

THE ROCKS CAFÉ COVID-19 ACTION PLAN



To minimise the risk of Covid-19 spreading, The Rocks Café has implemented the following practices to ensure the safety of our customers and staff members. Please take a moment to read our action plan below.

- ✔ Our maximum is monitored and adjusted according to current regulations inside and outside. Groups may dine together if they are friends, or are living together. All groups must maintain metre social distancing between other individuals or groups not within their party.
- ✔ All staff members have been trained on the importance of personal hygiene, maintaining safe social distancing from others, and regularly sanitizing tables, chairs, menus and all high touch areas.
- ✔ Our staff are encouraged to contact us via phone if feeling unwell. If employees have any symptoms whatsoever (however mild), they are not permitted to enter our workplace, and must attend a local hospital or doctors practice to be tested. If a staff member tests positive, they are required to self-isolate for a period of 14 days.
- ✔ Upon arrival, guests are all asked to use the touch-less hand sanitization device before entering.
- ✔ Bathrooms have been fitted with new paper towel dispensers, as well as hand soap stations with respective covid-safe guidelines.
- ✔ Upon arrival, guests must write their name and email address or phone number in our guest book. In the event of an outbreak, we will contact all guests who have entered the premise in the last 28 days. Our book is kept safe to ensure the privacy of guests' information.
- ✔ We offer all items as takeaway alternatives to help reduce congregations of guests gathering in our café at the same time.
- ✔ We have removed all additional tables and chairs to ensure guests practice social distancing, and do not sit in undesignated areas.
- ✔ We have signage and social distancing stickers posted, to remind customers about their obligation to practice safe and hygienic social distancing.
- ✔ Takeaway orders are provided from behind a glass screen
- ✔ All dine-in orders are taken from behind a Perspex screen
- ✔ Signage and verbal communication between staff and customers takes place, to remind guests that we prefer contactless payment methods.
- ✔ Alcohol is only consumed by seated customers
- ✔ Staff take appropriate breaks, and wash their hands thoroughly before returning to work, and also wash their hands regularly throughout the day.
- ✔ Where possible, our suppliers provide invoices via email to reduce contact.
- ✔ Managers and supervisors regularly headcount number of guests, to ensure we are following all safe and legal guidelines.
- ✔ We do not offer communal cutlery, sauce or buffet stations – all cutlery, crockery and condiments are served directly to the customer.
- ✔ All cutlery, crockery, pots, pans and other kitchen equipment is thoroughly sterilised in our commercial grade dishwasher.
- ✔ All of our menus are laminated and sanitised regularly.

