masks should be changed regularly especially when damaged or damp or after breaks. Masks are not to be used for long periods of time. Masks must be removed with great care not to touch the front surface and holding it only by the rear straps. If the front is touched accidentally the hands must be washed immediately.
- d. Dispose of PPE into separate closed bin. Hands must be washed after removing all PPE. Ensure staff are trained in correct hand washing techniques and use of PPE. Encourage staff with clear instructions to avoid touching their face.

#### **4. Staff Monitoring**

- a. Ensure training is given to food handlers for the increased hygiene protocols in advance of your planned reopening date. Take this opportunity to refresh food handlers on safe food practices.
- b. All staff to maintain social distancing where possible. Consider reducing staff levels proportionately without compromising your obligations to service and hygiene.
- c. Establishments are required to keep a record of who was in the business, and with whom, what time they entered and when they left. The records should be kept for at least 10 days to assist in rapid contact tracing. Establishment must comply with the requirements of the Data Protection Act
- d. Consider the creation of a health declaration questionnaire for staff returning to work.
- e. Consider taking employee temperatures as they arrive for work. Follow Public Health guidelines for temperature advice on fever.
- f. Employees to report symptoms to their manager immediately by telephone and should not report for work. Managers to inform employees to follow public health guidance on what to do next.
- g. Consider staggering break times. If you provide a staff break room ensure social distancing can continue in this space. Remember cleaning and sanitisation is also important within this area.
- h. Laundering of uniforms and reusable masks is important. Ensure if employees are self-laundering that a wash temperature of 60 degrees or above is used. If uniforms cannot be laundered at this temperature, consider using a laundry sanitiser agent.

#### **5. Food Hygiene**

- a. Your premises must be registered under the Food & Drugs Act. Remember you must, as before lockdown, ensure you follow the required food safety requirements set out in the Food Hygiene legislation.
- b. Two-stage clean and disinfect practices must be undertaken prior to reopening and throughout the day to day operations using chemicals suitable for food contact surfaces (in accordance with manufacturer's instructions). This should be done at regular intervals throughout the day and before opening and closing. This should be done even if you have been open for takeaway.
- c. Check that all out of date food has been removed from the premises.

- d. Your registration to operate under the Food and Drugs Act could be revoked if hygiene requirements are not met.

## **6. Pest Control**

- a. Examine your premises for ingress of pests during the time you have been closed or part closed. Likely pests include rats, mice, flies, and cockroaches. Ensure you arrange suitable pest control measures during this preparation period to remove this risk to health. Your registration to operate under the Food and Drugs Act could be revoked if evidence of pests are found.

## **7. Legionella**

- a. Consider the risk of Legionnaires disease before your water systems are put back into use. There is an increased risk of waterborne pathogens being present as a consequence of the stagnation that lockdown may have created.
- b. Legionella bacteria thrive at temperatures between 20 and 50 degrees Celsius and allow the growth of this bacteria. All shower basin taps and sink taps are to be rinsed out with hot running water before commissioning.

Please contact us by telephone or email below if you require clarification to any point above.

37 Town Range TEL: 20070620 E-mail: [admin@eag.gi](mailto:admin@eag.gi)

## EXAMPLE



# Environmental Agency

## Business Operating Processes & Procedures

Business name: THE VIEW COUUGE

Food Business Operator name: MRS SUELLA SMITH Contact number: 54013245

Address: QUAY 49, MIDTOWN GIBRALTAR

Managers name: MR ANTHONY SMITH Contact number: 54023456

What is your current seating capacity? 140

Proposed seating capacity (Should not exceed 50% of the above figure) 70

Normal hours of operation: MON-FRI 11.00-23.00 SAT 9.00-23.00 SUN - CLOSED

Please draw in box 1 (overleaf) your normal seating arrangements. This must also include toilets, bar areas and outdoor seating areas (if applicable).

Please draw in box 2 (overleaf) the expected revised set up at 50% (maximum) capacity. Please highlight areas where equipment (for example bar stools) have been removed to discourage congregation.

### Include:

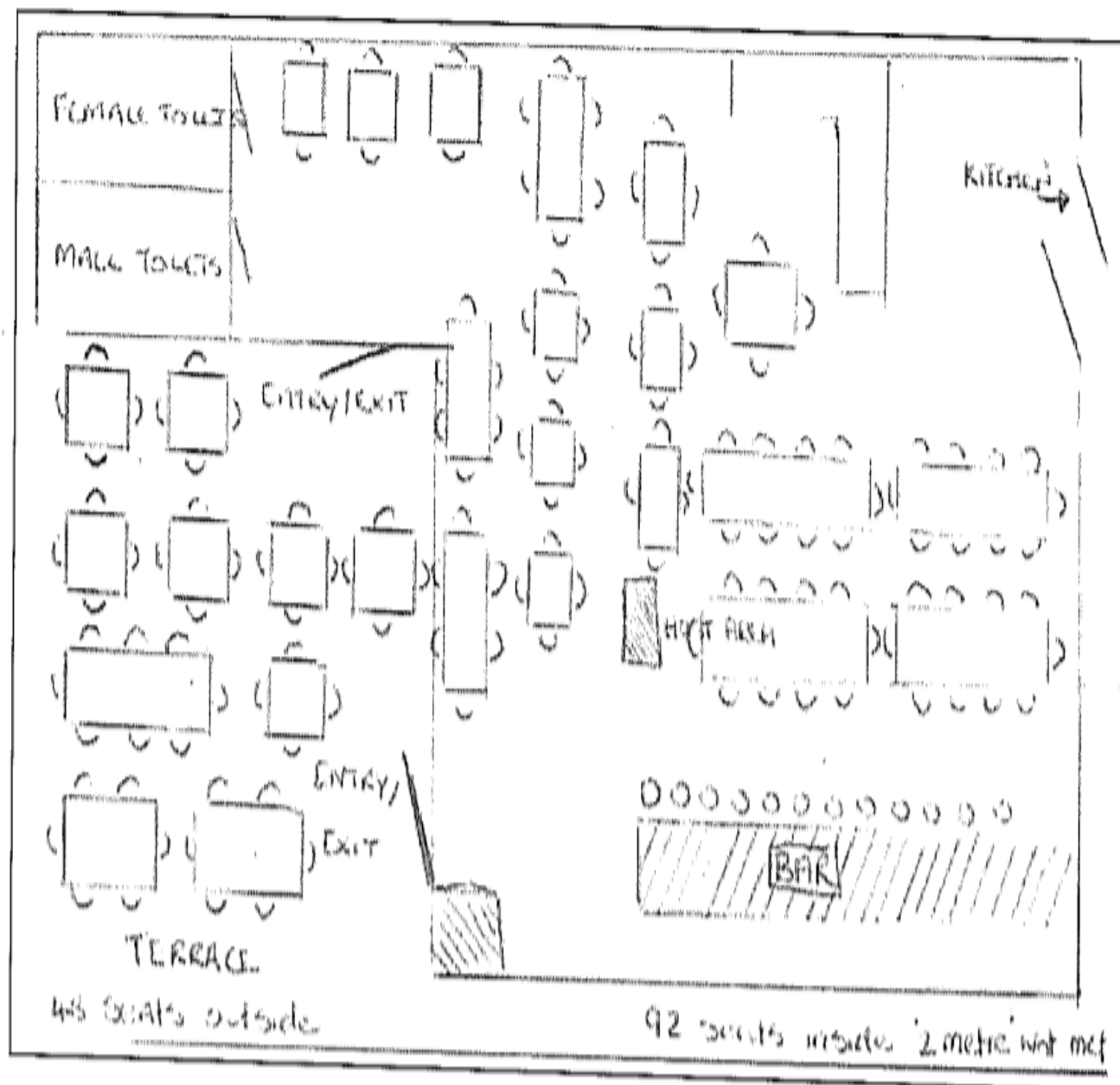
- All sanitiser points
- Table/chair layout. Please ensure social distancing is applied,
- Walk ways
- Signage points

Include any special measures in the notes box below. These may be operational measures taken that would not be easily seen in the drawings.

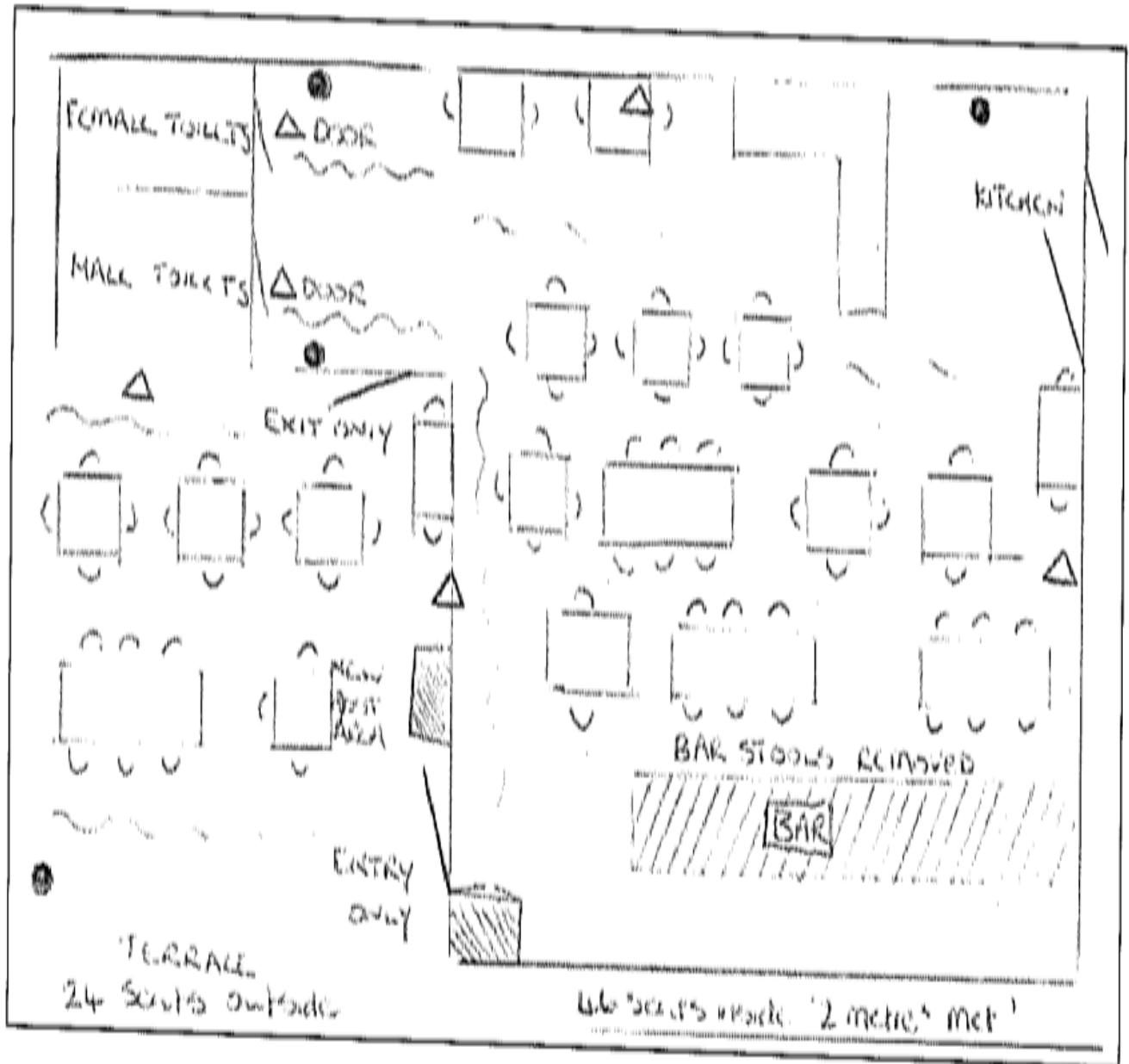
### Notes:

- Host / GREETING STATION IS BEING MOVED FROM INSIDE TO OUTSIDE  
(WEATHER PERMITTING)

# Box 1



# Box 2







# Environmental Agency

## Business Operating Processes & Procedures

Business name: \_\_\_\_\_

Food Business Operator name: \_\_\_\_\_ Contact number: \_\_\_\_\_

Address: \_\_\_\_\_

Managers name: \_\_\_\_\_ Contact number: \_\_\_\_\_

What is your current seating capacity? \_\_\_\_\_

Proposed seating capacity (Should not exceed 50% of the above figure) \_\_\_\_\_

Normal hours of operation: \_\_\_\_\_

Please draw in box 1 (overleaf) your normal seating arrangements. This must also include toilets, bar areas and outdoor seating areas (if applicable).

Please draw in box 2 (overleaf) the expected revised set up at 50% (maximum) capacity. Please highlight areas where equipment (for example bar stools) have been removed to discourage congregation.

Include:

- All sanitiser points
- Table/chair layout. Please ensure social distancing is applied,
- Walk ways
- Signage points

Include any special measures in the notes box below. These may be operational measures taken that would not be easily seen in the drawings.

Notes:

I declare that, as far as I know, all the information I have given (including supporting documentation) is correct.

☐

We understand that permits can be revoked should we fail to comply with Public Health Guidance

☐

We understand that operating without a permit means committing an offence and we would be liable for prosecution.

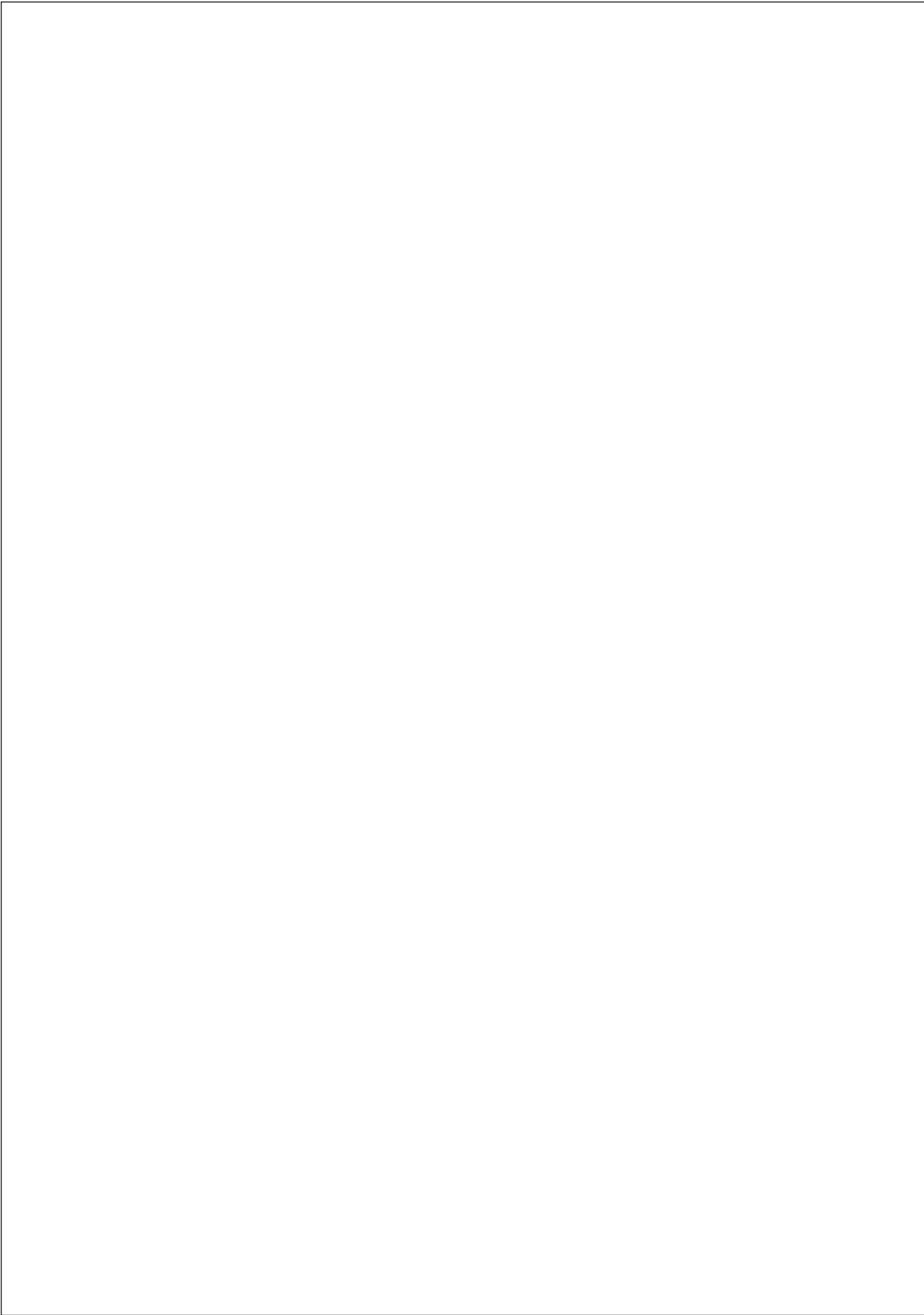
☐

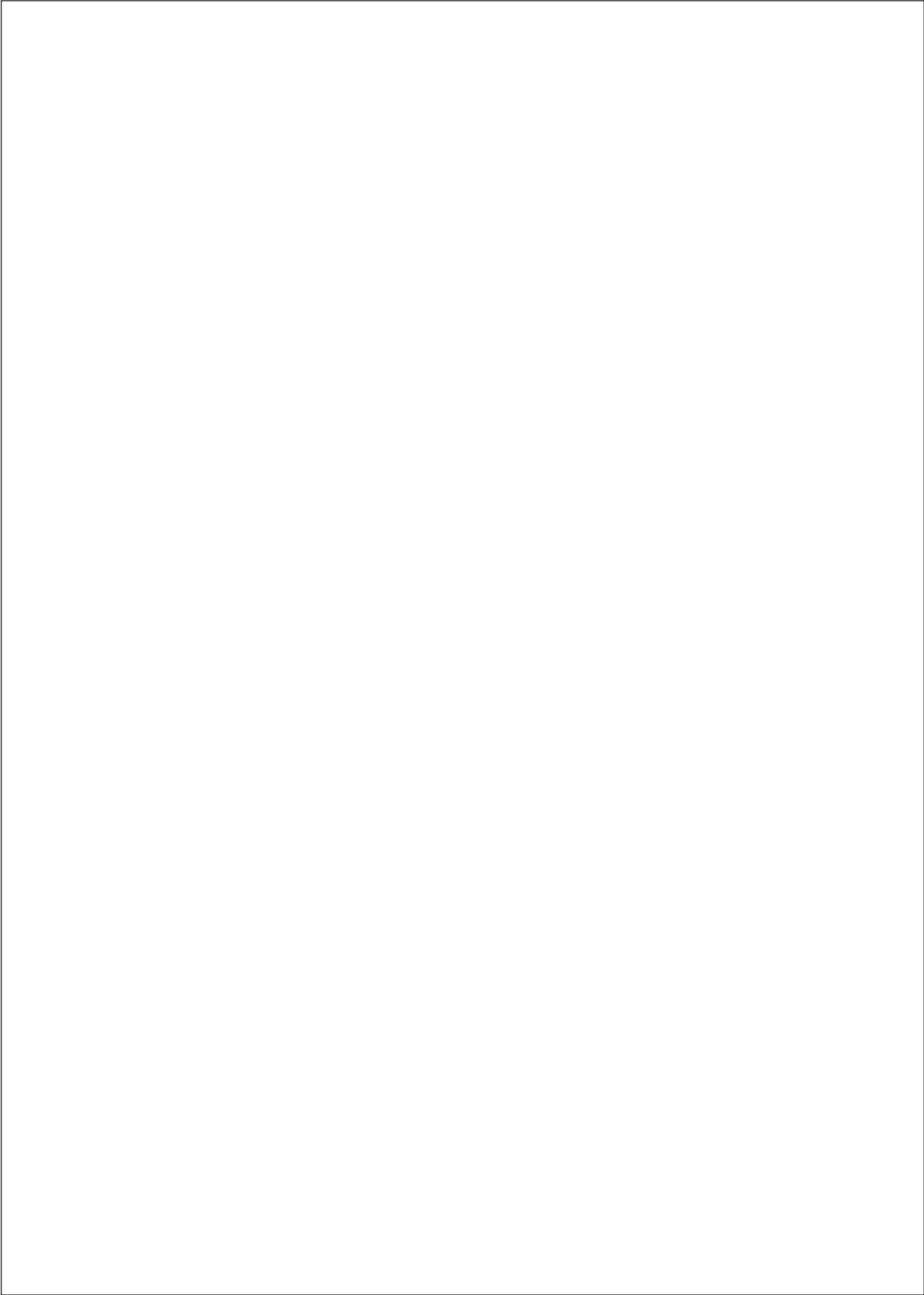
I understand that the Environmental Agency holds and uses data in accordance with the Data Protection Act. Information about this application may be shared with appropriate public and private sector authorities.

☐

Food Business Operators signature:

Date:





# Cleaning Schedule

Daily Cleaning Schedule FRONT OF HOUSE				Date		
Area or item cleaned	Two stage clean & disinfection performed	Chemical used	Time	Staff initials	Supervisor initials	Corrective actions
<b>Example 1:</b> Tables Chairs	No Yes	Cleaner/sanitiser	8:30am	AB	BC	Yes, 2 stage clean not done
<b>Example 2:</b> Door handles	Yes	Cleaner/sanitiser	8:45am	AB	BC	none
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						

Manager signature \_\_\_\_\_ Date \_\_\_\_\_

# Cleaning Schedule

Daily Cleaning Schedule BACK OF HOUSE				Date		
Area or item cleaned	Two stage clean & disinfection performed	Chemical used	Time	Staff initials	Supervisor initials	Corrective actions
<b>Example 1:</b> Fridge doors	Yes Yes	Cleaner/sanitiser	9:30am	AB	BC	none
<b>Example 2:</b> Pizza prep	Yes	Cleaner/sanitiser	9:45am	AB	BC	Yes, missed topping holder
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						

Manager signature \_\_\_\_\_ Date \_\_\_\_\_