

GUIDELINES FOR RE-OPENING Pubs

June 2020



Coronavirus
COVID-19
Public Health
Advice



Rialtas na hÉireann
Government of Ireland



Fáilte Ireland
National Tourism Development Authority



Table of Contents

| | | | |
|---|-----------|--|-----------|
| 1. Introduction: Meeting & Overcoming the COVID-19 Challenge | 3 | 8. Cleaning Products & Protocols | 11 |
| | | Public Spaces & Communal Areas | 11 |
| 2. Business Response/Action Plan | 4 | Back of House & Staff Areas | 11 |
| Monitoring & Supporting | 4 | Equipment Shared by Employees | 11 |
| Policies & Processes | 5 | Control of Waterborne Hazards | 11 |
| Communication | 5 | 9. Technical & Maintenance Services | 12 |
| Training | 5 | Water Disinfection | 12 |
| Cleaning & Frequency | 5 | Dishwashing & Laundry Equipment | 12 |
| Staffing Resources | 6 | Air Conditioning (where available)/Ventilation | 12 |
| 3. Employee & Customer Health | 6 | Dispensers | 12 |
| Face Coverings | 6 | Additional Recommendations | 12 |
| Physical Distancing | 6 | 10. Front of House | 13 |
| Employee Physical Distancing | 6 | Cleaning & Disinfection Protocol | 13 |
| Providing Hand Sanitisers | 7 | Physical Distancing Protocol | 13 |
| Information Signage | 7 | Contact Tracing | 13 |
| Employee & Customer Health Concerns | 7 | Bar(s) | 14 |
| Isolation Area | 7 | Glassware | 14 |
| 4. Employee Responsibilities | 7 | Table Service | 14 |
| Hand Hygiene | 7 | Service Stations | 14 |
| COVID-19 Training | 8 | Order Taking | 15 |
| Personal Protective Equipment (PPE) | 8 | Self-Service Carvery/Buffer | 15 |
| Employee Welfare Facilities & Timekeeping | 8 | Payment Facilities | 15 |
| First Aid Kit | 8 | Ice Machines | 15 |
| 5. Physical Distancing | 9 | Public Toilets | 15 |
| Queuing | 9 | Function Rooms & Outside Smoking Areas | 16 |
| Seating | 9 | Customer & Service Elevators | 16 |
| Self-Service Carvery/Buffer | 9 | 11. Kitchen | 16 |
| Function Rooms & Smoking Areas | 9 | Cleaning & Disinfection Protocol | 16 |
| Back of House | 9 | Physical Distancing Protocol | 16 |
| Timekeeping Facilities | 10 | Kitchen & Food Handling Personnel | 16 |
| 6. Locations for Distribution of PPE | 10 | Wash-Up | 17 |
| Front of House | 10 | 12. Back of House | 17 |
| Back of House | 10 | Cleaning & Disinfection Protocol | 17 |
| 7. Employee Uniforms | 11 | Physical Distancing Protocol | 17 |
| Cleaning & Disinfection Protocol | 11 | Employee Toilet Facilities | 18 |
| Physical Distancing Protocol | 11 | Cellars, Cold Rooms & Store Rooms | 18 |
| | | 13. Suppliers of Goods and Services | 18 |
| | | Deliveries | 18 |
| | | Dealing with Drivers | 18 |
| | | Entering the Premises | 19 |
| | | Accepting Deliveries | 19 |
| | | Appendix 1 | 20 |
| | | Controlled and Uncontrolled Environments | 20 |

NOTE: These guidelines have been developed for bars, public houses and gastropubs of all sizes. For example, terms such as 'Back of House' generally apply to employee facilities. Not all references will relate to individual properties. These guidelines should be applied as appropriate to your business.



Note:

This is a living document which means as Government restrictions and Public Health guidelines evolve, this document will also evolve to reflect new Government advice and changes to protocols when they emerge. All sectoral guidelines have been developed in line with the Government’s Roadmap for Reopening Society and Business and the Return to Work Safely Protocol, based on the latest health guidance available from the Department of Health and the HSE. The links to latest guidelines will be included throughout the document.

Disclaimer

The information contained within these operational re-opening guidelines can change from time to time. It must not by itself be relied upon in determining obligations or other decisions. Users of this document must independently verify any information on which they wish to rely. It is expected that all business owners and management will have familiarised themselves with the Return to Work Safely Protocol prior to re-opening and implemented all relevant requirements.

Fáilte Ireland, their servants or agents, do not assume legal or other liability for any inaccuracy, mistake, misstatement, or any other error of whatsoever nature contained herein. Fáilte Ireland hereby formally disclaim liability in respect of such aforesaid matters.

The information accessible in this document has been compiled from many sources that are not controlled by Fáilte Ireland. While all reasonable care has been taken in the compilation and publication of the contents of this document, Fáilte Ireland makes no representations or warranties, whether express or implied, as to the accuracy or suitability of the information or materials contained in this document. Due to the evolving nature of the COVID-19 pandemic, this document will be subject to change.

Access to and use of the information herein is entirely at the risk of the user. Fáilte Ireland shall not be liable, directly, or indirectly, to the user or any other third party for any damage resulting from the use of the information contained or implied in this document.

Fáilte Ireland has endeavoured to attribute copyright or other intellectual rights to the rightful owners where such course has been appropriate. Where any attribution has been missed or overlooked Fáilte Ireland, on being informed, will correct this omission. By proceeding to use this Fáilte Ireland document you are accepting this disclaimer.

Revision history:

| Version | Date Changes | Changes from previous version |
|---------|--------------|-------------------------------|
| 1.1 | 17.06.2020 | |
| | | |
| | | |
| | | |

1. Introduction: Meeting & Overcoming the COVID-19 Challenge

COVID-19 is an unprecedented challenge for the tourism sector.

Before re-opening, bars and public houses will need to review how they work and introduce new practices and procedures to ensure everyone stays safe. As a result, Fáilte Ireland has developed operational guidelines in line with the Health Service Executive (HSE), Health Protection Surveillance Centre (HPSC) and the Food Safety Authority of Ireland (FSAI).

As part of this, Fáilte Ireland has created this set of specific guidelines to help you re-open your bar or pub. You can be reassured that these recommendations are underpinned by advice made available from the HSA, HSE, HPSC, FSAI, World Health Organisation (WHO) and other relevant bodies.

The National Protocol has been developed under the aegis of the Safety Health and Welfare Act 2005. The Health and Safety Authority (HSA) is the compliance body and has full powers as set out in this legislation designated in relation to the implementation of the National Protocol. Non-compliance can result in the closure of a business.

For the purpose of opening in Phase 3, pubs should be required to serve a substantial meal under the definition currently in the [Intoxicating Liquor Act 1962](#), as well as meeting other features expected of a restaurant. This definition provides that "the meal is such as might be expected to be served as a main midday or evening meal or as a main course in either such meal" and is of a kind for which it would be reasonable to charge not less than €9.

The guidelines were developed based on the following considerations:

■ Restructuring operations

Tourism businesses of all types need to adapt their operations, review employee practices and consider the design of their business to ensure physical distancing and the prevention of the spread of COVID-19.

■ Putting dedicated resources in place

Tourism businesses must ensure that they have dedicated personnel to implement and operate a robust system that prevents the spread of COVID-19. Equally importantly, they need to put processes in place that can deal with individual and multiple cases of the disease that may occur.

■ Adapting and enhancing hygiene practices

Tourism businesses must adapt and implement enhanced procedures in general cleaning, storage and cleaning of equipment. In particular, they should introduce and implement

touchless solutions where possible.

■ Focusing on best practice in food and beverage service

Tourism businesses must follow best practice in service and physical distancing to promote the health of employees and guests.

■ Food service businesses as 'controlled' environments

Public and private venues or workplaces are considered controlled environments. This includes food and consumption businesses such as restaurants, cafés and pubs and bars that serve substantial meals.

Uncontrolled environments are settings where people have open access to the premises and generally don't know each other and are unlikely to be in close contact with each other for an extended period of time. Examples include supermarkets, retail stores, shopping malls and takeaway-only food outlets.

Additional details on controlled and uncontrolled environments can be found in [Appendix 1](#).

■ Food safety and COVID-19 safety

There are no reports of transmission of COVID-19 via food. The main mode of transmission is from person to person. Food business operators must continue to apply their food safety management systems, based on the principles of HACCP**.

The requirement in legislation is to have a Food Safety Management System in place based on the principles of HACCP. ISO 340:2007 is one of the available approaches to achieve this. A Health and Safety statement was already required, and is still a requirement. The COVID-19 Response plan is also a requirement of the Return to Work Safety Protocol.

In addition, food business operators will be required to introduce COVID-19 safety management systems in the form of enhanced hygiene, cleaning and disinfection, staff training and health checks, as well as physical distancing. This is to protect against the transmission of the virus to or between staff, customers and other people who enter their premises. Any COVID-19 precautions must not compromise food safety.

For advice and information on food safety during COVID-19 and for food businesses re-opening, the Food Safety Authority of Ireland (FSAI) website is a useful resource which is regularly updated [HERE](#)

The physical distancing measures outlined in these guidelines are based on the HPSC COVID-19: Guidance for Food Service Businesses. Physical distancing of 2 metres should be maintained. However if this is not possible, this can be reduced to 1 metre in [controlled environments](#) if the risk mitigation requirements outlined in [Appendix 1](#) have been met.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

As far as reasonably possible, a distance of 2 metres and a minimum of 1 metre should be maintained between employees. Where 2 metres is not possible all other measures to protect employees should be in place.

These guidelines have been created in line with the Government's Roadmap for Reopening Society and Business. This is a document that will evolve in line with the roadmap, taking into account any changes to the restrictions or physical distancing.

While we have attempted to cover all relevant issues, you must bear mind that this is a non-exhaustive document and it may not cover all situations that you may encounter. As circumstances change, any procedures you implement must be monitored to ensure they remain up-to-date and in line with international best practice and the Government's Public Health advice.

***References to HACCP in this guidance is for the purposes of food safety and the prevention of COVID-19.*

2. Business Response/Action Plan

Creating an Action Plan will help to clarify what needs to be done to overcome the threat of COVID-19 and give your employees and customers confidence that they are safe.

In developing an Action Plan, the first step that the management team of a bar or pub must take is to familiarise themselves with the latest guidelines from the following sources:

- Health Services Executive (HSE)
- Health and Safety Authority (HSA)
- Health Protection Surveillance Centre (HPSC)
- Food Safety Authority of Ireland (FSAI)
- Irish Government Departments
- World Health Organisation (WHO).

Information from these sources should help to shape your plan of action. You must also:

- **Complete a risk assessment** to identify what operational changes you need to make in your business.
- **Review of all standard operating procedures (SOPs)** to define and note what you are changing.
- **Create a communication plan** to inform employees and visitors of what you are changing, what you need them to do and how you expect everyone to act and behave.
- **Visit the HSA website for templates**, checklists and advice on the Return to Work Safely Protocols. Please see [HERE](#) for more information.

A number of activities will require review e.g. workflows, operations, etc. For advice on re-opening, visit the FSAI website. Please see [HERE](#) for more information.

The plan must reassure employees and customers that safeguarding their health and safety is of the utmost importance. It should also ensure that your operations continue to run in an

appropriate manner.

You must review the plan regularly and amend it as new regulations, guidelines and procedures come into force. Experience will also tell you how appropriate and effective the original plan is.

For further information on the development of your Action Plan see [HERE](#).

Monitoring & Supporting

A COVID-19 Response Team/Coordinator must be appointed to ensure new procedures are adhered to. Adherence to this protocol will only be achieved if employers and workers have a shared responsibility to implement the measures contained in this protocol in their place of work. A collaborative approach to the implementation of the protocol is essential to achieve success and maximum buy in.

Each workplace should appoint at least one lead worker representative charged with ensuring that Covid-19 measures are strictly adhered to in their workplace. The person(s) undertaking the role must receive the necessary training and have a structured framework to follow within the organisation to be effective in preventing the spread of the virus. Employers should have regular and meaningful engagement with their worker representative, workers and/or their recognised Trade Union or other representative (including health and safety committee where it exists) about the measures being put in place to address the occupational exposure to COVID-19 in the workplace. Employers should provide COVID-19 induction training for all workers on their return.

The number of worker representatives for COVID-19 appointed should, ideally, be proportionate to the number of workers in the workplace and this person(s) should be clearly identifiable in

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

the workplace. Employers and worker representatives will work together to ensure that all the actions in this protocol are fully adhered to in order to ensure the suppression of COVID-19 in the workplace.

Section E of the National Protocol sets out the steps for employers and workers to reduce the risk of exposure to COVID-19.

These provisions include:

- Consulting with the workplace representatives in the development of a COVID-19 response plan.
- Developing/Amending policies and procedures for prompt identification and isolation of workers who may have symptoms of COVID-19.
- Developing, consulting, communicating and implementing workplace changes or policies. Specific reference is made to agreeing with workers any temporary restructuring of work patterns that may be required to implement the COVID-19 prevention measures in the workplace. There is also provision for the *lead worker representative to be involved in communicating the health advice around COVID-19 in the workplace.*

A link for the HSA Templates and Checklists can be found [HERE](#).

Policies & Processes

Management needs to review all business policies and standard operating procedures across each department to reflect operational changes. In particular, this means:

- Defining and documenting a clear plan of action in the event of a suspected case of COVID-19 among customers and/or employees.
- Defining and documenting the correct and appropriate use of Personal Protective Equipment (PPE) where required. This must be in line with the Government's Public Health advice.
- Developing and updating current policy for the care of employee uniforms.
- Reviewing and updating cancellation and refund policies in line with business requirements, e.g. events.

Communication

- You must share the plan with all employees prior to them returning to work. If it's updated at any time, you must make sure everyone knows what has changed.
- Giving guidelines to employees on how they must communicate the Action Plan to customers will ensure everyone gives the same message and there is no inconsistency.
- Make sure an up-to-date list of the contact information of all employees, including emergency telephone numbers, is always readily available across all departments in the business.

- Regularly review all COVID-19 related signage and notices throughout the premises to ensure they display the latest Public Health advice from Government. Signs must be placed in prominent and relevant positions and be legible.

Training

Management must inform all employees of the measures being adopted to manage the threat of COVID-19. Use the most appropriate training channels to do this and ensure all employees remain at home and seek medical attention if they have key symptoms such as a high temperature, coughing or shortness of breath.

There is an obligation on employers to ensure that employees are aware that they must not attend work if they have symptoms. This is essential to ensure that the virus does not spread.

You must organise information briefings that cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. In particular, make sure you cover:

- Hand and respiratory hygiene and physical distancing measures
- Correct use of PPE
- Cleaning regimes (incorporating front and back office areas if relevant)
- Employee health and what to do if feeling unwell
- Unwell customer/dealing with suspected cases/liasing with authorities.

If training is needed for specific procedures or if your property has specific requirements, it must be included in the training programme.

Cleaning & Frequency

- Ensure contact/touch surfaces such as table tops, work equipment, door handles and handrails are visibly clean at all times and are cleaned and disinfected at least twice daily.
- Implement modified cleaning intervals for rooms and work areas. This applies especially for washroom facilities and communal spaces. Cleaning must be performed at least twice per day and whenever facilities are visibly dirty.

Cleaning of work areas must be conducted at regular intervals. Further information on cleaning in non-healthcare settings is available from the ECDC [HERE](#) and from the Government website [HERE](#).

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Staffing Resources

Property owners/management should review rotas in line with The National Protocol E, subsection 3 which provides that full consultation on these matters is required to ensure sufficient employees are available to maintain physical distancing while completing the tasks to the required standards. Employee scheduling must ensure more time is allocated for cleaning and encourage employees to work alone if possible.

To achieve this, you should:

- Implement **phased shifts**.
- Schedule **small teams**.
- **Keep the same team combinations** where possible to

limit employee interaction. This will assist should contact tracing be required.

You will also need to plan for the impact of employee absences; this may involve reallocating employees from non-essential tasks. Where appropriate, cross-training employees will help maintain staffing levels on your premises. Employees who have **not** had close contact with a confirmed case should continue taking the usual precautions and attend work as usual.

As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place. You must apply the Return to Work Safely Protocol. For more information, see [HERE](#).

3. Employee & Customer Health

The health and safety of employees and customers is the number one priority for management. The following steps will help ensure everyone remains fit and well:

Face Coverings

The Irish Government has recommended the wearing of face coverings where it is difficult to practice physical distancing.

The Return to Work Safely Protocol states: 'Make face masks available to the worker in line with Public Health advice'.

If masks are worn they must be clean and they must not be shared or handled by other colleagues. Employers and workers must keep up-to-date with the latest Public Health advice issued in regard to masks by Gov.ie/NPHET. It is important that employers check regularly for updates on the usage of face coverings as this advice may be updated.

This may help prevent people who do not know they have the virus from spreading it to others.

Please see [HERE](#) for more information.

Physical Distancing

Physical distancing guidelines in line with the Government's Public Health advice must be incorporated into the Action Plan for each department within a business. Specific areas must also comply with mandatory capacity limits.

Customers must be advised to stand at least 2 metres* away from other groups of people who are not from the same household, at all times. In a controlled environment, such as pubs, bars, gastropubs, restaurants and cafés, physical distancing of at least 2 metres* is

required, unless the requirements outlined in [Appendix 1](#) have been met, in which case a minimum of 1 metre* is sufficient.

Careful consideration needs to be given when using communal areas, while queuing, using elevators, stairs or moving around the premises. Ensure there are systems in place to prevent intermingling in communal areas (e.g. entrances, exits and toilet facilities). See [Appendix 1](#).

Tables, seating and couches in public areas and other physical layouts must be rearranged to ensure appropriate distancing.

Employee Physical Distancing

As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place. Where the food services environment makes it difficult to physically distance, employers need to consider what measures to put in place to protect employees.

Minimise any direct employee contact and provide hand washing facilities, and other hand hygiene aids such as hand sanitisers, wipes etc. Ensure these are readily accessible so employees can perform hand hygiene as soon as a task is complete.

Make face masks available to employees in line with Public Health advice. You should note that wearing masks is not a substitute for the other measures outlined above.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Providing Hand Sanitisers

Hand sanitiser (touchless whenever possible) must be available at all public entrances, at employee entrances and at specific points within the public areas of the premises.

All hand sanitisers must have a minimum alcohol content of 60%.

Information Signage

You must display appropriate COVID-19 signage relating to hand and respiratory hygiene and physical distancing measures throughout the premises. Where feasible, screens and monitors can communicate these messages effectively.

Employee & Customer Health Concerns

When they return to work, employees must be trained about what to do if they or a customer becomes unwell. Employers and employees must follow the Return to Work Safely Protocol. Please see [HERE](#) for more information.

If management is alerted to a suspected case of COVID-19 on their premises, a clinician from a local medical centre should be contacted. The clinician will advise on the next steps. Further information is available on the HSE website.

Please see [HERE](#) for more information.

Note: Managers and owners need to have the telephone numbers of the health authorities, medical centres plus public and private hospitals readily available in case a customer or employee falls ill.

Isolation Area

If possible, identify an area/room on the premises where any customer or employee showing possible COVID-19 symptoms can be isolated from other people. From there, the individual can travel home to seek medical attention elsewhere. It is essential to clean and disinfect this isolation area thoroughly after it has been used.

4. Employee Responsibilities

For the purpose of this document, employees refers to food workers and non-food workers. Food workers include food handlers, kitchen staff, waiting staff and people who directly touch open food as part of their work. It also includes employees who may touch food contact surfaces or other surfaces in rooms where open food is handled. The term can therefore also apply to managers, cleaners, maintenance contractors, delivery workers, etc.

The effective delivery of the Action Plan depends on how management and employees act. Paying attention to the following issues is especially important:

Hand Hygiene

Correct hand hygiene practices are vital to help minimise the spread of infections including COVID-19. Food businesses need to ensure that adequate sanitary facilities are provided and that employees thoroughly and frequently wash their hands.

This involves hand washing with soap and water, for a minimum of 20 seconds, or the use of hand sanitiser (if hands are visibly clean), as required and frequently.

Hands must be washed as often as necessary and always:

- Before starting work
- Before handling cooked or ready-to-eat food
- Before eating
- After handling or preparing raw food
- After handling waste

- After cleaning duties including sweeping/mopping, etc.
- After using the toilet
- After blowing nose, sneezing or coughing
- After eating, drinking or smoking
- After handling money
- At the end of a shift

This list is not exhaustive.

Please see [HERE](#) for more information from FSAI.

For additional COVID-19 hand hygiene measures, hands must be washed before putting on or after removing PPE.

Please see [HERE](#) for more information from the HSE.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

COVID-19 Training

All employees need to receive training on COVID-19 safety and disinfection protocols. More comprehensive training must be given to teams in frequent customer contact including Front of House, Operations and Security.

Personal Protective Equipment (PPE)

Personal protective equipment (PPE), can be effective in reducing the spread of viruses and disease within the food industry, but only if used properly. If required by their roles, appropriate PPE must be worn by employees. Each section of the business must be assessed to decide what is needed. Training on how to properly use, apply and dispose of all PPE is mandatory.

As part of the business risk assessment, consideration needs to be given to the level of PPE required for various tasks e.g. power hosing which can cause an aerosol effect.

Handwashing is a greater protective barrier to infection than wearing disposable gloves. Correct hand hygiene is extremely important, whether using gloves or not. However the following must be applied when using disposable gloves:

- Gloves may be used by food workers for food handling, according to usual food safety guidance, but they must ensure that the gloves are changed frequently and that hands are washed before putting gloves on, between glove changes and when gloves are removed.
- Gloves must be changed after carrying out non-food related activities such as opening/closing doors by hand, emptying bins, handling money, etc.
- Food workers should be aware that wearing gloves can allow bacteria to build up on the surface of the hands, so hand hygiene is extremely important when gloves are removed to avoid subsequent contamination of food.
- It is acceptable to prepare and handle food with bare hands provided proper hand washing procedures are in place. Hand sanitisers can be used as an additional measure but should not replace handwashing.

Employee Welfare Facilities & Timekeeping

Employers and employees must follow the Return to Work Safely Protocol. Please see [HERE](#) for more information.

It's also essential to display signage relating to hand and respiratory hygiene as well as physical distancing prominently at Back of House.

Employee welfare facilities (such as employee areas and locker rooms) need to be re-organised to suit physical distancing measures and be frequently cleaned and disinfected. Staggered start times and break times can also be very helpful, also review the use of clocking-in machines.

Employee meetings should be held online if possible. If physical meetings need to take place, physical distancing measures must be taken.

First Aid Kit

A medical kit must always be available behind the bar in smaller premises. Multiple kits must be located at various locations around larger premises. Kits must include:

- Germicidal disinfectant/wipes for surface cleaning tissues.
- Face/eye masks. Note that disposable face masks can only be used once.
- Gloves (disposable).
- Protective apron (disposable).
- Biohazard disposable waste bag.



*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

5. Physical Distancing

Physical distancing is very important to help slow the spread of COVID-19. This is achieved by minimising contact between potentially infected individuals and healthy individuals. In a [controlled environment](#), such as pubs, bars, gastropubs, restaurants and cafés, physical distancing of at least 2 metres* is required between tables, unless the requirements outlined in [Appendix 1](#) have been met, in which case a minimum of 1 metre* is sufficient.

The property owner or management needs to meet Public Health advice on maintaining current physical distancing guidance between people at all times.

Queuing

Any area where customers or employees queue must be clearly marked for appropriate physical distancing. This includes serving counters, tills, stairs, elevator lobbies, public areas, drop off areas, etc.

Use floor markings inside the premises to facilitate compliance with the physical distancing advice of 2 metres*, particularly in the most crowded areas. Use vertical signage to direct customers to facilitate movement within the premises while maintaining 2 metre* distance.

Seating

- Physical distancing of 2 metres* should be maintained between tables. However, if this is not possible, this can be reduced to 1 metre* in [controlled environments](#) if the other risk mitigation requirements outlined in [Appendix 1](#) have been met.
- Pre-booked time limited slots should be in place for customers, which are a maximum of 105 minutes duration plus there should be a minimum of 15 minutes between bookings in order to allow for adequate cleaning and to allow customers to leave and enter, without mixing.
- Physical distancing of 2 metres* does not apply within members of the same household. Physical distancing is required between tables/seats of non-household individuals.
- Reduce the seating capacities to meet the current physical distancing guidance outlined by HPSC between each seated group of customers. Greeting and seating customers must be managed in a way that disperses them correctly throughout the premises.
- A designated employee should be stationed at Front of House to control physical distancing measures.
- It's the responsibility of supervisors and managers to ensure that customers do not congregate in groups. Customers should be seated at a table except when using the toilet, paying, and departing.

Self-Service Carvery/Buffer

This style of service must only be provided where physical distancing and other Public Health advice can be followed.

Physical distancing guidance must be followed while queuing. See Queuing section above to ensure appropriate risk mitigation measures are in place. Customer access to carvery/buffet/ open food display should be staggered and a one-way system introduced.

Function Rooms & Smoking Areas

In these areas, the capacity must be reviewed and the amount of seating and stools reduced to ensure the recommended physical distancing measures are adhered to.

Management must use the Government's Public Health advice to calculate the maximum number of people allowed to enter these areas at any one time.

Back of House

Physical distancing protocols that follow the Government's Public Health advice must be observed in the shared office spaces, employee locker rooms, store rooms, delivery areas, stockrooms, IT areas, bar support areas such as cold/keg rooms, kitchens and other areas where employees gather and work.

As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place.

Where the food service environment makes it difficult to physically distance, employers need to consider what measures to put in place to protect employees.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Examples of practical measures to adhere to physical distancing guidance in the food services environment are to:

- stagger workstations on either side of service area so that food workers are not facing one another;
- provide PPE if required, such as face masks, disposable gloves and clean aprons/uniforms. The use of PPE would be routine in high-risk areas of food premises that produce ready-to eat and cooked foods. When staff are dressed in PPE it is possible to reduce distance between workers;
- limit the number of employees in a food preparation area at any one time;
- organise employees into working groups or teams to facilitate reduced interaction between groups.

Physical barriers such as sneeze guards/plexiglass and partitions

can be useful, particularly in areas where it is difficult for individuals to remain apart, for example in kitchens and at cash registers, host stands or food pickup areas. These physical barriers need to be regularly cleaned and disinfected.

Physical distancing must be maintained at all times between employees except in situations where employees are part of the same household. e.g. family members working together.

Timekeeping Facilities

If queuing takes place at the clocking-in machine, ensure that physical distancing guidance between employees is maintained. See [Queuing section](#) above to ensure appropriate risk mitigation measures are in place. If you use clocking-in machines, a strenuous cleaning and disinfection regime must be put in place.

6. Locations for Distribution of PPE

If required, PPE should be distributed at the following locations:

Front of House

- All entrances and exit points to the premises and all public areas.

Note: Hand sanitiser must be provided at all entrances and exits.

All employees must wash their hands for a minimum of 20 seconds, or use hand sanitiser if hands are visibly clean. If hands are visibly dirty, they must be washed.

Back of House

- Employee entrances.
- Specific department offices.
- Store rooms and cellars.
- Food preparation areas.



*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

7. Employee Uniforms

Cleaning & Disinfection Protocol

The policy on the care of uniforms must be updated to ensure every employee is clear on the standards of appearance and dress expected whilst at work.

Physical Distancing Protocol

If a locker or changing room is provided, mark the floors to indicate available and unavailable spaces that must be used when changing into work attire or PPE. It may be necessary to roster access times to these rooms so physical distancing takes place.

8. Cleaning Products & Protocols

Cleaning products and protocols must be suitable and manufacturer approved for use against viruses, bacteria and similar risks.

It's important to follow manufacturer instructions with regard to dilution, application and duration of use. Bar and pub managers must review cleaning procedures within all departments and update these if any cleaning and disinfection procedures are changed.

It's also important to work with suppliers, vendors and distribution partners to ensure an uninterrupted supply of cleaning supplies.

Public Spaces & Communal Areas

The frequency of cleaning and disinfection must be increased in all public spaces to at least twice daily. Particular attention must be paid to frequently touched surfaces, which must be visibly clean at all times. These includes counters, door handles, public bathrooms, stair handrails, dining surfaces and seating areas.

Back of House & Staff Areas

Back of House areas must also be cleaned and disinfected at least twice daily.

Particular attention must be paid to employee entrances, employee bathrooms, loading areas, offices, kitchens and employee relations service desks as they must be visibly clean at all times.

Equipment Shared by Employees

- Clean and disinfect shared equipment and tools before, during and after each shift or any time the equipment is transferred to another employee.
- This includes phones, computers and other communication devices, keys, payment terminals, kitchen implements, safety buttons, cleaning equipment, time clocks and all other direct contact items used.

- Shared food & beverage equipment in Back of House areas (e.g. kettle, microwave, etc.) to be cleaned and disinfected after each use.

Control of Waterborne Hazards

It is critical that businesses review the HSA's guidance on 'Control of Legionella Bacteria During and After the COVID-19 Pandemic' and review their own systems in line with this.

This guidance highlights the requirement to continue managing Legionella control to avoid the potential for Legionnaires' disease.

The following is a non-exhaustive list relevant to the tourism sector of potential sources of aerosols, which may contain Legionella bacteria: wet cooling systems for example, cooling towers and evaporative condensers; spa pools; showers, taps and toilets; machine cooling systems; spray booth water curtains; humidifiers in food cabinets; ornamental fountains and water features; dust suppression systems; horticultural misting systems, lawn sprinklers; clinical humidifiers; sprinklers and hose reels; and power hoses.

Legionnaires' disease can be fatal and hospitalisation is generally required to treat symptoms. With the health service currently dealing with a Public Health emergency, it is vital that employers take appropriate action to maintain and operate their water systems, especially wet cooling systems, so far as reasonably practicable.

Please see [HERE](#) for more information.

For further advice please visit [HERE](#).

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

9. Technical & Maintenance Services

Water Disinfection

Maintain the concentration of disinfectant in water for consumption within the limits recommended according to international norms and standards. Preferably this should be at the upper limits of the range.

Dishwashing & Laundry Equipment

Dishwashing and laundry equipment must be checked to ensure it is operating properly. You must pay particular attention to operating temperatures, as well as using the correct dosage of cleaning and disinfecting chemicals.

Air Conditioning (where available)/Ventilation

- Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth, the condition of filters must be monitored and the proper replacement rate of indoor air be maintained.
- Increasing the number of air exchanges per hour and supplying as much outdoor air as possible is recommended, either by natural or mechanical ventilation.
- Ensure that air conditioning filters are cleaned at regular intervals in accordance with the manufacturer's instructions.
- When air conditioned air is used for ventilation, minimise recirculation as much as possible.

Please see [HERE](#) for more information.

Dispensers

Soap and hand sanitiser dispensers, disposable tissue dispensers, and other similar devices must be regularly checked. Defective units must be rapidly repaired or replaced, and where possible touchless.

The Action Plan should include installing units to dispense hand sanitiser as required throughout the premises, paying particular attention to public areas, employee areas and locker rooms, etc.

Additional Recommendations

It is the responsibility of each individual business to provide sufficient facilities throughout the premises and ensure these facilities are appropriately maintained to minimise the risk of infection.



*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

10. Front of House

Management must follow the Government's Public Health advice throughout Front of House and public areas.

To achieve this, the following steps should be taken:

- Where possible, customers should be able to enter and exit through separate doors. These should be propped open if fire regulations allow.
- Hand sanitiser (touchless where possible) must be readily available at each access point. Signage must encourage all customers to use this when they enter and leave.
- Prominent signage must explain current physical distancing practices. This must be accompanied by clear and visible markings that illustrate the safe distancing protocol throughout the premises. This includes elevators, the entrance to bar and lounge areas, at entrances to toilets, function rooms, smoking areas, etc.
- When a group arrives and needs to queue, only one member should do so. The others must adhere to physical distancing until the group can be seated.
- Train relevant employees in the Government's Public Health advice to ensure compliant procedures for the Meet, Greet and Seat process. For example, a friendly verbal greeting should replace a physical greeting.

Cleaning & Disinfection Protocol

The frequency of cleaning and disinfection in Front of House must be increased to at least twice daily and these areas must be visibly clean at all times.

Pay particular attention to key areas and items including:

- Entry/exit doors
- Greeting podiums
- Service stations
- Counter tops and bar tops
- Handrails
- Smoking areas
- Exterior seating/benches
- Exterior of refuse bins
- Toilets, etc.

After **each use**, the following items must be cleaned:

- Dining tables, stools, chairs and seating
- Trays
- Bill/tip trays, pens and any other reusable items that customers come into contact with.

Physical Distancing Protocol

- Physical distancing of 2 metres* should be maintained between tables. However, if this is not possible, this can be reduced to 1 metre* in [controlled environments](#) if the other risk mitigation requirements outlined in [Appendix 1](#) have been met.
- Pre-booked time limited slots should be in place for customers, which are a maximum of 105 minutes duration plus there should be a minimum of 15 minutes between bookings in order to allow for adequate cleaning and to allow customers to leave and enter, without mixing.
- Physical distancing of at least 1 metre* should be maintained between people seated at tables. Physical distancing is required between individuals who are not from the same household. It is not required between members of the same household.
- Management is responsible for minimising the number of arrival and departure points that customers can use. Managers and supervisors must always monitor and manage physical distancing between people and groups rather than simply relying on signage.
- Peak-period queuing procedures must be implemented if customers can't be seated immediately.
- Consider an online reservation option for customers, as not only will this communicate new procedures and practices, but it will also limit the requirement for queuing. The amount of seating and stools must be reduced and customers should order from their seat wherever possible to reduce queues.
- In circumstances where table service is not provided, customers will be encouraged to maintain physical distancing whilst ordering from a dedicated service area at the bar, with a partition in place between the customer and the bartender.

Contact Tracing

- Businesses do not have to keep records of every person in a party, they will be required to have the name and contact details of one person in each party e.g. the person who books the table. That person should be advised to keep a record of who is in their party in case it is required for contact tracing in the future.

Details must be securely retained for one month.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Bar(s)

- Employees** must maintain the recommended physical distance from each other behind the bar. To help achieve this:
 - Limit the number of employees behind the bar at one time.
 - Keep a record of who is on duty and when.
 - Divide the bar into areas/zones and allocate a zone to each employee. Minimise and control the movement between these areas.
- As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees behind the bar. Where 2 metres* is not possible all other measures to protect employees should be in place.
- All employees must wash their hands frequently and as required with soap and water, for a minimum of 20 seconds or use sanitiser regularly if hands are visibly clean. Hands must be cleaned as often as possible.
- The following must also be cleaned and disinfected more frequently:
 - Beer taps, handles and optics
 - Drip trays and washable bar mats
 - Counter mounts and nozzles
 - Glass mats
 - Handheld measures
 - Cocktail equipment
 - Ice buckets, scoops and tongs
 - Fruit preparation equipment
 - Storage containers, etc.
- Straws should be individually wrapped.
- Embellishment or decoration of glasses (e.g. cocktail umbrellas) should be minimised.
- Where fruit garnishes are required, good hand hygiene practices must be in place while preparing the fruit - follow HACCP guidelines. Keep garnishes refrigerated and in a covered container until required and serve using tongs/scoop. The scoop must have its own covered receptacle.
- Ahead of re-opening, the cleaning of beer lines should be arranged as a notice period may be required by breweries or suppliers.

***In all properties physical distancing must be maintained except in situations where the employees are part of the same household.*

Glassware

- Fresh glasses must be used for each new drink, particularly from optics and beer taps.
- When pouring drinks, employees must handle glasses by the stem or base and place on clean service trays or the bar counter before serving. Avoid touching the nozzle, tap optic or bottle against the glass.
- Similarly, there must be minimal handling of glassware when clearing glasses.
- Following the washing and drying of glasswear, please ensure that you do not stack glasses on top of each other and ensure to store glasses away from the bar front.

Table Service

- There must be adequate spacing between customers at each table in accordance with Government physical distancing guidelines and HPSC COVID-19: Guidance for Food Service Businesses.
- Front of House personnel allocated to serve individual tables must adhere to physical distancing where possible.
- Attention must be paid to hand and respiratory hygiene during order taking and table service. Orders should be taken in a time efficient manner and at a suitable distance to minimise time spent in close contact with guests. Close contact can mean spending more than 15 minutes in face-to-face contact within 2 metres* of an infected person. For more information see [HERE](#).
- Where offered, bar snacks or finger food can be served per table, they are not to be served as catering platters to larger groups.
- Tableside cooking must be suspended unless physical distancing can be adhered to.

Service Stations

- Service stations must also be cleaned and disinfected as required but at least twice a day. These include counter tops, shelving, equipment, storage containers, etc.
- At service stations, Front of House personnel must be encouraged to maintain the recommended physical distance from each other. Limit the number of Front of House personnel at service stations at any one time. Minimise movement between service stations and ensure customers don't have access to these areas.
- Ensure service stations are stocked with all necessary equipment (e.g. cutlery, condiments, etc.) and cleaning supplies (disinfectant, disposable paper towels, etc.).

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

- Cutlery must be stored in a clean disinfected cutlery drawer or covered cutlery container.
- All Front of House personnel must have their own stationery items and equipment (e.g. pens, order book.). If equipment and tools are shared, they must be cleaned and disinfected before, during and after each use or before being given to another employee.

Order Taking

- Menus must be single use or made of a material that can easily be cleaned after each use. Electronic menus, phone apps and menu boards are an alternative option.
- It may be possible to verbally recommend drinks or food to customers. If so, this should be done.
- Attention must be paid to hand and respiratory hygiene during order taking and service. Orders should be taken in a time efficient manner and at a suitable distance to minimise time spent in close contact with guests. Close contact can mean spending more than 15 minutes in face-to-face contact within 2 metres* of an infected person. For more information see [HERE](#).
- It's recommended to use individual pens, pads or electronic devices.

Self-Service Carvery/Bufferet

- This style of service must only be provided where physical distancing and other Public Health advice can be followed.
- Physical distancing guidance must also be followed while queuing. [See Queuing section](#) above to ensure appropriate risk mitigation measures are in place. Customer access to buffet/ carvery/open food display should be staggered and a one-way system introduced.
- It is important to maintain good hygiene practices if this style of service is offered. Both customers and employees should strictly observe good personal hygiene practices at all times around open food areas. Attention must be paid to hand and respiratory hygiene.
- All foods in the bain-marie or hotplate must be shielded from customers. Employees must serve up and plate food to limit shared use of utensils at open food areas.
- All trays used by customers must be cleaned between each use.
- All goods/foods, visual displays, etc. must be covered and only handled by appointed employees.
- Where food is served buffet-style, all items displayed for customer use must be individually wrapped or be a single-serve item.

- There must be no shared items on countertops or at the carvery or buffet. Examples of shared items include:
 - Water jugs(water must only be served directly to tables)
 - Salt and pepper shakers
 - Unwrapped butter, etc.

Payment Facilities

Where possible, customers should use card/contactless payment. After bringing the debit/credit card machine to the customer (if possible), it must be cleaned and disinfected before being used again.

If handling cash, employees should be provided with gloves and observe the Government's Public Health advice on hand hygiene measures.

Ice Machines

Before a premises re-opens, ice machines must be emptied and recalibrated. The water lines to ice machines must be cleaned out prior to refreshing with new ice. To avoid cross-contamination, each ice scoop must be stored in a separate covered receptacle and washed and disinfected regularly.

Public Toilets

- Clear signage should indicate the location of and route to the bathrooms.
- A strict queuing system and limitations on number of users must be enforced to ensure physical distancing.
- Install clear markings to minimise contact between guests and to ensure that queues follow physical distancing requirements. Encourage the use of alternate sinks.
- The frequency of cleaning and disinfection must be increased in toilet facilities to at least twice daily. Ensure splashes are avoided while cleaning these facilities.
- Ensure soap and hand sanitiser dispensers, disposable tissue dispensers and other similar devices are regularly checked, cleaned and maintained. Repair or replace defective soap units.



*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Function Rooms & Outside Smoking Areas

- The capacity of function rooms and smoking areas must be reviewed and altered if necessary. Management must use the Government's Public Health advice to calculate the maximum number of people allowed to enter these areas at any one time.
- The amount of seating and stools must be reduced to ensure appropriate physical distancing measures.
- To reduce queues in bar areas, customers must be encouraged to remain seated and order from their seat wherever possible.
- Where possible, facilities such as toilets or smoking areas should not be used simultaneously by multiple gatherings from different function rooms. However if they are cleaned in between usage, they may be used separately by different gatherings, within the same time period.

Customer & Service Elevators

- An employee should be assigned to clean and disinfect the button panels of elevators regularly and increase the frequency of cleaning during busy periods.
- Physical distancing must be adhered to in elevators except among members of the same household.
- Signage must be displayed to ensure customers understand the physical distancing requirements that apply within elevators.



11. Kitchen

There is a requirement in legislation to have a Food Safety Management System in place based on the principles of HACCP. ISO 340:2007 is one of the available approaches to achieve this. A Health and Safety statement was already required, and is still a requirement. The COVID-19 Response plan is a requirement of the Return to Work Safely Protocol.

Cleaning & Disinfection Protocol

At the end of each shift, clean and disinfect each area systematically with effective detergents and disinfectants. All cleaning must be recorded by a suitably trained person.

Physical Distancing Protocol

As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place.

Where the food service environment makes it difficult to physically distance, employers need to consider what measures to put in place to protect employees.

Examples of practical measures to adhere to physical distancing guidance in the food services environment are to:

- Divide the kitchen into zones with an employee allocated to each zone. Control and minimise movement between zones
- Stagger workstations on either side of service area so that food workers are not facing one another
- Provide PPE if required, such as face masks, disposable gloves and clean aprons/uniforms. The use of PPE would be routine in high-risk areas of food premises that produce ready-to eat and

cooked foods. When staff are dressed in PPE it is possible to reduce distance between workers

- Limit the number of employees in a food preparation area at any one time and record the times that employees are on duty
- Organise employees into working groups or teams to facilitate reduced interaction between groups.

Physical barriers such as sneeze guards/plexiglass and partitions can be useful, particularly in areas where it is difficult for individuals to remain apart, for example in kitchens and at cash registers, host stands or food pickup areas. These physical barriers need to be regularly cleaned and disinfected.

Display signs that promote physical distancing and review all handwashing/good hygiene practice signs. Replace them if they are damaged or outdated.

Kitchen & Food Handling Personnel

- The same food law requirements apply now as did before COVID-19. Any changes to the nature and extent of the business must be reflected in the food safety management system/HACCP documentation.
- Ensure that all employees are trained in any new COVID-19 standard operating procedures adopted by the bar or pub. Keep a record that this training has taken place.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

- Ensure that the HACCP system is updated. All new protocols need to be reflected in records, food flow diagrams, cleaning schedules, zoning, allergen updates on menus and delivery and takeaway services, etc. HACCP based procedures are required for food safety and not for the prevention of COVID-19.

Wash-Up

Prior to re-opening, ensure all mechanical dishwashers operate at optimum levels and reach the correct temperature. Ensure all heads of spray taps are cleaned and disinfected. Use adequate and

safe chemicals. If equipment is being handwashed, use the correct double sink method with a drain area and wash at the appropriate temperature and using the correct chemicals.

Effective cleaning is possible with both machine and handwashing, as long as you adhere to a strict washing, rinsing and drying process.

1. Cleaning detergents must be applied as per normal practice.
2. Air dry glasses inverted on matting or glass racks.
3. Machine washing is recommended as it is more reliable.

12. Back of House

Cleaning & Disinfection Protocol

The frequency of cleaning and disinfection must be increased in all areas to at least twice daily. Particular attention must be paid to frequently touched surfaces which must be visibly clean at all times. These include:

- Entry/exit doors
- Handrails
- Smoking areas
- Exterior seating/benches
- Exterior of refuse bins
- Toilets
- Desks, chairs and office furniture
- Computers, printers and communication devices
- Tables and seating in employee rest rooms
- Door release buttons
- Light switches throughout the property
- Lockers, etc.

Physical Distancing Protocol

- Physical distancing protocols that follow the Government's Public Health advice must be observed in shared office spaces, employee locker rooms and other relevant employees facilities.
- As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place.

- Where the food service environment makes it difficult to physically distance, employers need to consider what measures to put in place to protect employees.
- Examples of practical measures to adhere to physical distancing guidance in the food services environment are to:
 - Stagger workstations on either side of service area so that food workers are not facing one another;
 - Provide PPE if required, such as face masks, disposable gloves and clean aprons/uniforms. The use of PPE would be routine in high-risk areas of food premises that produce ready-to eat and cooked foods. When staff are dressed in PPE it is possible to reduce distance between workers;
 - Limit the number of employees in a food preparation area at any one time;
 - Organise employees into working groups or teams to facilitate reduced interaction between groups.
- Physical barriers such as sneeze guards/plexiglass and partitions can be useful, particularly in back of house areas where it is difficult for individuals to remain apart. These physical barriers need to be regularly cleaned and disinfected.
- Employees should have a self-sufficient workstation where possible, with an individual computer, telephone and all ancillary equipment.
- In offices where meetings/consultations take place, the physical distancing protocol must be adhered to and entry numbers limited. Seats and tables of all visitors must be cleaned and disinfected after each visit.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Employee Toilet Facilities

- A strict queuing system and limitations on number of users within toilets must be established to ensure physical distancing.
- Install clear markings to minimise contact between employees and to ensure that queues follow physical distancing requirements. Encourage the use of alternate sinks.
- The frequency of cleaning and disinfection must be increased in toilet facilities to at least twice daily. Ensure splashes are avoided while cleaning these facilities.
- Ensure soap and hand sanitiser dispensers, disposable tissue dispensers and other similar devices are regularly checked, cleaned and maintained. Repair or replace any defective units.

Cellars, Cold Rooms & Store Rooms

- Hand sanitiser (touchless where possible) should be placed at all entrances to cellars, cold rooms and storerooms with instructions that they be used on entering and leaving.
- Clear signage must tell employees to observe physical distancing. A distance of 2 metres* and a minimum of 1 metre* should be maintained between staff if the size of cellars, cold rooms and storerooms allows. Where 2 metres* is not possible all other measures to protect staff should be in place.
- Access systems such as biometric touchpads, keypads or swipe cards must be cleaned and disinfected after each use.
- Beer lines will require cleaning before re-opening. Breweries recommend giving at least 3 weeks' notice.
- Clean and disinfect the dispense head and keg neck at every keg change.

13. Suppliers of Goods and Services

Bars and pubs must contact their suppliers to ensure that they have put all necessary protocols in place to prevent the spread of COVID-19.

Note: Fresh food deliveries must be treated separately to other deliveries. HACCP only refers to food deliveries.

Deliveries

- An employee must meet each supplier who is delivering to the pub or bar.
- All delivery personnel must follow the Governments Public Health advice on physical distancing when picking up deliveries and passing deliveries to employees:
 - Wear suitable, clean and protective clothing where necessary
 - Maintain a high degree of personal cleanliness.
 - Clean hands before and after each delivery transaction. The use of gloves is not recommended as this can give a false sense of security. Hand washing is best practice.
- If possible, delivery drivers should not be allowed to enter the premises (with the exception of food deliveries which adhere to HACCP delivery protocols). Employees should not come in close contact with drivers. HACCP is in the context of food safety and re-opening only and not for COVID-19 prevention.

Dealing with Drivers

- Delivery personnel must be asked to use hand sanitiser if required to exit their vehicle and enter the premises.
- Drivers must be supplied with an alcohol-based hand sanitiser and use this before passing delivery documents or goods to employees.
- Hand hygiene, in conjunction with physical distancing, is also of paramount importance.
- Drivers must comply with HACCP procedures and ensure that all transport containers delivering food products are kept clean and frequently disinfected.
- Disposable containers and packaging, where possible, must be used to avoid the need to clean any returns. In the case of reusable containers, appropriate hygiene and disinfection protocols must be followed by employees.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Entering the Premises

Delivery personnel must use hand sanitiser if required to exit their vehicle and enter the buildings.

Signage must make drivers aware of:

1. physical distancing when picking up deliveries and passing deliveries to employees
2. the need to maintain a high degree of personal cleanliness and
3. the need to wear clean protective clothing.

Accepting Deliveries

- Ideally deliveries should only be made before opening. However, if the bar or pub is open, delivery drivers must not enter through public areas and drivers must not come in close contact with customers.
- A goods reception area must be set up that is large enough to ensure physical distancing for both driver and business employees. HACCP procedures must be strictly implemented and observed at all times. HACCP based procedures are required for food safety and not for the prevention of COVID-19.
- All excess packaging should be removed by the driver. All outer packing should be removed (if possible) and placed in a suitable disposal unit.
- When signing for deliveries, employees should only use their own pens which can be disinfected. In the case of electronic devices, both the device and pen must be disinfected before signing.
- The delivery area must be cleaned and disinfected after each delivery and before accepting the next delivery.



*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Appendix 1

Source: COVID-19: Guidance for Food Service Businesses, V0.3
15.06.2020 (HSE Health Protection Surveillance Centre)

Controlled and Uncontrolled Environments ¹

Controlled environments

Public and private venues or workplaces are considered controlled environments. Examples are workplaces, schools, museums, swimming pools, galleries, cinemas, stadiums, conference facilities and casinos. Food businesses are considered controlled environments, which includes restaurants and cafes.

Requirements (for food businesses) in controlled environments

- Use additional signage to ask customers not to enter if they have symptoms.
- Regulate entry so that the premises do not become overcrowded. Encourage pre-booking as much as possible. A text may be sent to remind the guest to stay away if unwell.
- Use floor markings inside the premises 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 customers to facilitate movement within the premises while maintaining 2 metre distance.
- Make regular announcements to remind customers 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 customers.
- Adequate hand hygiene and toilet facilities. Provide additional pop-up hand hygiene stations or facilities if possible, providing soap, water and hand sanitiser.
- Establish and supervise a schedule of frequent cleaning of bathrooms and frequently touched surfaces.
- Customers should be seated at a table except when using the toilet, paying and departing.
- Clear signage should indicate the location of and route to the bathrooms.
- Limit the number of servers per group of guests to the smallest number that is practical.

- There is a limit of on the number of people gathering in a venue at one time in line with NPHET guidance on indoor gatherings. This limit excludes workers. Multiple gatherings are allowed in venue facilities provided they are in separate defined spaces and there are systems to prevent intermingling in common spaces (e.g. entrances, exits and toilet facilities).
- Physical distancing of at least 1 metre should be maintained between people seated at tables.
- Encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers.
- Use disposable menus or laminated menus that can be adequately cleaned after each use. Unnecessary items should be removed from tables and single use rather than shared condiments should be provided.

Considerations:

- Where at all practical, workers should provide services to only 1 gathering and should not move between multiple gatherings in different venue locations (e.g. two different function rooms).
- Where possible, facilities such as toilets should not be used simultaneously by multiple gatherings. However if they are cleaned in between usage, they may be used separately by different gatherings, within the same time period.

Uncontrolled environments

These are settings where people have open access to the premises and generally don't know each other and are unlikely to be in close contact with each other for an extended period of time. Examples are supermarkets, retail stores, shopping malls, and takeaway-only food outlets.

Requirements:

- Physical distancing of 2 metres for customers (who are not close friends or family).
- As far as reasonably possible, physical distancing of 2 metres and a minimum of 1 metre - should be maintained between workers.
- Keep contact tracing records for workers.

Considerations:

As much as possible use contactless payment systems to limit physical contact.

¹ Source: Ministry of Health, New Zealand. <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novelcoronavirus/covid-19-information-specific-audiences/guidelines-businesses-and-services-alert-level-2>



Coronavirus
COVID-19
Public Health
Advice

FOR TOURISM SPECIFIC BUSINESS SUPPORTS,

visit www.failteireland.ie

OR EMAIL

business.supports@failteireland.ie

 [@Failte_Ireland](https://twitter.com/Failte_Ireland)

 [Fáilte Ireland](https://www.linkedin.com/company/failteireland)

[#TourismTogether](https://twitter.com/hashtag/TourismTogether)



Rialtas na hÉireann
Government of Ireland



Fáilte Ireland
National Tourism Development Authority