

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**



## Your COVID-19 Safety Plan

Restaurants and cafes (including food courts and other food and drink premises)

### Business details

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| Business name                                | Bel & Brio   |
| Business location (town, suburb or postcode) | 01.T3 300 Barangaroo avenue, Barangaroo<br>2000 NSW                      |
| Completed by                                 | Mylene Selosse   |
| Email address                                | <a href="mailto:mseosse@belandbrio.com.au">mseosse@belandbrio.com.au</a> |
| Effective date                               | 26 February 2021   |
| Date completed                               | 5 March 2021   |

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### Wellbeing of staff and customers

#### Exclude staff and customers who are unwell from the premises.

All staff have been advised by Managers, notice on rostering software to stay home if unwell. The host is to observe the customer upon entry if they appear unwell to not allow entry. There is also a dedicated Covid Safe Marshall clearly identified who is responsible to ensure all guidelines are met on daily basis.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning. Train staff in the process of how to collect and store contact details of patrons if your venue is dine-in.

'COVID-19 awareness for food service' is a free, voluntary online course which covers all measures required to become a COVID Safe retail and food service business in NSW. It is available through the NSW Food Authority website [foodauthority.nsw.gov.au/covid-training](https://www.foodauthority.nsw.gov.au/covid-training)

Information to staff has been provided to staff by notice through our rostering software. Managers have provided staff with training on physical distancing and cleaning. The venue is thoroughly cleaned every night by a third party cleaning company. Daily updates are provided on live chat groups as well as during briefing.

### **Make staff aware of their leave entitlements if they are sick or required to self-isolate.**

A copy of the Fair Work Ombudsman is available for all employees stating their leave entitlements during this period

### **Display conditions of entry (website, social media, venue entry).**

The sign is displayed at the entrance. Covid safe plan file has been added to our website and social media.

If there are more than 250 people on the premises, a staff member must be assigned as a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping.

In Greater Sydney, if the premises has more than one separate area, a staff member must be assigned as a COVID-19 Safe Hygiene Marshal in each separate area on the premises if there are more than 250 persons in the area. Outside of Greater Sydney, consider assigning a COVID-19 Safe Hygiene Marshal to each separate area if there are more than 250 persons in the area.

The identified Safe Hygiene Marshal must always be present when there are more than 250 patrons at the venue. If there are less than 250 patrons at the venue, consider

ensuring identified Safe Hygiene Marshal/s are present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods) where practical.

Food courts are exempted from the requirement for a COVID-19 Safe Hygiene Marshal, but should still have strategies in place to ensure the venue COVID-19 Safety Plan is implemented.

Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order 2021.

Covid Safe plan is in place for corporate events, social distancing, maximum capacity, hygiene, and all customer records are kept in a file.

**Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for the event.**

We don't host weddings or funerals events.

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## **Physical distancing**

Capacity must not exceed one customer per 2 square metres of publicly accessible space. There can be up to 25 customers at the premises before the square metre rule applies.

Children count towards the capacity limit.

The tables are set out prior to commencement of service depending on the bookings and social distancing is checked by Duty Manager. Bookings are confirmed based on the new Covid safe floorplan.

We do have separate areas, however, there is no contact between each area. We have separate menus and separate staff members. The marshal is here to assure there is no contact between the areas.

**Reduce contact or mingling between customer groups and tables wherever possible.**

Our host seats the customer upon arrival. Customers are always seated in the restaurant therefore there is no interaction between tables.

Ensure 1.5m physical distancing where possible, including:

- **at points of mixing or queuing such as bars, toilets and entrance and exit points**
- **between seated groups**
- **between staff.**

The seating table plan has been redesigned to maintain the social distance and to comply with the space. This is managed and controlled via booking system and Covid safe Marshall in charge.

**Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.**

We have added floor stickers in the marketplace to encourage social distancing and to comply with space. Also, there are floor stickers at the coffee counter and finally, we do not allow customers to order drinks at the bar as we only provide table service.

**Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask, if practical.**

All staff meetings/meal breaks have been limited to areas of work to adhere to social distance.

**In indoor areas, alcohol should only be consumed by seated patrons. There should be no dancefloors.**

Bel & Brio is a restaurant so all customers are seated at tables. There are stools at the bar where customers are seated to eat. There is only a table service. Alcohol is ordered through the waiters. No dancefloor.

**Where reasonably practical, stagger start times and breaks for staff members.**

Staff break times are at quiet times and therefore all staff are able to social distance during break times. Breaks are organized staggered and different dining areas are offered.

**Consider physical barriers such as plexiglass around counters with high volume interactions with customers.**

Our takeaway coffee and marketplace volume interactions with customers. counters are deep. This has created a barrier between staff and customers.

**Review regular deliveries and request contactless delivery / invoicing where practical.**

Takeaway bags are sealed by the kitchen and drivers put the food down by the door knock and step back from the door. Hand sanitizer is used by drivers before and after each delivery. Office catering is delivered by staff with masks and gloves.

**Introduce strategies to manage gatherings that may occur outside the premises.**

No gatherings are allowed outside the premises

**No more than 30 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting.**

No Dancefloor and no singer performers are happening at the restaurant.

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## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

Hand sanitizer is available for both customers and staff all around the venue, including at the entrance, on tables, on counters.

**Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.**

Bathrooms at Barangaroo are shared by all restaurants and looked after by International Towers. They are equipped with hand soap and hand dryers.

**Reduce the number of surfaces touched by customers wherever possible.**

In the restaurant the customers are shown to their table by the host therefore they only have contact with what's on their table.

No self-serve buffet style food service areas, communal bar snacks, communal condiments, or shared hookahs. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.

*Note: under the Smoke-Free Environment Act 2000, smoking, including use of hookahs, is not permitted in certain public places including 'enclosed public places' and 'commercial outdoor dining areas' (within the meaning of the Smoke-Free Environment Act 2000).*

We do not have a buffet-style food area. There are no communal condiments. No canapes or standing events are allowed.

**Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.**

Cutlery and tableware are cleaned by a commercial-grade dishwasher. All tables and chairs are cleaned thoroughly after each customer. Other hard surfaces are cleaned many times throughout the day.

**Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.**

Menus are cleaned after every use / we do not have any take away menu - online menu only.

**Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. Clean tables, chairs and any table settings between each customer. If using a paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use.**

All tables and chairs are cleaned thoroughly after each customer. Other hard surfaces are cleaned many times throughout the day.

**Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.**

Commercial grade disinfectant and cleaning solutions are used throughout the venue including the kitchen.

**Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.**

Staff are wash hands before and after cleaning, hand sanitizer between customers/runners wear gloves

**Encourage contactless payment options.**

We have mobile EFTPOS terminal and take them to the customer at the table and most people pay by tap and go. In the marketplace, we have a self-service register where the customer can scan and pay without contact

**In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

Windows are doors is kept open.

The aircon system is looked after by International Towers.

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## **Record keeping**

Keep a record of the name, contact number and entry time for all staff, dine-in customers and contractors for a period of at least 28 days using the NSW Government QR code system. Processes must be in place to ensure that customers provide the required contact information, such as by checking customer phones for the green tick to confirm they have checked in. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

*Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.*

All bookings including walk-in are added to the booking software which includes a

number from one of the people at the table. A QR code is displayed at the entrance of the restaurant where everyone must register before get in the restaurant.

**Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](https://nsw.gov.au)**

Records are only used for the purpose of COVID 19. The QR code is linked to COVID Safe app and NSW government app

**Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.**

Our staff have been made aware of the Covidsafe app and its benefit to support tracing

**Except for food courts, all venues must register their business through [nsw.gov.au](https://nsw.gov.au). Food courts should consider registering their business through [nsw.gov.au](https://nsw.gov.au).**

This has been done

**Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.**

Yes agree and will do

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes