



COVID Safe Checklist: Food Courts

As at 21 July 2020

In accordance with the [COVID Safe Checklist](#) under the [Chief Health Officer public health directions](#), this food court checklist provides advice that may allow for shopping centre management to safely reopen food courts during stage 3 of the Roadmap. A food court is an area that includes tables and seating provided by the shopping centre management for use by customers of food outlets.

What you need to do to safely conduct your business

1. Promote safe practices

- Place signage at entry points to instruct customers not to enter if they are unwell or have any COVID-19 symptoms.
- Staff /tenants directed to stay at home if they are unwell or have any COVID-19 symptoms or become unwell.
- Social distancing signage present in areas where patrons may gather.
- Liaise with food court and other retail tenants in relation to social distancing, cleaning and sanitation requirements.
- Security staff to support social distancing requirements where possible, especially during peak times.
- PA announcements to remind customers of COVID-19 requirements where possible.
- Where possible, promotion of COVID-19 requirements on website and other advertising to ensure customers are aware of requirements within the centre.

2. Social distancing

- Numbers in food courts allowing for social distancing for at least 4 square metres per person, inclusive of indoor and outdoor seated areas.
- Tables are set up for a maximum of 6 patrons.
- Place tables to ensure that persons seated at different tables are 1.5 meters apart. If tables are fixed in a position that does not allow social distancing, set up every second table and restrict access to tables not to be used.
- Floor markings are present where people may queue.
- Ensure there is no buffet self-service.
- Tenants have separate order and collection counters where possible.
- Physical barriers used around counters involving high volume interactions where possible.
- Children's play areas and arcade equipment such as coin-operated rides for children, photo booths, massage chairs and similar equipment are closed to public access or removed.

3. Hand hygiene

- Customer access to free hand sanitiser at least at all food court entry/exit points.
- Sanitiser contains at least 60% ethanol or 70% iso-propanol.
- Staff practise good hygiene by frequently washing hands.



4. Frequent environmental cleaning and disinfection

- High rotation clearing, cleaning and sanitising provided between customers for food court tables, chairs, benches and trays.
- Non-disposable crockery/cutlery/glassware permitted only when cleared after each course and washed using a commercial grade dishwasher or glasswasher. Single use cutlery and containers provided for takeaway food options.
- Food court tenants provide single-serve condiments if required. All shared condiments such as sauce bottles removed.
- Regular cleaning and sanitising of food court ordering/collection areas.
- Menus are single-use or laminated so that they can be sanitised between use or use of menu boards only.
- Regular cleaning and sanitising of commonly touched surfaces such as EFTPOS equipment, door handles, handrails, elevator buttons, waste bins and tray-return areas.
- Increased cleaning and sanitising of toilets and bathrooms.
- Access to children's play areas removed.
- Water refill stations or water bubblers cleaned and sanitised regularly or or turned off and access removed.
- Staff undertaking cleaning have appropriate PPE and cleaning equipment is regularly cleaned and maintained.

5. Review and monitor

- Practices are monitored frequently to ensure your systems in place align with current directions and advice provided by health authorities.
- COVID Safe Industry Plan in place.
- Signed COVID Safe for food court is displayed.
- Keep up to date and find additional guidance at www.covid19.qld.gov.au and www.worksafe.qld.gov.au.
- Employees with a general work-related complaint can call **WHS** Queensland on **1300 362 128**.
- Business owners that would like to better understand their **WHS** duties regarding COVID-19 can call **1300 005 018** or their union or industry association.
- Customers who have concerns about whether a business is complying with this checklist can call **134 COVID (13 42 68)**.

Name of person(s) conducting business or undertaking as defined in the Work Health & Safety Act 2011:

Signature & date: