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# **Covid-19 Response Plan and Policy**

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## Introduction

These policies which are specific to The Porterhouse Group are in compliance with latest Government Return to Work Protocols, Fáilte Ireland Guidelines for Reopening of Bars, and The Porterhouse Group Covid Response Plan. All business units within The Porterhouse Group must implement these policies on each individual site.

Should any individual site have difficulty implementing any of these policies it should be brought to the attention of The Porterhouse Covid-19 Steering Committee immediately by site management and/or the site Covid Liaison Officer (CLO).

This is a working document and will be regularly updated in line with latest Public Health protocols and advice. Management and CLOs will be notified of all updates and must pass amended policies to all staff.

This document should be read in conjunction with the company's Health and Safety Statement, the contents of which are still in full effect.

## Processes and Procedure

Processes, procedures and recording (where necessary) must be implemented on each site to fulfil the following:

- Staff to be instructed not to come to work if they are displaying symptoms of COVID-19. If a staff member develops symptoms of COVID-19 while at work they are to report immediately to their supervisor and proceed to isolation area.
- Measures to deal with individual and multiple cases of the disease that may occur onsite.
- Enhanced procedures in general cleaning, storage and cleaning of equipment. In particular, introduce and implement touchless solutions where possible
- Identify a designated isolation area in advance in case there is a suspected case of COVID-19 on site
- Enhanced record keeping in relation to staff logs, customer logs and cleaning must be implemented.
- Ensure 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.
- Ensure telephone numbers of the health authorities, medical centres plus public and private hospitals must be readily available in case a customer or employee falls ill.
- Regularly review all COVID-19 related signage and notices throughout the premises to ensure they display the latest Public Health advice from government.
- Managers, Covid Liaison Officers and supervisors must constantly monitor and manage physical distancing between people and groups rather than simply relying on signage.
- Peak-period queuing procedures must be implemented if customers cannot be seated immediately.
- 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.
- 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.
- Minimise any direct employee contact and provide hand washing facilities, and other hand hygiene aids such as hand sanitisers, wipes etc.
- Make suitable Personal Protective Equipment (PPE) available to employees in line with public health advice.
- Make staff aware that PPE is not to be shared between staff under any circumstances.
- Menus must be single use and binned following each use. Phone apps and menu boards are an additional option to the single use menu.
- All goods/foods, visual displays, etc... must be covered and only handled by appointed employees.
- There must be no shared items on countertops. Examples of shared items include: Water jugs (water must only be served directly to tables), salt and pepper shakers, unwrapped butter, etc...

## Staffing

- A designated employee should be stationed at Front of House to control physical distancing measures.
- One designated employee should be rostered on each shift for cleaning duties only.
- Clock in machines, and other shared digital devices, but must be regularly cleaned by the designated cleaner on duty, and wiped down by individual staff members before and after each use.
- If staff are allocated to specific zones/areas per shift, a log should be kept of which staff were in which zone on each shift.
- Allowance should be made when rostering that a dedicated staff member may be required on occasion to ensure social distancing in uncontrolled areas such as toilets, smoking areas, external/internal queues etc. Where possible, staff should avoid public transport when travelling to and from work.
- If using public transport, all Public Health advice on the use of PPE must be adhered to. Any disposable PPE worn during travel to work must be safely disposed of immediately on arrival at work. Reusable PPE must be stored in a bag and kept with the staff members personal belongings during their shift. Staff members reusable PPE should not come into contact with any surfaces at work. Hand should be washed immediately after removing PPE.
- Staff are advised to adhere to all Public Health advice and avoid crowded vehicles while travelling to and from work.
- If members of staff, in the course of their duties during the working day, are travelling together in a company or private vehicle, appropriate PPE must be worn at all times.

## Staff Personal Protective Equipment (PPE)

- Appropriate Personal Protective Equipment **must** be worn by all staff.
- Management/CLO will outline the appropriate PPE for each staff member based on their roles and responsibilities.
- PPE is not to be shared between staff members.
- It is the responsibility of each staff member to keep their PPE clean and suitable for use.
- If PPE needs replacing please inform management/CLO immediately.

## Cleaning

- 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 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 time
- 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.
- Clean and disinfect shared equipment and tools before, during and after each shift or any time the equipment is transferred to another employee, including phones, computers and other

communication devices, keys, payment terminals, kitchen implements, safety buttons, cleaning equipment, time clocks and all other direct contact items used.

- Clean and disinfect the dispense head and keg neck at every keg change. This is the responsibility of the individual changing the keg rather than designated cleaner.
- After each use, the following items must be cleaned:
  - Dining tables/counters
  - Stools
  - Chairs and seating
  - Trays
  - Bill/tip trays
  - Pens
  - Payment machines
  - All other reusable items that customers come into contact with.
- Ensure soap and hand sanitiser dispensers, disposable tissue dispensers and other similar devices are regularly checked, cleaned and maintained. Repair or replace defective units immediately.
- At the end of each day, clean and disinfect each area (toilets, service area, bar, kitchen etc) systematically with effective detergents and disinfectants. All cleaning must be recorded by a suitably trained person, and logs filed at the end of each day/week as directed by the onsite CLO.

## Customers

- A physical log must be kept of all customers for contact tracing purposes. When taking a booking, contact details for the person making the booking must be recorded for purposes of contact tracing. For walk-ins the name and contact details of one person in the group must be similarly recorded. Should an issue arise this person can inform members of the dinner party. Details must be securely retained for one month.
- 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.
- Where possible, customers should be able to enter and exit through separate doors. These should be propped open if fire regulations allow.
- Ensure there are systems in place to prevent intermingling between groups in communal areas (e.g. entrances, exits, smoking zones and toilet facilities).
- 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.
- Customers should be seated at a table except when frequenting the toilet facilities or entering/departing. Customers must be advised to remain seated and order from their seat wherever possible.

## Food Service

- For the purposes 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. Customers should be seated as quickly as possible after entering the premises, orders taken at the table, payments taken at the table via card.

## Bar Service

- Bar service is not available, only table service is available to customers.
- As far as reasonably possible, a distance of 2 metres\* and a minimum of 1 metre\* should be maintained between employees behind the bar.
- It is Company policy to remove all optics from use. Spirits to be served free pour using a handheld measure.
- Avoid touching the nozzle, tap, measure or bottle against the glass when pouring.
- When pouring drinks, employees must handle glasses by the stem or base and place on clean service trays or the bar counter before serving.
- Following the washing and drying of glassware, please ensure that you do not stack glasses on top of each other and ensure to store glasses away from the bar front.
- Straws should be individually wrapped (if any).
- 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.
- 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...

## Customer Payments

- Where possible, customers should use card/contactless payment.
- The debit/credit card machine should be brought to the customer at the table, it must be cleaned and disinfected before being used again. This is the responsibility of the server to each table.
- If a customer requests to use cash, we will facilitate it. Employees should wash their hands following handling of cash and observe the Government’s Public Health advice on hand hygiene measures.

## Hand Washing Policy (Staff)

- Correct hand hygiene practices are vital to help minimise the spread of infections including COVID-19. Employees must 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.

- All employees must wash hands, at a minimum, **every 20 minutes**, and also:
  - When switching service between tables
  - Before serving a table of new customers
  - After customers have left and table has been cleared
  - 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.

## Hand Sanitiser Stations

- Hand sanitiser must be available at all public entrances and exits, at employee entrances and exits and at specific points within the public areas of the premises.
- Soap and hand sanitiser dispensers, disposable tissue dispensers, and other similar devices must be regularly checked.

## Signage

- Display appropriate COVID-19 signage relating to hand and respiratory hygiene and physical distancing measures throughout the premises.
- Display signage relating to hand and respiratory hygiene as well as physical distancing prominently at Back of House.
- Any area where customers or employees queue must be clearly marked for appropriate physical distancing.
- Use floor markings inside the premises to facilitate compliance with the physical distancing advice, particularly in the most crowded areas.
- Use vertical signage to direct customers to facilitate movement within the premises while maintaining physical distance.
- Hand sanitiser 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.
- Use additional signage to ask customers not to enter if they have symptoms.

- Clear signage should indicate the location of and route to the bathrooms. Install clear markings to minimise contact between guests and to ensure that queues follow physical distancing requirements.
- Signage in delivery areas must make delivery drivers aware of:
  - physical distancing when picking up deliveries and passing deliveries to employees
  - the need to maintain a high degree of personal cleanliness and
  - the need to wear clean protective clothing.

## Isolation Area

- Identify a designated isolation area in advance. The designated area and the route to the designated area should be easily accessible and as far as is reasonable and practicable should be accessible by people with disabilities.
- Take into account the possibility of one or more persons displaying the signs of COVID-19 and have additional isolation areas available or another contingency plan for dealing with same.
- Ensure the designated area has the ability to isolate the person behind a closed door. Where a closed-door area is not possible, an area away from other customers/staff should be designated.
- Provide as is reasonably practicable:
  - Ventilation, i.e. via a window,
  - Tissues, hand sanitiser, disinfectant and/or wipes,
  - PPE - gloves, masks,
  - Clinical waste bags.

## Suspected Case of Covid-19 On-site

- If management is alerted to a suspected case of COVID-19 on their premises, a clinician from a local medical centre should be contacted immediately. Telephone numbers of the health authorities, medical centres plus public and private hospitals must be readily available in case a customer or employee falls ill.
- 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.
- If someone on-site displays symptoms of COVID-19, the manager and the response team must:
  - Isolate the individual and accompany the individual to the designated isolation area via the isolation route, keeping at least 2 metres away from the symptomatic person and also making sure that others maintain a distance of at least 2 metres from the symptomatic person at all times.
  - Provide a mask for the person presenting with symptoms if one is available. The worker should wear the mask if in a common area with other people or while exiting the premises.
  - Assess whether the unwell individual can immediately be directed to go home and call their doctor and continue self-isolation at home.

- Facilitate the person presenting with symptoms remaining in isolation if they cannot immediately go home and facilitate them calling their doctor.
- The individual should avoid touching people, surfaces and objects. Advice should be given to the person presenting with symptoms to cover their mouth and nose with the disposable tissue provided when they cough or sneeze and put the tissue in the waste bag provided.
- Arrange transport home or to hospital for medical assessment. Public transport of any kind should not be used.
- Carry out an assessment of the incident which will form part of determining follow-up actions and recovery.
- Arrange for appropriate cleaning of the isolation area and work areas involved.
- Provide advice and assistance if contacted by the HSE.

## Contact Tracing

- Businesses are required to have the name and contact details of one person in each party. 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.

## First Aid Kit

- A medical kit must always be available behind the bar and in the isolation area. 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.

## Deliveries/Collections (Goods Inwards & Outwards)

- An employee must meet each supplier who is delivering to/collecting from the bar.
- All delivery/collection personnel must follow the Governments Public Health advice on physical distancing when making delivery/collection
- If possible, 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.
- Delivery/Collection personnel must be asked to use hand sanitiser if required to exit their vehicle and enter the premises.
- Ideally deliveries/collections should only take place before opening. However, if the bar or pub is open, 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.

- 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.