

**INDUSTRY COVID SAFE PLAN  
FOR QUEENSLAND WINERIES**

**NOVEMBER 2020 – STAGE 5**  
**Updated: 5 November 2020**  
**Uploaded: 16 November 2020**



## CONTENTS

CONTENTS.....	2
PURPOSE .....	3
CHECKLISTS .....	9
COVID SAFE CHECKLIST – TASTING EXPERIENCES, FOOD AND BEVERAGE AREAS .....	10
COVID SAFE CHECKLIST - RECEPTION, ENTRY AND EXIT, OFFICES AND COMMUNAL AREAS.....	14
COVID SAFE – PICNICS IN GROUNDS.....	18
COVID SAFE CHECKLIST – WINERY AND VINEYARD TOURS .....	21
BEST PRACTICE GUIDELINES.....	24
MANAGING EMERGENCY EVACUATION .....	24
STAFF TRAINING.....	24
EMPLOYER OBLIGATIONS .....	25
APPLICABLE PUBLIC HEALTH DIRECTIONS .....	26
REVIEW AND RISK MANAGEMENT.....	26
RESOURCES AND LINKS.....	28
<b>STATEMENT OF COMPLIANCE</b> .....	29

## PURPOSE

Wineries are unique, and would appreciate that consideration versus clubs, pubs, restaurants and hotels all of which don't have land holdings to the size most wineries do nor the outdoor dining spaces, so we believe wineries can offer different services in a safe and responsible manner.

This document is designed specifically for Queensland Wineries to be able to develop an individual winery *Risk Management Approach* to COVID-19 and is scalable to suit different sized wineries. At all times wineries must meet the [Queensland Chief Health Officer's current Public Health Directions](#). While Queensland Health are the lead agency for the declared health emergency, [Workplace Health and Safety Queensland \(WHSQ\)](#) also provides further advice and guidance. This plan is to be updated when and if the Chief Health Officers Public Health Directions change.

This plan will form part of the wineries overall COVID-Safe Operating Plan and Procedures. Not all controls will be practicable in all wineries and the guidance contained within should provide the framework for each winery to adopt to its individual operational needs and differences. Each winery should develop a detailed management plan specific to their needs and operational areas based on the critical elements of this document. Measures must be scalable, effective, and achievable for your individual operation.

This Plan does not replace, or omit, the food safety requirements (including cleaning and hygiene standards) of food businesses under the Queensland Food Act 2006 and subsequently the Australia New Zealand Food Standards Code.

## KEY PRINCIPALS

Key outcomes for all wineries must be based on the major mechanisms to reduce transmission. Wherever the below terms are mentioned the following definition and requirement is applied. The plan must constantly address the following key principals that are critical in reducing the risk of transmission of COVID 19. They will be referred to throughout the document.

- **Physical distancing** – Physical distancing to be observed, including remaining 1.5 metres away from other persons who are not part the persons social group and regular hand hygiene, as well as avoiding handshaking and other greetings where contact is made.
- **Record Keeping / Contact Tracing** – Collecting information of people who visit your business, as patrons or other (e.g.: contractors) is vital to ensure that, if required, effective contact tracing can occur.

**Contact tracing is critical.** It is strongly recommended every venue encourages its patrons to download the **COVIDSafe app**: <https://www.health.gov.au/resources/apps-andtools/COVIDsafe-app>

The COVIDSafe app is not mandatory. The COVIDSafe app is not an alternative to collecting and retaining contact information.

Contact information must be kept for patrons, contractors, and staff. This information must include:

- full name
- phone number
- email (or residential address where the person does not have an email account)
- date and time of entry
- exit time or estimated period, where feasible.

If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request.

Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance as a means of collection however must ensure collection and storage is privacy compliant. For further information please see: <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy>

The information should be securely stored, not used for any other purpose, and destroyed after 56 days.

- **Period of patronage** - Any person visiting the venue, patrons, contractors and staff must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying signing out allows for more effective contact tracing. Venues should display signage encouraging patrons to sign out.

- **Occupancy density** – Premises/venues will manage their occupancy:

- for all **outdoor areas** at the venue / premise, for example beer garden areas and outdoor dining areas, to no more than one person per 2 square metres; or
- for all **indoor areas** at the venue / premise no more than:
  - one person per 4 square metres for indoor spaces of 200 square metres or more
  - one person per 2 square metres up to a maximum of 50 persons at a time for indoor spaces of less than 200 square metres

- **Occupancy management** - Operators of venues / premises must have adequate policies in place to manage and monitor the number of patrons in attendance at the venue/premise at any time so as not to exceed the maximum occupancy allowed under this Plan, considering the different densities allowed for indoor and outdoor areas.

The policy should include measures (for example the use of area-specific ticketing, wristbands, badging, direct supervision of indoor/outdoor entry and exit points) that will be taken to ensure only the maximum allowable patrons within any indoor and outdoor area at the venue/premise at any one time.

Upon request from an Emergency Officer, the operator of the venue/premise must be able to immediately provide the patron occupancy levels at any indoor and/or outdoor area within the venue/premise, to the Emergency Officer.

At all times, the Plan is subject to regulations, guidelines and Public Health Directions issued by the Chief Health Officer, and any changes that may be made to the Queensland Government's Roadmap to easing Queensland's restrictions.

**Outdoor area Definition:**

- has fixed or temporary boundaries
- is not fully enclosed, i.e. is open to the elements and natural ventilation (significant amount of natural and unrestricted air movement required for most of the time area is in use)
- can include a veranda, balcony, deck, patio, or similar structure that might be connected to an external wall of a building
- can have a roof, awning, or eave
- may include a rotunda, tarpaulin or shade structure situated in a larger open space.

An outdoor area **does not include:**

- atriums internal to a building, internal courtyards or similar
- a temporary or permanent marquee, unless marquee walls are lifted for the duration of the event
- a tent, e.g., a circus tent or performance tent.

Use of curtain walls, panel walls or other fittings to fully enclose an area to protect from the elements is considered **indoors**.

Sometimes Queensland weather may require curtain walls, panel walls or other fittings to be used for short periods to partially enclose an area for patron comfort and safety. **If a business is in doubt, it should operate as if it is an indoor space.**

The above applies to areas of the business that are open to or used by the public (For Example, for a café or restaurant. The dining area, but not the kitchen).

Under stage 5, the maximum number of patrons permitted indoors in any venue at any one time is determined by the 4 square metre (sqm) rule (1 person per 4 sqm), unless your venue is under 200sqm. Smaller venues with a floor space of less than 200 sqm can have up to 1 person per 2 sqm, to a maximum total of 50 patrons at a time. This applies to areas of the business that are open to or used by the public (for example, for a café or restaurant the dining area, but not the kitchen).

Under stage 5 the maximum number of patrons permitted outdoors in any venue at any one time is determined by the 2 square metre (sqm) rule (1 person per 2 sqm).

- **Signage** - Suitable signage must be displayed stating the maximum occupancy allowed, provided the appropriate occupancy density rule is applied. If a venue / premise comprises of indoor and outdoor patron facilities, the additional maximum occupancy signage for each area should be displayed at all entry/exit points for each indoor and outdoor patron facility.

- **Personal Hygiene and Infection Control** – All measures compliment the workplaces current policies on disease control and that the measures utilised are based on information provided by Queensland Health and Workplace Health and Safety Queensland.
- **Declared COVID-19 hotspots** – a list of declared hotspots can be found at <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19>
- **Health directions** - Following the published [Queensland Chief Health Officers Public Health Directions](#). These may change over time and may vary the conditions established in this plan.
- **Drinking and dining** – Patrons must be appropriately physically distanced while drinking (irrespective of beverage type) and dining-in. Patrons may order, pay and collect food and drinks at a bar or service counter.
- **Where there is an inconsistency between the Restrictions on Businesses, Activities and Undertakings Direction (the Direction) and this industry plan, the Direction will take precedence over the industry plan for the extent of the inconsistency.**

## OPERATING UNDER SEVERAL APPROVED INDUSTRY COVID SAFE PLANS

If there are multiple industries and/or activities undertaken at a specific venue (e.g. restaurant, premises, gallery, place of worship) several Approved COVID Safe Plans may apply.

If this is the case, apply the following:

- Where there is clear separation between the activity and it is a discreet business entity, the relevant plan applies to the relevant area.
- Display the COVID Safe [Statement of Compliance](#) for the appropriate Plan in each area and implement the Plan's requirements.
- Where an **event** is outside of the scope of the Approved Plan, please refer to the [Industry Framework for COVID Safe Events](#) which provides further guidance on developing COVID Safe Event Plans. The planned event must be hosted in accordance with the following conditions:

### **For Outdoor Events**

- **Fewer than 1,000 people** – must comply with a COVID Safe Event Checklist, no further approval needed;
- **Between 1,000 and 10,000 people** - must comply with a COVID Safe Event Plan approved by local public health units;
- **Over 10,000 people** - must comply with a COVID Safe Event Plan approved by the Chief Health Officer.

### **For Indoor Events**

- **Fewer than 500 people** – must comply with a COVID Safe Event Checklist, no further approval needed;
- **Between 500 and 10,000 people** - must comply with a COVID Safe Event Plan approved by local public health units;

**Over 10,000 people** - must comply with a COVID Safe Event Plan approved by the Chief Health Officer.

Organisers of events larger than 1000 people for outdoor events or larger than 500 people for indoor events, and operating in compliance with an Approved Plan (other than a COVID Safe Event Plan) must notify the Public Health Unit of the event a minimum of 10 business days before the event by emailing [COVID-19.Industryplans@health.qld.gov.au](mailto:COVID-19.Industryplans@health.qld.gov.au).

## EVENTS

If you are planning to hold an event, an Event Organiser should identify whether there is an Approved COVID Safe Industry, Site-Specific or Professional Sporting Code Plan (Approved COVID Safe Plan) is applicable to your event in whole or in part:

- COVID Safe Industry Plan for specific industries, such as community sports, live music and hotels
- COVID Safe Site-Specific Plan for the venue in which the event is being held, such as a stadium or convention centre
- COVID Safe Professional Sporting Code Plan for professional sporting events.

Where an existing Approved COVID Safe Plan covers all facets of the event, the event may operate in compliance with the Approved COVID Safe Plan rather than in accordance with the COVID Safe Event Checklist or a COVID Safe Event Plan.

Organisers of events larger than **1000 people for outdoor events or larger than 500 people for indoor events**, and operating in compliance with an Approved Plan (other than a COVID Safe Event Plan) must notify the Public Health Unit of the event a minimum of 10 business days before the event by emailing [COVID-19.Industryplans@health.qld.gov.au](mailto:COVID-19.Industryplans@health.qld.gov.au).

The following information needs to be provided to the Public Health Unit:

- Business name of the company/organisation which is holding the event
- Trading name of the company/organisation which is holding the event
- Key contact person(s) that can answer queries regarding the event (before/during/after)
  - Position in organisation
  - Phone number(s)
  - Email
  - Postal address
- Name of the event
- Date(s) the event will be held
- Duration of the event (start and finish times)
- Location of the event (if multiple locations, each location, start/finish times for each)
- Which Approved COVID Safe Plan(s) they are intending to operate under
- Estimated/known number of people attending the event (including staff)
- Overview of activities that will be occurring at the event. E.g. sport competition, food stalls, merchandising, entertainment, rides, fireworks, etc.

Where **no, or** only parts of an event are covered by an Approved Plan, event organisers must develop a COVID Safe Event Plan or use the COVID Safe Event Checklist (**if less than 1000 people for outdoor events or less than 500 people for indoor events**). The COVID Safe Event Plan should refer to the relevant components of the Approved Plan(s), which are applicable to the respective parts of the event.

## **CHECKLISTS**

Wineries are to utilise checklists to evaluate each area for the known risks and proposed methods of control. It is advised that each of these Risk and Control checklists are displayed in each respective area to remind staff whilst ensuring customers the winery is providing a safe environment for them.

### **Checklists**

**COVID Safe Checklist Tasting Experiences, Food and Beverage Areas**

**COVID Safe Checklist Reception, entry and exit, offices and communal areas**

**COVID Safe Checklist Picnic in grounds**

**COVID Safe Checklist Winery and Vineyard Tours**

Each of these checklists covers (as applicable):

- Physical distancing
- Record Keeping
- Wellbeing of staff
- Hygiene and cleaning
- Deliveries, contractors, and visitors attending the premises

Wineries will use these checklists as a guide for each respective area. Each winery must assess risk based on its layout and other factors. The checklists provided cover most items for consideration and can be simply adjusted to suit individual winery needs.

COVID SAFE CHECKLIST – TASTING EXPERIENCES, FOOD AND BEVERAGE AREAS

<b>Physical distancing</b>	Signs at entry points to instruct customers not to enter the winery if they have been to a declared COVID hotspot in the previous 14 days, are unwell or have COVID 19 symptoms, or are a close contact with a known active case of COVID-19. The sign should state that businesses have the right to refuse entry and must insist that anyone with these symptoms, or has been a close contact of someone with these symptoms, leaves the premises.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Limit walk-ins and client interaction at counters using online or phone bookings where possible.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	If practicable set up separate exit and entry points and separate order and collection points to minimise contact. Minimise crossover of traffic flows wherever possible.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Where practicable make announcements to disseminate information about physical distancing expectations of patrons.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Implement measures to restrict numbers on the premises, including maintaining the approved number of patrons allowed as per the current CHO directives (as defined on the Queensland Government COVID 19 website).	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Service areas and queues are managed by appropriate floor markings, signage and where practical bollards etc to encourage physical distancing at all service areas.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Use physical barriers where practical, such as plexiglass around counters involving high volume interactions with customers. Barriers will not stop the virus but can help manage patrons within the venue.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Ensure waiting is arranged to promote physical distancing.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Patrons must be appropriately physically distanced while drinking (irrespective of beverage type) and dining-in.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Patrons may order, pay and collect food and drinks at a bar or service counter.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Where practically possible, provide contactless payments and payment online for services.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	<b>Ensure menus are:</b> 1) laminated and sanitised after each use or, 2) use general non-contact signage to display your menu, such as electronic screens or, 3) have single use paper menus available.	<input type="checkbox"/> Yes <input type="checkbox"/> NA <input type="checkbox"/> Yes <input type="checkbox"/> NA <input type="checkbox"/> Yes <input type="checkbox"/> NA
	Set up different areas for ordering and collection, and where practical, separate entry and exit paths.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Implement controls to ensure patrons from different groups do not mingle.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Implement controls to ensure patrons do not move around the venue unnecessarily.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Self-serve buffets and other communal services are not permitted.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Stagger service times and manage the duration of service to control the flow of patrons.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Tables and booths to be utilized with appropriate physical distancing between each group.	<input type="checkbox"/> Yes <input type="checkbox"/> NA

	Arrange service furniture to allow for appropriate physical distancing.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Service points will be staffed to allow for appropriate distancing between employees.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Where members of the same groups (validated by staff) wish to occupy the same or adjacent table or seating, the physical distancing rule may not apply	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	<p><b>Wine tasting:</b>  <b>Where multiple groups are tasting at one time, ensure that physical distancing is maintained as far as possible.</b></p> <p><b>Members of the same group may taste together while standing.</b></p> <p><b>Patrons may stand and taste at the bar with appropriate physical distancing between groups.</b></p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Tastings should not be given in a location where items that may later be used by other groups can be contaminated. E.g. at a service point where bottles or glasses are stored.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
<b><u>Record Keeping / Contact Tracing</u></b>	<p>Contact information must be kept for patrons, contractors, and staff, including a minimum of their <b>name plus two of the following identifiers</b> - address, email or mobile phone number, for a period of at least <b>56 days</b>. <b>Date and time of patronage</b> must also be kept.</p> <p>Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance as a means of collection however <b>must</b> ensure collection and storage is privacy compliant. For further information please see: <a href="https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy">https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy</a></p> <p>Where a mobile application is used to manage collection of contact information:</p> <ol style="list-style-type: none"> <li>1) The venue must validate for themselves, that, the application is able to provide contact information immediately (i.e.: <b>within 1 hour</b>) on request;</li> <li>2) The venue ensures that patrons use the application when entering the venue.</li> </ol> <p><b>Period of patronage</b>  Any person visiting the venue, patrons, contractors and staff must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying signing out allows for more effective contact tracing.  Venues should display signage encouraging patrons to sign out.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Wineries must actively encourage all patrons to download the COVID Safe App, however downloading the app is not mandated. The COVID Safe App is not an alternative to recording contact information for all patrons, contractors and staff.	<input type="checkbox"/> Yes <input type="checkbox"/> NA

<b><u>Wellbeing of Staff</u></b>	Implement measures to maximise the physical distancing between staff to the extent it is safe and practical and minimise the time that staff are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between staff.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	All staff have completed the mandatory COVID SAFE training and a record of this has been kept.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	For key service areas i.e. Tasting rooms, food and beverage order locations, restaurant ordering, ensure directional signage, floor decals, patron instructions for service are highly visible.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Modify processes behind the counter (including in the kitchen) to limit staff having to be in close contact, as much as possible.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	<b>For example:</b> 1) assign staff to specific workstations to minimise the need to go into other spaces. 2) implement processes so front of house staff can collect food without needing to go into food preparation areas. 3) postpone or cancel non-essential face-to-face gatherings, meetings and training. <b>4) direct staff to stay at home if they are sick, and to go home if they become unwell.</b> 5) consult with staff on COVID 19 measures in the workplace and provide staff with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work. 6) Put signs and posters up to remind staff and others of the risk of COVID-19.	<input type="checkbox"/> Yes <input type="checkbox"/> NA <input type="checkbox"/> Yes <input type="checkbox"/> NA
<b><u>Hygiene and cleaning</u></b>	Instruct all staff to practice good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water.  If hand washing is not practical, provide an appropriate hand sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol, or 70% iso-propanol is recommended.)	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Provide hand washing facilities for customers and patrons including clean running water, liquid soap, paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol - based hand sanitiser.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Non - disposable crockery/cutlery/glassware is permitted only when cleared after each course and washed using a commercial grade dishwasher or glasswasher. Use disposable/recyclable cutlery/glass ware when available, or strict table clearing guidelines requiring gloves.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Reduce the sharing of equipment and tools.	<input type="checkbox"/> Yes
	The area must be thoroughly cleaned between groups.	<input type="checkbox"/> Yes
	Clean frequently touched areas and surfaces <u>regularly</u> with detergent or disinfectant (including shared equipment and tools, EFTPOS equipment, tables, counter tops and sinks). Surfaces used by clients, such as tables, must also be cleaned between clients.	<input type="checkbox"/> Yes <input type="checkbox"/> NA

	Refer to page 6 of the <a href="#">Office of Industrial Relations COVID Guide</a> when providing staff with Personal Protective Equipment (PPE).	
	For back of house, sanitisation of all areas, and equipment to be sanitised regularly in accordance with existing Food Safety Requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Sanitization of all serving equipment.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	During a tasting experience, wine bottles used to serve are not be left on counter tops or at service points during the experience.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Remove non-essential items i.e. counter mats, straw containers, self-service items (i.e.: pencil holders) that multiple people may touch.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
<b><u>Deliveries, contractors, and visitors attending the premises</u></b>	Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with staff.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	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.	<input type="checkbox"/> Yes <input type="checkbox"/> NA

Signed:

Name of licensee or winery manager:

Date:

COVID SAFE CHECKLIST- RECEPTION, ENTRY AND EXIT, OFFICES AND COMMUNAL AREAS		
<b>Physical distancing</b>	Signs at entry points to instruct customers not to enter the winery if they have been to a declared COVID hotspot in the previous 14 days, are unwell or have COVID 19 symptoms, or are a close contact with a known active case of COVID-19. The sign should state that businesses have the right to refuse entry and must insist that anyone with these symptoms, or has been a close contact of someone with these symptoms, leaves the premises.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Where practicable, make announcements to disseminate information about physical distancing expectations of patrons.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Whilst number restrictions remain in place, limit walk-in trade, using online or phone bookings where possible. Encourage patrons to call prior to attendance or in venues where practicable, we are encouraging a controlled pattern of attendance, e.g.: allowing patrons to book ahead and guarantee entry/enter via an express queue. This form of ticketed entry also allows for onboarding information to be provided to patrons, for example, reminding them of their obligation to physically distance, provide contact information and time of patronage.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Where groups are likely to cross paths when entering or exiting, if practicable, set up separate exit and entry points.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Minimise crossover of traffic flows wherever possible.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Adjust queue, waiting, and venue entry areas to allow for proper physical distancing. Mark the floor or add signs to designate the appropriate 1.5m of physical distance space between each group. Be sure to consider the physical distance area both front to back and side to side. If the queue line involves steps, consider guidelines to specify some steps should remain empty between guests.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Implement measures to restrict numbers on the premises, including maintaining the approved number of patrons allowed as per the current CHO directives (as defined on the Queensland Government COVID 19 website).	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Implement controls to ensure patrons from different groups do not mingle.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Implement controls to ensure patrons do not move around the venue unnecessarily.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Encourage physical distancing by placing floor or wall markings or signs in the reception, entry and exit, offices and communal areas.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Use physical barriers where practical, such as plexiglass around counters involving high volume interactions with customers. Barriers will not stop the virus but can help manage patrons within the venue.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Ensure waiting area seating appropriately placed to promote physical distancing.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Provide contactless payments and or online payment services etc.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Provide an appropriate hand sanitiser at Entry. (Alcohol-based hand sanitiser containing at least 60% ethanol, or 70% iso-propanol is recommended.)	<input type="checkbox"/> Yes <input type="checkbox"/> NA

	<p>If practically possible, traffic flows clearly denoted from entry point, reception through to all areas of winery. Can be achieved by use of signage, floor decals and barriers.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	<p><b>For tasting room experiences:</b> If possible and size of area allows, have traffic flows clearly denoted. Ensure patron numbers reflect any current requirements as per CHO directives.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA <input type="checkbox"/> Yes <input type="checkbox"/> NA
	<p><b>For toilets, baby change rooms:</b> Consider options to maintain hygiene and physical distancing guidelines (e.g. closing off every second urinal to maintain suitable distance, signage instructing maximum number allowed in the area, suitable cleaning processes with visible cleaning schedule in the area as a check and measure to ensure protocols are followed, possibly implement a key controlled collection system, or portable toilets).</p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA
<p><b><u>Record Keeping / Contact Tracing</u></b></p>	<p>Contact information must be kept for patrons, contractors, and staff, including a minimum of <b>their full name, phone number, email/residential address, date and time of entry, exit time or estimated period, where feasible. Information must be kept of a period of 56 days.</b></p> <p>If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request.</p> <p>Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance as a means of collection however <b>must</b> ensure collection and storage is privacy compliant. For further information please see: <a href="https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy">https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy</a></p> <p>Where a mobile application is used to manage collection of contact information:</p> <ol style="list-style-type: none"> <li>1) The venue must validate for themselves, that, the application is able to provide contact information immediately (i.e.: <b>within 1 hour</b>) on request;</li> <li>2) The venue ensures that patrons use the application when entering the venue.</li> </ol> <p><b>Period of patronage</b> Any person visiting the venue, patrons, contractors and staff must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying signing out allows for more effective contact tracing. Venues should display signage encouraging patrons to sign out.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	<p>Wineries must actively encourage all patrons to download the COVID Safe App, however downloading the app is not mandated. The</p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA

	COVID Safe App is not an alternative to recording contact information for all patrons, contractors and staff.	
<b><u>Wellbeing of Staff</u></b>	Implement measures to maximise the physical distancing between staff to the extent it is safe and practical and minimise the time that staff are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between staff.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	For reception/tasting experience/ food & beverage service, ensure directional signage, floor decals, patron instructions are highly visible (e.g. Dear Patrons, limits of one person to the reception/bottle shop counter apply at all times).	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Modify processes behind the counter to limit staff having to be in close contact, as much as possible.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Assign staff to specific workstations to minimise the need to go into other spaces.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Direct staff to stay at home if they are sick, and to go home if they become unwell.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Consult with staff on COVID 19 measures in the workplace and provide staff with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
<b><u>Hygiene and cleaning</u></b>	Instruct all staff to practice good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water.  If hand washing is not practical, provide an appropriate hand sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol, or 70% iso-propanol is recommended.)	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Provide hand washing facilities for customers and patrons including clean running water, liquid soap, paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol - based hand sanitiser.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Reduce the sharing of equipment and tools.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Clean frequently touched areas and surfaces regularly with detergent or disinfectant (including shared equipment and tools, cash registers, electronic sign in equipment, EFTPOS, tables, counter tops).  Refer to page 6 of the <a href="#">Office of Industrial Relations COVID Guide</a> when providing staff with Personal Protective Equipment (PPE).	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Sanitisation of all serving equipment.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Remove items and processes that may harbour the virus i.e. promotional material holders, self-service items (e.g. removal of any pamphlet holders, or entry boxes etc).	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	<b>For tasting rooms:</b> Limit touch points in area by use of signage (e.g. Dear Customers, please try and make your selection without touching numerous products and returning them to shelves) and other measures such as providing hand sanitiser.”	<input type="checkbox"/> Yes <input type="checkbox"/> NA

	<p><b>For toilets, baby change rooms:</b></p> <p>Provide appropriate PPE equipment to staff for cleaning all high touch areas such as toilets. Refer to page 6 of the <a href="#">Office of Industrial Relations COVID Guide</a> for more information.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA
<p><b><u>Deliveries, contractors, and visitors attending the premises</u></b></p>	<p>Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with staff.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	<p>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.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	<p>If practical provide a drop off or collection area for deliveries to reception area.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA

Signed:

Name of licensee or winery manager:

Date:

COVID SAFE – PICNICS IN GROUNDS

<b>Physical distancing</b>	To encourage physical distancing, picnic sites on the properties to be distanced at a minimum of 5 metres.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Implement controls to ensure patrons from different groups do not mingle.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Implement controls to ensure patrons do not move around the venue unnecessarily.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Signs at entry points to instruct customers not to enter the winery if they have been to a declared COVID hotspot in the previous 14 days, are unwell or have COVID 19 symptoms, or are a close contact with a known active case of COVID-19. The sign should state that businesses have the right to refuse entry and must insist that anyone with these symptoms, or has been a close contact of someone with these symptoms, leaves the premises.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Provide signage clearly explaining COVID safe guidelines (e.g. Patrons cannot mingle with guests at adjacent picnic locations. Please always respect physical distancing requirements. Staff will enforce these requirements at all times, rights of refusal and removal from premises by staff, if they are unwell or have symptoms leave the premises, site number limits)	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Whilst number restrictions remain in place, limit walk-in trade, using online or phone bookings where possible. Encourage patrons to call prior to attendance or in venues where practicable, we are encouraging a controlled pattern of attendance, e.g.: allowing patrons to book ahead and guarantee entry/enter via an express queue. This form of ticketed entry also allows for onboarding information to be provided to patrons, for example, reminding them of their obligation to physically distance, provide contact information and time of patronage.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Where practicable, make announcements to disseminate information about physical distancing expectations of patrons.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Where practicable, provide gridlines on the ground where people will place their belongings with adequate physical distance between other groups.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Ensure pathways between picnic areas are wide enough to allow for the flow of pedestrian traffic while maintaining physical distance from picnic groups.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Implement measures to restrict numbers on the premises, including maintaining the approved number of patrons allowed as per the current CHO directives (as defined on the Queensland Government COVID 19 website).	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Food and beverages for onsite picnics to be delivered to picnic sites.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Use physical barriers where practical, such as plexiglass around counters involving high volume interactions with customers. Barriers will not stop the virus but can help manage patrons within the venue.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Minimise crossover of traffic flows wherever possible. Encourage physical distancing at order points by placing floor markings or signs. If practicable set up separate exit and entry points as well.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA

	Where practically possible, provide contactless payments and payment online for services.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	For takeaway picnic services place menus outside the venue.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Implement controls to ensure patrons do not mingle. For instance, separate amenities, entrances and exits.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
<b><u>Record Keeping / Contact Tracing</u></b>	Contact information must be kept for patrons, contractors, and staff, including a minimum of <b>their full name, phone number, email/residential address, date and time of entry, exit time or estimated period, where feasible. Information must be kept of a period of 56 days.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request.	
	<p>Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance as a means of collection however <b>must</b> ensure collection and storage is privacy compliant. For further information please see: <a href="https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy">https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy</a></p> <p>Where a mobile application is used to manage collection of contact information:</p> <ol style="list-style-type: none"> <li>1) The venue must validate for themselves, that, the application is able to provide contact information immediately (i.e.: <b>within 1 hour</b>) on request;</li> <li>2) The venue ensures that patrons use the application when entering the venue.</li> </ol> <p><b>Period of patronage</b> Any person visiting the venue, patrons, contractors and staff must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying signing out allows for more effective contact tracing. Venues should display signage encouraging patrons to sign out.</p>	
	Wineries must actively encourage all patrons to download the COVID Safe App, however downloading the app is not mandated. The COVID Safe App is not an alternative to recording contact information for all patrons, contractors and staff.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
<b><u>Wellbeing of Staff</u></b>	Implement measures to maximise the physical distancing between staff to the extent it is safe and practical and minimise the time that staff are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between staff.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	All staff have completed the mandatory COVID SAFE training and a record of this has been kept.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Ensure directional instructions, signage, floor decals, patron instructions for service are highly visible where applicable.	<input type="checkbox"/> Yes <input type="checkbox"/> NA

	<p>Modify processes behind the counter to limit staff having to be in close contact, as much as possible.</p> <p>For example:</p> <ol style="list-style-type: none"> <li>1) assign staff to specific workstations to minimise the need to go into other spaces.</li> <li>2) implement processes so front of house staff can collect food without needing to go into food preparation areas.</li> <li>3) postpone or cancel non-essential face-to-face gatherings, meetings and training.</li> <li>4) consult with staff on COVID 19 measures in the workplace and provide staff with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.</li> <li>5) Put signs and posters up to remind staff and others of the risk of COVID-19.</li> </ol>	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Assign staff to specific workstations to minimise the need to go into other spaces.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	<b>Direct staff to stay at home if they are sick, and to go home if they become unwell.</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Consult with staff on COVID 19 measures in the workplace and provide staff with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Put signs and posters up to remind staff and others of the risk of COVID 19.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Instruct all staff and patrons to practise good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, provide an appropriate hand sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol, or 70% iso-propanol is recommended.)	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
<b>Hygiene and cleaning</b>	Ensure regular and systematic cleaning of all food service areas, picnic sites, all equipment, serving vessels and touch points.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Increased receptacles to allow for easy disposal of what could be contaminated materials.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Where possible provide increased amenities located around picnic sites, these amenities to be cleaned following the CHO and Work Health and Safety Queensland guidelines.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Thoroughly clean picnic areas between groups. Provide appropriate PPE equipment to staff for cleaning all high touch areas such as picnic areas. Refer to page 6 of the <a href="#">Office of Industrial Relations COVID Guide</a> for more information.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA

Signed:

Name of licensee or winery manager:

Date:

COVID SAFE CHECKLIST – WINERY AND VINEYARD TOURS		
<b>Physical distancing</b>	Signs at entry points to instruct customers not to enter the winery if they have been to a declared COVID hotspot in the previous 14 days, are unwell or have COVID 19 symptoms, or are a close contact with a known active case of COVID-19. The sign should state that businesses have the right to refuse entry and must insist that anyone with these symptoms, or has been a close contact of someone with these symptoms, leaves the premises.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Limit walk-ins and client interaction at counters using online or phone bookings where possible.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	If practicable set up separate meeting/departure points for tour guests. Minimise crossover of traffic flows wherever possible.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Implement measures to restrict numbers on the tours, to a size that ensures physical distancing between groups can occur.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Ensure physical distancing by briefing guests, and where possible placing floor or wall markings or signs. Encourage physical distancing between persons in waiting areas and areas within the tour where there may be dwell time.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Ensure waiting area is arranged to promote physical distancing.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Adjust queue, waiting, and venue entry areas to allow for physical distancing.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
	Where practically possible, provide contactless payments and payment online for services.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Stagger tour times.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	If necessary, alter the tour to ensure tour guide can allow for appropriate physical distancing between guests, themselves and other winery workers.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Where members of the same group (validated by staff) wish to do a tour exclusively together then physical distancing may not apply.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Implement controls to ensure patrons from different groups do not mingle.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
	Implement controls to ensure patrons do not move around the venue unnecessarily.	<input type="checkbox"/> Yes <input type="checkbox"/> NA
<b>Record Keeping / Contact Tracing</b>	<p>Contact information must be kept for patrons, contractors, and staff, including a minimum of <b>their full name, phone number, email/residential address, date and time of entry, exit time or estimated period, where feasible. Information must be kept of a period of 56 days.</b></p> <p>If requested, this information must be provided to public health officers within the stated time. The information should be readily available to ensure your business can fulfil this request.</p> <p>Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance as a means of collection however <b>must</b> ensure collection and storage is privacy compliant. For further information please see: <a href="https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy">https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses/information-privacy</a></p>	<input type="checkbox"/> Yes <input type="checkbox"/> NA

	<p>Where a mobile application is used to manage collection of contact information:</p> <ol style="list-style-type: none"> <li>1) The venue must validate for themselves, that, the application is able to provide contact information immediately (i.e.: <b>within 1 hour</b>) on request;</li> <li>2) The venue ensures that patrons use the application when entering the venue.</li> </ol> <p><b>Period of patronage</b> Any person visiting the venue, patrons, contractors and staff must sign in with their time of arrival, they should also be strongly encouraged to provide a time of departure or estimated duration, with signage displaying signing out allows for more effective contact tracing. Venues should display signage encouraging patrons to sign out.</p>		
	Wineries must actively encourage all patrons to download the COVID Safe App, however downloading the app is not mandated. The COVID Safe App is not an alternative to recording contact information for all patrons, contractors and staff.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
<b><u>Wellbeing of Staff &amp; Tour Guests</u></b>	Implement measures to maximise the physical distancing between staff and guests on tour to the extent it is safe and practical and minimise the time that staff are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between staff.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	All staff have completed the mandatory COVID SAFE training and a record of this has been kept.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Direct staff to stay at home if they are sick, and to go home if they become unwell.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Modify tour to limit staff having to be in close contact, as much as possible.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
<b><u>Hygiene and cleaning</u></b>	<p>Instruct all staff and guests to practice good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water.</p> <p>If hand washing is not practical, provide an appropriate had sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol, or 70% iso-propanol is recommended.)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Guests advised to refrain from touching equipment and surfaces during the tour.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Where practical, review the tour path to remove areas that would be difficult to clean if they were to become contaminated.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Provide hand washing facilities for customers and patrons including clean running water, liquid soap and paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol - based hand sanitiser.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
	Provide an appropriate had sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol, or 70% iso-propanol is	<input type="checkbox"/> Yes	<input type="checkbox"/> NA

recommended.) at the beginning of tour for guests to sanitise their hands, and request guests to refrain from touching equipment during the tour.		
Clean frequently touched areas and surfaces with detergent or disinfectant. Provide appropriate PPE equipment to staff for cleaning all high touch areas. Refer to page 6 of the <a href="#">Office of Industrial Relations COVID Guide</a> for more information.	<input type="checkbox"/> Yes	<input type="checkbox"/> NA

Signed:

Name of licensee or winery manager:

Date:

## BEST PRACTICE GUIDELINES

Each winery must adapt their own plan, but all measures prescribed must ensure compliance with all existing Workplace Health and Safety Queensland requirements as prescribed by the Act and ensure compliance with CHO directions and, that the plan is amended (as required) to reflect any changes in CHO Directions.

Each winery has a reporting and investigation process in place to identify and rectify system failures to prevent any reoccurrence. Regular review by key staff and management, using feedback of staff to create a cycle of continuous improvement to processes and procedures.

Each winery must have provision for external reporting to industry regulators, including but not limited to the Office of Liquor and Gaming Regulation and Queensland Health.

## MANAGING EMERGENCY EVACUATION

Wineries to follow established emergency evacuation procedures as per WH&S Plans and Queensland Fire and Rescue service protocols.

### **Positive case response management**

Managing symptoms of COVID-19 at work, if a person develops flu-like symptoms at work, separate the person by placing them in an area away from others. Provide them with tissues, hand sanitiser and a face mask, if available, to cover their coughs and sneezes. Inform their supervisor and arrange for the person to be sent home or to access medical assistance.

Clean and disinfect their workstation and other areas they have been (refer to sections on Cleaning). Queensland Health will contact an employer if contact tracing of the workplace is required. The employer should follow the advice provided by [Queensland Health](#).

## STAFF TRAINING

Wineries must provide staff with a level of training required to carry out their roles in a manner which is safe to themselves, fellow staff and patrons. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent visitor contact including Housekeeping, Food & Beverage.

Resources for formulation of training materials and format can be found in the resource links at the end of this document.

Training must ensure the staff member is aware of all safe work practices as prescribed by the safety management plan specific to their individual area of work. Staff are inducted in new safety and operational protocols, prior to starting shift.

All staff to complete the approved COVID safe training identified on [www.COVID19.qld.gov.au](http://www.COVID19.qld.gov.au). A record of all training must be kept. This could be through the approved TAFE Queensland Course.

## EMPLOYER OBLIGATIONS

Industry has consulted and discussed with the United Workers Union (**UWU**) to ensure employer and employee obligations are fulfilled. These include the “worker’s rights” and “employer’s” responsibility to provide a safe workplace. This is further re-iterated in the mandatory training. Ill patron/worker protocols will be formalised in winery induction programs and all patron and contractor contact tracing details are to be completed to provide further safety of workers.

Employers are bound to provide a safe working environment under the *Work Health and Safety Act 2011* (Qld). Employers must take action to protect workers and others from risk or harm. This includes the risk of exposure to COVID 19.

### **At all times, an employer must:**

- Ensure all infection prevention and control policies and procedures are updated.
- Provide hand washing facilities and make sure these are kept clean, properly stocked and in good working order.
- Provide soap or alcohol-based hand sanitiser if available, tissues and cleaning supplies.
- Promote good hygiene practices, e.g. display hand hygiene posters.
- Keep the workplace clean and hygienic. Regularly cleaning high-touch surfaces such as door handles, and workstations helps prevent contamination. Special consideration to Service points, ATM’s, and all high contact infrastructure of the winery.
- All winery employers will advise staff to “Stay home if unwell or show signs of illness” as per CHO requirements and advice from WHSQ.
- Encourage workers who are sick with respiratory illness to stay home until they have recovered.
- If someone becomes ill with respiratory symptoms at work, immediately isolate them by placing them in a room or an area away from others until they can be sent home or to doctor.
- Arrange for the person to be sent home or access medical assistance.
- Take and follow any directive then prescribed by Queensland Health officials.
- Signage is to be posted throughout winery staffing areas reminding employees of the correct hygiene procedures including the use gloves in positions deemed appropriate, hand washing, sneezing, coughing and to avoid touching their faces.
- If there is a confirmed or probable case of COVID-19 infection at a workplace, Queensland Health will be notified by the medical professional who confirms the diagnosis and the relevant testing laboratory. Upon being informed, the winery must notify Workplace Health and Safety Queensland that the case has been confirmed. Wineries must keep a record of these incidents and the notification for at least 5 years.

## APPLICABLE PUBLIC HEALTH DIRECTIONS

Wineries' operations must be determined by the Chief Health Officer's (**CHO**) directives which are subject to change and the plan must have processes and mechanisms to be updated accordingly. This plan has been formulated on basis of all current directives of the Chief Health officer. Only the parts of the winery that can operate in line with this management plan will be able to operate.

## REVIEW AND RISK MANAGEMENT

### Review and monitor

- Regularly review your systems of work to ensure they are consistent with current directions and advice provided by health authorities.
- Regular reviews, in conjunction with effective feedback and communication from staff, must be used to update plan and ensure there is a mechanism for continuous improvement.
- All tools in the plan must be based on a risk analysis basis ensuring any new risks are identified and suitable controls to mitigate risk are added as required.
- Wineries should publicly display a notice that your winery has an extensive COVID plan, also display a notice indicating that it follows the Queensland Wine Industry Association approved COVID19 Safe Plan and is a COVID safe business. A summary of areas covered could be included similar to a Winery Management plan currently required under licensing requirements.

### Internal reporting and investigation procedures

- Management are to provide a vehicle to receive feedback and reports in relation to all COVID 19 policies and or incidents including maintaining written records of all reports and investigations.
- Methods to include - Verbal feedback, regular management discussion and review, documentation. Having a set date for review (considering changing nature of virus propose this is reviewed in line with any new announcements from Chief Health Officer).
- Consultation with staff must occur in formulation of all safe work practices and COVID safe measures to be implemented.
- Investigations must be carried out and acted upon in a timely manner.
- All records to be maintained for presentation to external bodies if required.
- Any outcomes of such reporting and investigations are acted upon and any changes made to reduce reoccurrence of failures.

### Risk Management Record Keeping

- Wineries must keep records of the risk management process. It is useful to keep information on:
  - the identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process)

- how and when the control measures were implemented, monitored and reviewed
- who you consulted with
- relevant training records
- any plans for changes.

### **Other risks**

- Wineries must:
  - have a policy for dealing with psychosocial risks including patron aggression. It should be based on normal procedures for such matters as covered in your existing staff handbook. Refer to page 8 of the [Office of Industrial Relations COVID Guide](#) for more information.
  - revisit their WHS risk management processes to identify and manage any new or changed hazards that may have arisen as a result of implementing the Industry COVID Safe Plan in their business.

**NOTE: QWIA acknowledges the support from the QHA in sharing the QHA COVID Plan and allowing the use of their plan for adaptation to Queensland Wine Industry.**

## RESOURCES AND LINKS

- Queensland Health - <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-COVID-19> and Workplace Health and Safety Qld <https://www.worksafe.qld.gov.au/> are the two approved sites for all wineries to seek supplementary information to assist in further development of their plans.
- Chief Health Officer public health directions: <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers>
- List of declared COVID-19 hotspots: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19>
- Staff Induction Video for Self-Distancing Also for Inhouse advertising Screens. Has subtitles and can be played with no volume. <https://youtu.be/2WCtGFNENYU>. Supplied to QWIA by QHA.
- Workcover Queensland Risk Manage Fact Sheets: <https://www.worksafe.qld.gov.au/news/2020/coronavirus-COVID-19-workplace-riskmanagement>.
- 30 Second COVID Safe App promo video. Proposed use Winery Facebook, Internal Televisions etc. [https://www.youtube.com/watch?v=2WCtGFNENYU&feature=emb\\_rel\\_end](https://www.youtube.com/watch?v=2WCtGFNENYU&feature=emb_rel_end). Supplied to QWIA by QHA.
- Office of Industrial Relations COVID Guide: [https://www.worksafe.qld.gov.au/\\_\\_data/assets/pdf\\_file/0005/191678/covid-19-overviewand-guide.pdf](https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0005/191678/covid-19-overviewand-guide.pdf)

The following Departments and Organisations Referenced or Directly Quoted in this document include:

- Safe Work Australia (Website and Resource Documents) Safe Work Australia provides a resource kit that may be of assistance [Safe Work Australia](#).
- Safe Work QLD / Workcover QLD (Website information and resource documents).
- QLD Health (Website information and resource documents).
- Australian Government Department of Health. (Website information and resource documents).



# Statement of Compliance

**This site is operating in compliance  
with the Queensland Wineries Approved  
COVID Safe Industry Plan and Public Health  
Directions**

Restrictions on Businesses, Activities and Undertakings Direction

A copy of the COVID Safe Industry Plan for Queensland Wineries can be found at <https://www.covid19.qld.gov.au/government-actions/approved-industry-covid-safe-plans>

- **This is a COVID Safe site.**
- **Contact details are required for tracing purposes upon entry\***.
- **Practice physical distancing.**
- **Wash your hands regularly.**
- **Follow the rules and keep us all safe.**

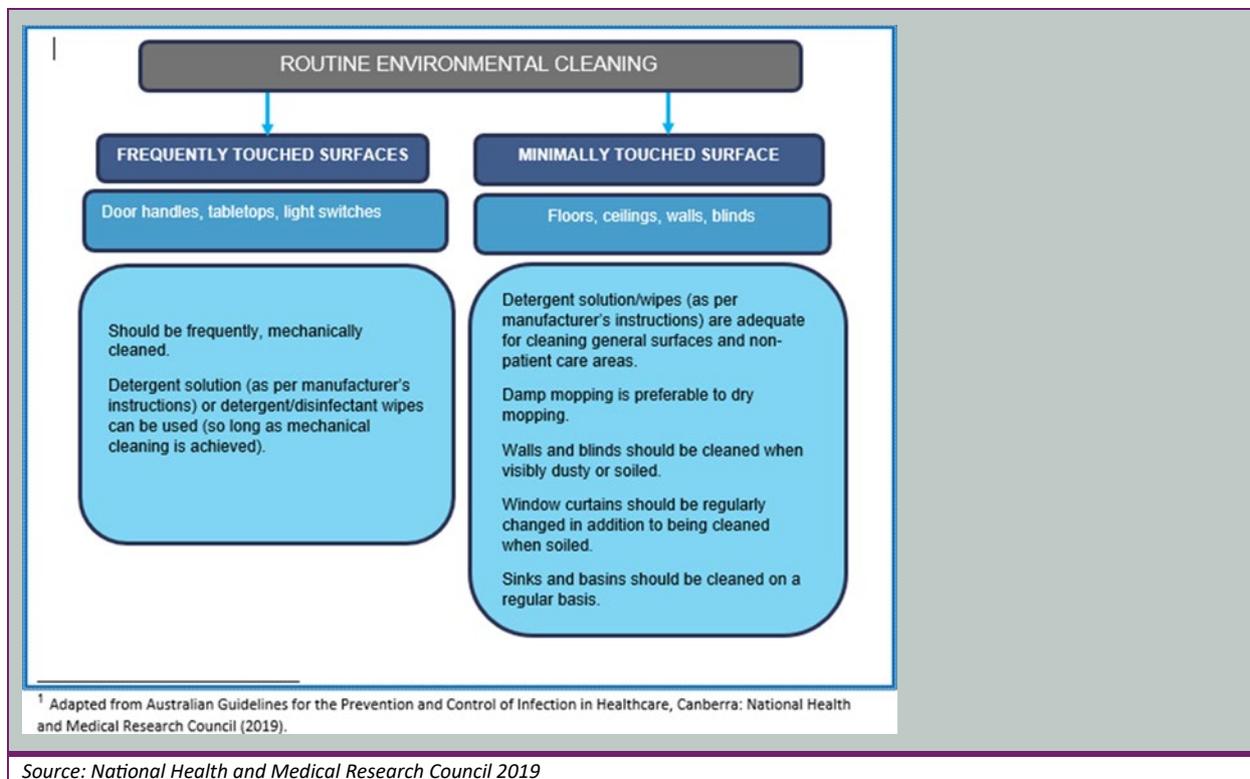
**Signed by (Authorised business representative):**

**Date:**

\*This does not apply to deliveries, patrons purchasing items over the counter or takeaway.

## APPENDIX 1

Routine environmental cleaning requirements can be divided into two groups:



**Example:** Office environment, provide detergent/disinfectant wipes to employees to clean workstations, and workstation equipment such as monitors, phones, keyboards and mice. Provide supplies of alcohol-based hand sanitiser around the office space, where possible.

Refer to pages 5 – 7 of the [Office of Industrial Relations COVID Guide](#) for more information.