



COVID Safe Checklist: Food Courts

As at 2 October 2020

This Checklist outlines how shopping centre managements ensure food courts remain compliant with the Chief Health Officer's public health directions. A food court is an area that includes tables and seating provided by the shopping centre management either indoors and/or outdoors 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 sick 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.
- Promote COVID-19 requirements on website and other advertising to ensure customers are aware of requirements within the centre.

2. Social distancing

- No more than one patron per 4 square metres (inclusive of indoor and outdoor seated areas).
- For smaller venues below 200 square metres, businesses can have one person per 2 square metres up to 50 persons at a time.
- 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.
- Place floor markings where people may queue.
- Ensure there is no buffet self-service.
- Provide separate order and collection counters where possible.
- Provide physical barriers around counters involving high volume interactions.

3. Hand hygiene

- Make hand sanitiser available free of charge 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, preferably using liquid soap and water.



4. Frequent environmental cleaning and disinfection

- Provide clearing, cleaning and sanitising on a high rotation, 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.
- 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 and food court ordering/collection counters.
- Increased cleaning and sanitising of toilets and bathrooms.
- Remove access to children's play areas.
- Regularly clean and sanitise water refill stations or water bubblers or turned off and access removed.
- Staff undertaking cleaning have appropriate PPE and cleaning equipment is regularly cleaned and maintained.

5. Review and monitor

- Regularly review** your systems of work to ensure they are consistent with current directions and advice provided by health authorities.
- This checklist is a key part of your COVID Safe Industry Plan, as outlined on the WorkSafe website.
- Publicly display this signed checklist as evidence that you are a COVID Safe business.**
- 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: