



COVID-19 MEASURES

Lockdown easing guidance
for catering establishments
during the reopening phase

Within the framework of the Strategic Plan for Lockdown Easing for COVID-19 approved by the Government of Catalonia, the Ministry of Enterprise and Knowledge has prepared an Action plan for catering establishments, the full contents of which you can access [here](#).

If you have a catering establishment, here is an overview and general summary of some of the guidelines included in the document.

Safety measures

What do you need to consider if you are the business owner?



The establishment must make a firm commitment to manage risk, leading the systematic implementation of measures aimed at minimising it. Risk management must be part of all procedures within the establishment.

The business owner must ensure that the risk generated by the SARS-CoV-2 virus is addressed in the health and safety policy, and is part of overall risk management strategies for mitigating risks within the framework of existing health and safety norms.

The owner of the business must also guarantee preferential care that minimises the time spent in the premises or establishment, and in accordance with the criteria provided by the health authorities facilitate the mobility of vulnerable people indoors, or in cases where due to personal characteristics people are not able to wear a face mask.

The establishment must take the steps necessary in order to secure the resources required, in line with the conclusions drawn from the risk assessment and contingency plan developed, always taking into account the recommendations of the health authorities.

What stipulations with regard to seating capacity and spacing must be respected?



With regard to the capacity of hotel and restaurant establishments, both in the open air and inside buildings and enclosed spaces where the consumption of food and beverages is expected, where the constant use of a face mask is not viable, tables need to be arranged in such a way that there is a distance of 1.5 metres between people, or a minimum safety area of 2.5 m² per person.

A safety distance of 1.5 metres between customers must be guaranteed, except in the case of regular contact groups, where this is not necessary. The responsibility for declaring whether the people they are with constitutes a regular contact group lies with the customers.

As far as possible, booking will be encouraged in order to enable greater control, and a more accurate forecasting of customer numbers.

What should there be at the entrance to the establishment?



It is necessary to establish sectored spaces with control of independent access and exit flows and to implement systems that guarantee that under no circumstances will the number of customers on the premises exceed the maximum allowed.

The necessary mechanisms should also be put in place to ensure that, should queues occur, safe distance can be maintained.

Hand sanitiser must be made available to customers at the entrance of the establishment.

As far as possible it is also recommended to put the necessary mechanisms in place to ensure that, if queues should form, safe distance can be maintained.

Information also needs to be provided. This must include signage explaining the prevention and hygiene measures implemented by the establishment, as well as the customer's own responsibility with regard to compliance with these measures aimed at preventing contagion; the floor marking on the premises, terraces, bar and wherever it is necessary to maintain safe distance.

Do face masks need to be worn? Are there any exceptions?



The use of a face mask is mandatory for everyone aged 6 and over, whether they are staff, customers or suppliers, both in any public outdoor spaces and in any enclosed space that is for public use, or is open to the public.

Customers may remove their face masks while eating or drinking, but masks must be worn at other times, especially when food or drinks are being served.

As an exception to this general rule, people with any type of illness or respiratory difficulty that may be aggravated by using a face mask are not required to wear one. Nor if, due to a situation of disability or dependency, they do not have sufficient autonomy to remove the mask themselves, or suffer from a behavioural disorder that makes the use of a face mask unfeasible.

What cleaning protocols should be implemented?



The establishment must adapt its cleaning and disinfection protocols, taking into account all risks identified during the risk assessment procedure. As a minimum, the plan should take the following into consideration:

- Cleaning and disinfection procedures must be implemented that include the goods reception area; the kitchen; the bar, especially between different groups of customers and at busy times; the area for picking up food for home delivery and takeaways; the dining room; the changing rooms; the locker areas, and the toilets.
- Personal protective equipment must be used by cleaning staff in accordance with the stipulations of the risk assessment.
- Prior to the initial opening, the establishment must be thoroughly cleaned and disinfected using virucidal products authorised by the competent health authority.

- Cleaning equipment should be identified and isolated in the designated work area to ensure cross-contamination does not occur.
- Crockery and cutlery must be disinfected at temperatures above 80°C (dishwasher).
- Sponges and scourers must be scrupulously clean and disinfected at all times and changed periodically. The use of cloths should be avoided, and replaced with single-use wipes or paper. Disposable rolls of paper should be placed in the appropriate roll holder.
- The establishment must determine the type of cleaning/ frequency of washing required depending on the characteristics and type of textile concerned (uniforms, towels, upholstery, etc.). In all cases, items must be washed at a temperature of above 60°C.
- The Point of Sale Terminal (POS) must be disinfected if the person using it is not always the same.
- The dispensing and leisure machines used by customers must be disinfected periodically.
- Items such as crockery, glassware, cutlery, tablecloths, bread baskets, coffee cups, sugar bowls, etc.) must be stored in closed-off areas or, at least well away from the areas customers and workers pass through.

How should toilets, kitchens and vehicles be disinfected?



Customer and staff toilets:

- As a minimum toilets must have dispensers for disinfectant soap, paper towels and/or disinfectant solution.
- During the time that the establishment is open to the public, they must be cleaned as often as is necessary.
- Bins must have a non-manual opening mechanism and a double inner bag.

- To prevent faecal-oral transmission of the virus, male urinals are not recommended, nor are air dryers for hands. Toilets must be flushed with the lid down.
- Toilets should be well ventilated. If there is an extractor system, it should be in operation all the time the establishment is open to the public, where possible, taking into account the operating limits of such equipment.

The kitchen:

- It is advisable to separate the area used by each worker using floor markings or other similar measures.
- Face masks should be used, especially when handling ready-to-eat foods (those that will not be prepared using techniques involving temperatures over 65°C, or by any other preparation technique that would eliminate the virus), and in the plating-up or packaging and service processes.
- Before starting each service, a general disinfection of work surfaces must be carried out.
- There should be disinfectant soap dispensers next to the sink. Paper must be used for drying hands, and this must be thrown into a rubbish bin with a non-manually operated lid.
- At the end of the day, tools and work equipment should be cleaned using the recommended products.

Vehicles owned by staff (vans, cars, motorcycles or any other type of vehicle):

- These should all be included in the cleaning and disinfection plan. The plan must include both the exterior and interior of the vehicle, the panniers on motorcycles, etc.
- All transport items (isothermal boxes and bags, backpacks, carts, helmets, etc.) must also be properly cleaned and disinfected.

How should raw materials be received and stored?



A space needs to be reserved for the reception and return of goods (a specific area, table, mark on the floor, etc.), located near the goods access door and, either physically or at certain times, separated from other areas.

Within this space, the packaging of the goods delivered must be removed and those containers that have been in contact with the external environment during the supply process must be disinfected. In addition, items that cannot be disinfected, such as fresh produce, must be moved from the supplier's container to the establishment's own.

Delivery notes and receipts must be left on the table to avoid physical contact with the supplier, and must always remain in this delivery area.

After receiving or handling packages and orders the area should be cleaned and disinfected, and staff should wash their hands with disinfectant soap and water.

Customers

How should customers seated at the bar be served?



Face masks must always be used and the safety distance between the customer and staff guaranteed. If this is not possible for reasons of exemption from use for health reasons, other protective measures must be used (masks, face shields, etc.).

A customer or group of customers should be seated at the bar in such a way as to avoid crowding, and to ensure safe distance between them is maintained, except among those who form a regular contact group.

Products displayed on the bar must be properly protected from both customers and employees. Self-service at the bar is not permitted.

And those seated at the tables indoors?



Wait staff providing service must always use a face mask, and must maintain the maximum possible distance between themselves and the customers. Strict procedures must be followed to avoid the risk of infection.

Single-use tablecloths are strongly preferred, and should be used whenever possible. If this is not feasible, you must avoid using the same tablecloths or mats for different customers.

It is necessary to check that the surfaces of the tables and chairs that customers come into contact with are perfectly clean. Tabletops (if they are not covered) and the armrests of chairs must be cleaned after each use.

Menus for common use must be avoided to reduce the risk of infection. In the event that a customer uses a common-use digital device, this needs to be disinfected before the order is entered.

Where customers are seated at terrace tables, what factors need to be taken into account?



The company must establish a way of ensuring that the customer does not use tables and chairs on the terrace in an arbitrary way, so that they can be disinfected between one customer and the next. Therefore customers must wait for the wait staff to allocate them a tables, rather than choosing one at random themselves.

Signage must be displayed to inform the customer of the hygiene and disinfection guidelines so that they understand what these are and respect them.

Wait staff must always wear a face mask, and ensure the maximum possible distance is maintained between themselves and customers, and they should constantly disinfect their hands.

Whenever possible, screens should be removed in order to ensure maximum air circulation on terraces.

All items used for self-service (jugs, salt-shakers, toothpicks, etc.) must be removed, and ashtrays cannot be shared.

Staff

When is it not possible for employees to return to their workplaces, and what happens if an employee starts to show symptoms?



Workers who have any of the symptoms compatible with SARS-CoV-2 or who are self-isolating having been diagnosed with this disease will not be able to return to their places of work.

Nor will those who, even if they do not show symptoms, are self-isolating because they have been in contact with someone with symptoms, or who has been diagnosed with SARS-CoV-2, or who is suffering from any of the pathologies declared to be high risk factors with regard to the virus.

If a worker starts to show symptoms compatible with the disease, it will be necessary to:

1. Contact the appropriate occupational risk prevention services immediately via the telephone number provided by the corresponding autonomous community or local health centre.
2. The worker must leave the workplace, and will be particularly attentive to social distancing and hygiene measures, until assessed by a health professional.
3. The company is required to notify the prevention service so that appropriate measures can be taken, and must comply with the notification requirements established by the competent authority.

What personal hygiene measures must be implemented?



Workers must always have at their disposal hydro alcoholic gels or virucidal disinfectants which have been authorised and registered by the competent health authority for sanitising their hands or, if this is not possible, access to soap and water.

Staff should wash their hands thoroughly after sneezing, wiping their noses, coughing, or touching potentially contaminated surfaces (money, menus, etc.); dispose of any personal hygiene waste, as well as PPE immediately in the authorised bins or containers; wear their hair tied back, refrain from wearing rings, bracelets, earrings or similar items; nails should be kept short and neat.

Clean work clothes must be worn each day. The restaurant will need to decide how uniforms should be cleaned/ washed (this will depend on the type of fabric), and how often this needs to be done. As uniforms should only be worn during the working day, it is recommended that the establishment takes care of their staff's work clothes along with tablecloths, and to ensure that they are washed/ cleaned at a temperature of at least 60°C.

Suppliers

What forms of good practice can be implemented with respect to suppliers?



Minimising the number of visits from suppliers is recommended, as is placing larger and less frequent orders.

It is recommended that where possible services should be scheduled outside business hours, and those same safety measures that apply to staff should also apply to suppliers.

A protocol should be established to minimise contact with carriers. If possible, an exclusive delivery area should be established, and this must be disinfected between orders.

As far as possible signed delivery notes will be sent electronically, so that paper is not passed from hand to hand.

Further information:

For more information, please consult [here](#), the guidelines published by the Generalitat de Catalunya