

PRECAUTIONS TO BE TAKEN IN CATERING AND BEVERAGE ESTABLISHMENTS



In this new phase it is important that each person has a sense of responsibility and continues to comply with measures to prevent infection; there are some specific precautions to adopt, depending on the context.

Due to their specific characteristics, catering and beverages establishments can be transmission sites of the infection by SARS-CoV-2, both through direct and indirect contact. These spaces have high circulation of people who, while consuming food and/or beverages, will not be wearing a mask and will probably be in contact with surfaces, like the table. As such, greater care should be taken with distancing and hygiene must be emphasised to ensure that transmission of the disease is reduced.

FOOD AND BEVERAGE ESTABLISHMENTS

ESTABLISHMENTS SHOULD BE REORGANISED

- **Prepare and/or update your Contingency Plan** and share it with all employees;
- **Redefine the maximum capacity** in terms of people/services that the establishment can cater to (interior/including balcony and esplanade), in order to

guarantee the recommended distance of 1.5-2 meters between people. This capacity should be displayed in a specific document, visible to the public;



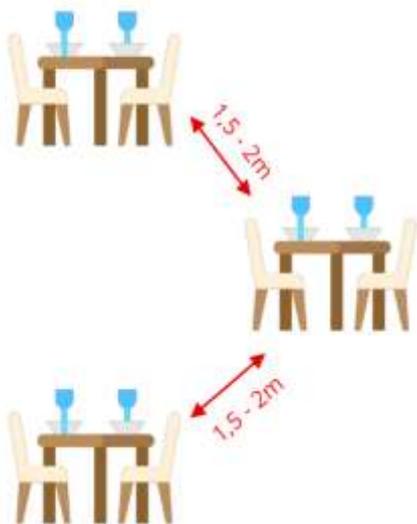
- **Prioritize the use of outdoor spaces**, namely esplanades/terraces and the use of take-away service, whenever possible;
- Whenever possible, **keep only the chairs and tables laid out that correspond to the capacity defined for the establishment**. The remaining material should be stored so as to be inaccessible to the customers;
- Whenever possible, **arrange the chairs and tables so as to guarantee the recommended distance** between seated customers and between them and the people circulating between the tables.
 - Arranging the seating **diagonally** can make it easier to maintain the safety distance;
 - **People who cohabit can sit face** to face or side to side at a shorter distance;
 - **Standing room is not recommended, due to the difficulty of ensuring the distance between people**; nor are self-service type operations, such as buffets and food dispensers that require contact by the customer;
- Plates and cutlery should only be placed on the table when serving a customer. **Utensils should not be left on the table between customers**;
- **Encourage advance reservations** with staggered arrival, so as to avoid having crowds of people waiting in the lobby or entrance;
- **Providing alcohol-based solution dispensers** near the entrance of the establishment and in other convenient places;
- Ensure that customers' and employees can wash their hands with **soap and water** and dry them with **single-use paper towels**. Whenever possible, washbasins should be accessible without the need to handle doors;
- Trying to **ensure access to the sanitary installations** such that it is possible to maintain the appropriate distance between people on the move and those sitting at the tables;



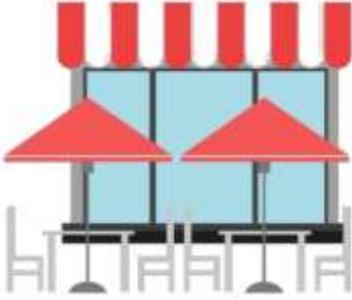


- Replace the individual menus with **menus that do not need to be handled** by customers (e.g. handwritten boards or digital methods - QR code) or by individual single-use menus (e.g. stamped or printed on disposable tablecloths) or plasticized menus that are disinfected after each use;
- **Ensure good ventilation and frequent renewal of air** in the restaurant areas, for example by opening doors and windows. If air conditioning is used, this must be done in extraction mode and never in air recirculation mode and the equipment shall be properly maintained (disinfection by certified method);
- **Provide adequate protective equipment** for occupational exposure to all employees, for use throughout the work period.

THE EMPLOYEE SHOULD



- **Know the measures listed in the Contingency Plan** and know how to act on a suspected case of COVID-19;
- **Comply with the measures for distancing, personal and environmental hygiene, as described** in the section "Preventive Measures";
- **Report** to the company/establishment or competent authorities, any situations of non-compliance with the measures in force that might pose a danger to public health;
- **Wear a mask**, in accordance with the instructions in volume 1 of the manual – subchapter "Protective Equipment."
- **Prevent customers from modifying the arrangement of the tables and chairs;**
- **Ensure compliance with the 1.5-2m distance from customers, between customers and from the other employees**, should waiting lines be formed for payment over the counter or at the entrance to the establishment, for example;
- **Ensure that the outdoor space** meets conditions for people to be waiting safely, by means of appropriate signs or information, for example;



- **Remove any accessories or decorative elements from the tables, as well as seasonings;**
- Only place the plates, glasses, cutlery and other utensils on the tables **in the presence of the customer who will use them;**
- **Not report for duty,** if you manifest signs or symptoms suggestive of COVID-19. You should call SNS24 (808 24 24 24) and follow the instructions that you are given.

CLEANING AND DECONTAMINATION



- **Decontaminate, at least six times a day,** and using appropriate detergents, all areas of frequent contact (e.g. service areas, counters, waiting areas, computer keyboards, photocopiers, bathrooms, handles, etc.);
- **Disinfect after each use,** using appropriate detergents, any **critical equipment** (such as automatic payment terminals and individual menus);
- **Change the tablecloths and sanitise the tables** between customers, using recommended products;
- The dishes used by the customers should be washed in the **dishwashing machine with detergent, at high temperature (80-90°C).**

HYGIENE AND FOOD SAFETY



- When preparing and handling of food, it is not necessary to wear gloves, but **hands should be washed often** (using the recommended technique);
- There should be no hand contact with food that is exposed and ready to eat. Suitable utensils should be used, such as napkins, spatulas, tongs, disposable gloves or serving utensils.
- **Wearing gloves does not replace the need to wash your hands.** If you wear gloves during food preparation, you must change them with frequency and wash hands before putting them on and after removing them;

- **Avoid contamination** between raw food and cooked food;
- **Wash** all raw food properly.

THE CLIENT SHOULD

- **Sanitise your hands**, with soap and water or with an alcohol-based solution, when entering and leaving the establishment;
- **Respect the distance** between people of at least 1,5-2 metres and any rules laid down by the establishment;
- **Wear a mask** in enclosed public spaces, as per volume 1 of this manual - subchapter - "Protective equipment";
- Comply with **respiratory etiquette** measures;
- **Avoid touching surfaces and objects** unnecessarily;
- **Avoid paying with coins or banknotes**, giving preference to touch-free electronic payment with no direct contact (e.g. automatic contactless payment terminal). If you have to pay with money, try to provide the correct amount and disinfect your hands before and after touching it;
- **Avoid staying on in the restaurant** for a long time; leave when you have finished the meal;
- **Do not go to public spaces** if you show any signs or symptoms of COVID-19.

Informal Translation by Safe Communities Portugal of an extract from DGS Document

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