

COVID-19 RESTAURANT
RESPONSE & ACTION PLAN



CREATED 26.05.20 LUCY LIU MELBOURNE

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INTRODUCTION

With the easing of restrictions for the hospitality industry we all need to play our part to keep one another safe.

This document outlines how we as a business will go above and beyond to safely resume operations in accordance with the easing of restrictions, while also ensuring our patrons and our employees feel confident that their health and safety are being protected at all times.

In line with these restrictions offer patrons a dining experience as close as possible to what they have all been missing.

These protections, procedures and temporary changes in operation to the running of our business will come into affect immediately as of June 1st, 2020 until further notice from the Victorian government/Department of Health and Human Services.



ENVIRONMENT

In order to maintain an environment that maximises the safety and comfort of our customers and staff, we will complete the following:

- Adhering to the current government mandate, the maximum capacity for the restaurant at any one time will be 20 patrons (excluding staff).
- Bookings will be made of a maximum of 6 people per table only. We cannot accommodate groups larger than 6 people until legislation changes. This includes single bookings over multiple tables.
- All bookings will remain within set dining periods, with seating durations of 1.45 hours. This allows us to stay below the 2 hour maximum mandate for seating periods and use a 15 minute period where the restaurant is customer free to effectively clean prior to the next seating.
- Single entry and exits points are nominated for all patrons in and out of the venue. Entry remains at 23 Oliver Lane, whilst exit is via 24 Russell St. This procedure minimises unnecessary contact and traffic through the venue.
- Bathrooms (staff bathroom included) will be cleaned and sanitised hourly. This is scheduled and check listed by management during service periods.
- Prior to the re-open of the restaurant to the public, our venue will undertake multiple deep cleans. These cleans are to be carried out by professional cleaning services, in accordance to the governments recommended cleaning plan (including our day of re-opening to the public).
- In excess of our regular daily cleaning the venue will maintain an extra cleaning schedule for the frequent cleaning and disinfection of high use/touched surfaces, including Point of sales devices, computers, phones and others.



ENVIRONMENT (CONT'D)

- The venue will display signage at any public entry/exit point stating the total density quotient and current maximum patron capacity.
- Instructive posters on good hygiene and hand-washing practices will be displayed in prominent areas including customer & staff bathrooms.
- The establishment of hygiene stations with hand sanitiser dispensers to encourage hand hygiene of both staff and patrons. These will be located at the venues entrances and exit points, at the entrance to the bathrooms, and the host desk. In addition to this the kitchen has multiple sanitising and hand-washing station installed in addition to our already in place.
- Practising the appropriate cough and hand hygiene of staff diligently. And displaying posters around venue to encourage diligence.
- Prior to opening the venue has completed an HVAC service and increased airflow throughout venue where ever possible.
- Due to the long-term closure, a precautionary pest control audit has take place prior to opening, and is ongoing.
- Floor markings on entrance to venue, host desk, and bathrooms to ensure physical distancing is maintained in places where separate groups may need to co habit.
- Table spacing will be at least 1.5 Meters apart (back of one chair to the next) to ensure maximum fixed distance physical spacing for dining patrons.



ENVIRONMENT (CONT'D)

- We will utilise and create different dining areas within the restaurant to maximise fixed distance physical spacing for dining patrons. I.e. our bar area is repurposed as a separate dining space.
- Menu will be printed on recycled paper, as we will be operating with single use menus until health restrictions are further lifted.
- To assist contact tracing if necessary site visitors, ie – delivery drivers etc, will be asked to supply company, First name and mobile number when attending site when staff or patrons are also on site.



STAFF SAFETY AND WELL-BEING

Staff safety and wellbeing is a paramount consideration to us during this reopening period, it's imperative that we operate under the strictest hygiene and health protocols of protect ourselves and each other.

The following protocols Lucy Liu will carry out to ensure this happens:

- In line with the DHHS, all staff are requested to do a health check BEFORE leaving home and coming to work.

- All staff are to complete the Staff Coronavirus (COVID-19) Health questionnaire at the beginning of each shift in accordance with Hospitality Industry Guidelines. Any staff exhibiting or declaring any symptoms will not be able to commence their shift. And sent home to contact DHHS for advice on testing.

- Any staff member developing Covid symptoms at work, are instructed to inform their supervisor immediately, go home using the least public way possible and ring DHHS hotline for advice on testing 1800 675 398.

- In the event that the above transpires and the DHHS recommendation is that the staff member is to be tested, staff member will not be able to return to work until a COVID-negative test result is obtained, or they have recovered from their symptoms and 72 hours has passed.

- All staff are compelled to complete the Victorian Government training on safety and hygiene practices to ensure they understand and fulfil their duties and responsibilities when released on June 1st.



STAFF SAFETY AND WELL-BEING (CONT'D)

- To lessen physical contact through congregation and unnecessary movement of people throughout the venue, operational protocols are to be modified. For example, where before the staff daily meal was shared style it will now be served individually.
- Staff will have access to and be encouraged to continually use hygiene stations with sanitiser and hand soap/wash basins throughout the restaurant.
- Display information (poster medium) about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell, in staff change area and throughout venue.
- Display information (poster medium) in staff change area and throughout venue for proper hand washing and cough hygiene.
- Discouraging physical contact between staff.
- Enforcing hygiene standards after breaks and or exit/entry to venue.
- Discouraging car-pooling to work.
- Ensuring regular health, stress and well-being checks for all staff by management.
- Encouraging staff to maintain healthy life-style options.
- Ongoing training & education for management and staff in line with updated government guidelines.
- Encourage staff to download the COVIDSafe app.



WHAT HAPPENS IN THE EVENT A POSITIVE TEST?

In the event of a positive test or alert from DHHS of a patron or visitor having come into contact with Lucy. Lucy Liu will consult directly with the Department and take direction on the below as instructed.

In the event that a staff member reports a positive case to the venue, Lucy Liu will contact the department and again follow all directions as per the below and more as instructed.

In these circumstances, one or more of the following directives may need to be executed:

- Determination of what areas of the business were visited, used, or impacted by the infected person.
- Cleaning and disinfecting all areas using professional cleaners of any areas that were used by the confirmed case (for example, dining areas, offices, bathrooms and common areas).
- Closing off the affected area or business as required by the DHHS before cleaning and disinfecting.
- Where relevant, notify patrons and staff that they may have had contact with an infected person and encourage them to monitor their health and report any concerns to their healthcare provider.
- Work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the business.



WHAT HAPPENS IN THE EVENT A POSITIVE TEST? (CONT'D)

- Staff who were determined as close contact of a person with coronavirus should not come to work for 14 days.
- Lucy Liu will consider within contingency plans for disposing of raw materials (especially fresh ingredients), any work in progress, or short shelf-life stock to ensure food safety is maintained.
- To ensure the safety of all staff and patrons, contact records will be taken and kept for 28 days, then destroyed. These details are private and confidential and will not be used except for the event of contact tracing.

By following all of these measures we look forward to opening our restaurant again and welcoming our much-loved customers back.

