



COVID Safe Checklist: Food Courts

As at 13 March 2021

This Checklist outlines how shopping centre management's ensure food courts operate in compliance 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.

Note: Collection of contact tracing information is not required.

Indoor play centres and unattended retail located in food court areas are to operate in accordance with the [COVID Safe Checklist for Indoor play centres, unattended children's rides and other unattended freestanding amusement or wellbeing machines](#).

What you need to do to safely operate your business

1. Promote safe practices

- Physical distancing signage present in areas where patrons may gather.
- Announcements to remind customers of COVID-19 requirements where possible.
- Signage at entry points to instruct patrons not to enter if they are unwell or have any COVID-19 symptoms.
- Security staff to support physical distancing requirements where possible, especially during peak times.
- Liaise with food court tenants and other retail tenants in relation to physical distancing, cleaning and sanitation requirements.
- Direct workers to stay at home if they are sick, and to go home immediately if they have any [COVID-19 symptoms](#) or become unwell.
- If workers have any [COVID-19 symptoms](#), no matter how mild, they are to [get tested](#).
- Workers should remain in isolation at home until they receive a negative test result for COVID-19.
- Promote COVID-19 requirements on the shopping centre's website or social media, and other advertising to ensure customers are aware of requirements within the centre.

2. Physical distancing, including food service practices

- Occupant density of no more than one patron per 2 square metres (inclusive of indoor and outdoor areas).
- Place tables to ensure that persons seated at different tables are 1.5 metres apart. If tables are fixed in a position that does not allow physical distancing, set up every second table and restrict access to tables not to be used.
- Place floor markings where people may queue.
- Provide physical barriers around counters involving high volume interactions, such as plexiglass around serving counters, where possible.
- Provide separate order and collection counters where possible.



- Customer menus are single-use or laminated, or use fixed menu boards only.
- Ensure there is no buffet self-service.
- Food court tenants provide single-serve condiments if required. All shared condiments, such as sauce bottles, are not permitted.
- Only accept 'bring your own cups' when staff can do a 'contactless pour'.
- 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.
- Modify processes behind the counter and kitchen to limit workers being in close contact, where practical. *For example, assign workers to specific workstations to minimise the need to go into other spaces, implement processes so front of house workers can collect food without needing to go into food preparation areas.*
- Implement measures to maximise the distancing between workers to the extent it is safe and practical and minimise the time that workers are in close contact, including break rooms.

3. Hygiene

- Ensure alcohol-based hand sanitiser is readily available at all food court entry and /exit points. Alcohol based hand sanitisers should have greater than 60% ethanol or 70% isopropanol.
Note: further information is available on the [Safe use of alcohol-based hand sanitisers](#).
- Workers regularly given the opportunity to wash their hands preferably using liquid soap and water, or hand sanitiser to be made readily available.
- Alcohol-based hand sanitiser and hand washing facilities to be checked and replenished regularly, depending on demand.
- Limit the use of cash transactions by encouraging visitors to use tap and go, direct deposit or other contactless payment options.

4. Frequent environmental cleaning and disinfection

- Provide clearing, cleaning and sanitising on a high rotation, between patrons, for food court tables, chairs, benches and trays.
- Clean and sanitise frequently touched areas and surfaces at least one to two hourly with detergent or disinfectant (including shared equipment and tools, Eftpos equipment, door handles, handrails, elevator buttons, waste bins, tray-return areas, food court ordering/collection counters, tables, counter tops and sinks).
- Infrequently touched surfaces are to be cleaned at least daily and cleaned and disinfected at least weekly.
- Increased cleaning and sanitising of toilets and other amenities.
- Regularly clean and sanitise water refill stations and water bubblers or turn off and access removed.
- Staff undertaking cleaning have appropriate Personal Protective Equipment (PPE) and cleaning equipment is regularly cleaned and maintained.
- Manufacturer's directions are to be followed when using disinfectant. (See product Safety Data Sheet for more information.)



- Cleaning equipment, including mop heads and cloths, should be laundered in hot water and completely dried before reuse.
- Cleaning equipment, such as buckets, should be emptied and cleaned with a new batch of cleaning and/or disinfectant solution and allowed to dry completely before reuse.
- Consult with workers on COVID-19 measures in the workplace. Provide them with adequate information and education, including changes to work tasks and practices, appropriate cleaning and disinfection practices.

5. Deliveries, contractors and visitors attending the premises

- Direct delivery drivers or other contractors visiting the premises to minimise physical interaction with workers, where practical.
- Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.
- Provide a drop-off or collection area for deliveries.

6. Review and monitor

- Regularly review your systems of work to ensure they are consistent with current Public Health Directions and advice provided by health authorities.
- Publicly display this signed checklist as evidence that you are a COVID Safe business.
- Ensure you have a copy of this signed checklist, which must be produced if requested from a relevant compliance/enforcement officer. This may include providing an electronic copy.
- Keep up to date and find additional guidance at www.covid19.qld.gov.au and www.worksafe.qld.gov.au.
- Workplace Health and Safety (WHS) specific guidance can be obtained from '[Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy](#)'.
- Business owners with queries regarding this checklist or the COVID Safe Industry Plan can contact their industry peak body or their relevant government department.
- Employees with a general work health and safety complaint can call **Workplace Health and Safety 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.
- Patrons who have concerns about whether a business is complying with this checklist can call **134 COVID (13 42 68)**.

Unite against COVID-19



**Name of person(s) responsible for
completing and implementing this
checklist:**

**Name of business/entity and
location/address for this checklist:**

Signature & date: