



STEP by
STEP We protect
each other

COVID-19 HANDLING AND PREVENTION
PROTOCOL FOR RESTAURANTS, COFFEE
SHOPS, AND SIMILAR ESTABLISHMENTS

#ProtectEachOther



COVID-19 HANDLING AND PREVENTION PROTOCOL FOR RESTAURANTS, COFFEE SHOPS, AND SIMILAR ESTABLISHMENTS

I. OBJECTIVES

To establish preventive measures for restaurants, coffee shops, and similar establishments to minimize COVID-19 contagion risks.

II. MANDATORY PREVENTIVE MEASURES

- Paid public or private transportation.
- Elevators and funiculars.
- Enclosed areas.
- Condominium common areas
- Urban or inhabited areas' public roads.

Mandatory use of Face Mask



- Keep a **one linear meter distance** between people
- No more than one person in enclosed areas servicing public per each 10 m².
- In areas where lines are required, a one linear meter distance must be marked.

Physical Distancing



Hygiene, Cleaning, and Disinfection



The following must be cleaned and disinfected at least once a day:

- Work areas.
- Tools and work items.
- Enclosed common areas.

Information

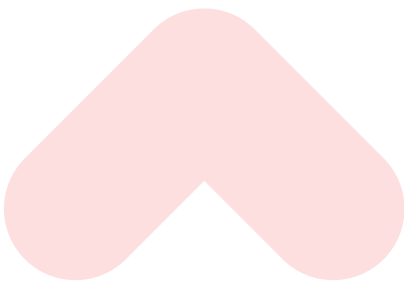
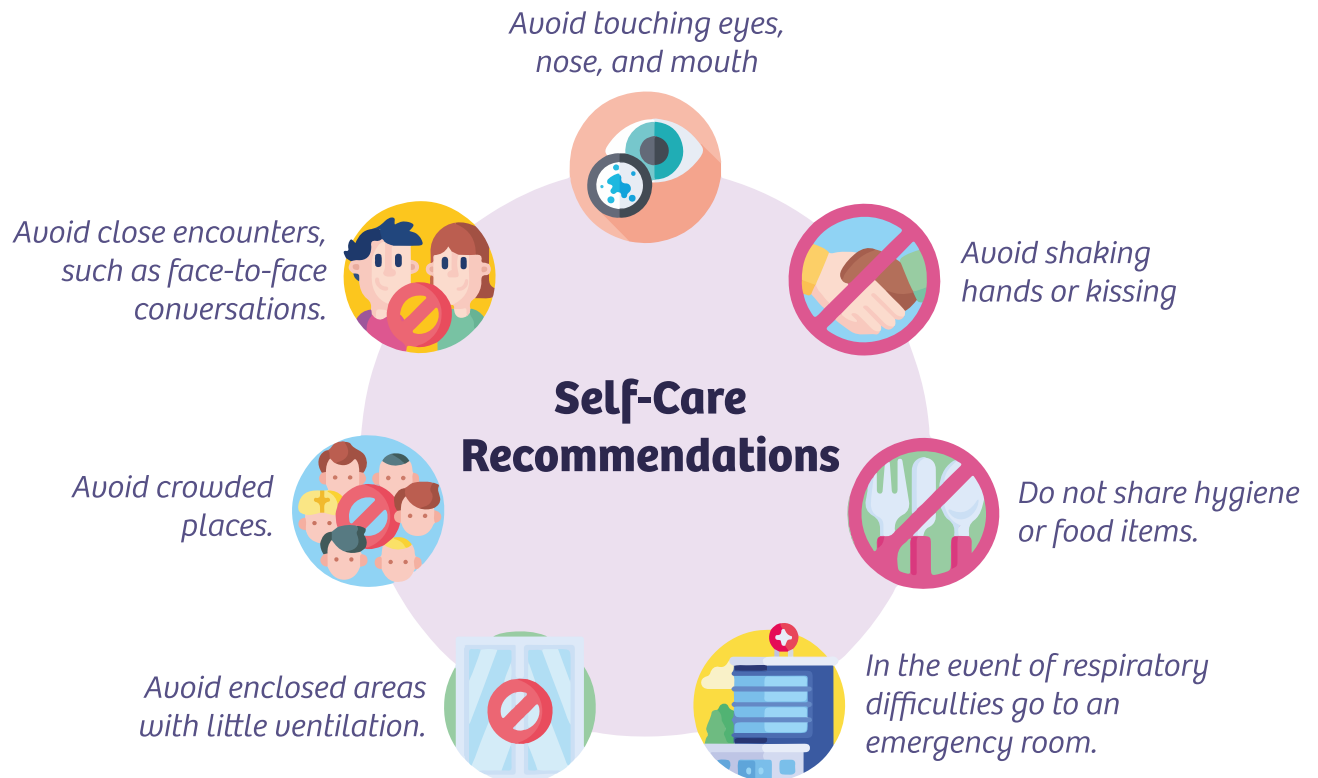


Every enclosed area servicing public shall post:

- Information on **maximum capacity** allowed.
- Information reminding **minimum physical distancing** that must be observed in the facility.
- Self-care obligations and general recommendations.

* Details and exceptions to this measures stated in National Protocol "LIVING WITH COVID" based on Exempt Resolution N°591 of July 23rd, 2020 of the Ministry of Health.

III. SELF-CARE RECOMMENDATIONS



IV. STEP-BY-STEP STAGES

As established by Exempt Resolution N° 591 of July 23rd, 2020 of the Ministry of Health, restaurants, coffee shops and similar establishments may reopen during the following stages and under the following terms:

Step 1. **Quarantine:** It is forbidden to service public in restaurants, coffee shops, and similar establishments which may only sell takeout food.

Step 2. **Transition:** It is forbidden to service public in restaurants, coffee shops, and similar establishments which may only sell takeout food.

Step 3. **Preparation:** It is forbidden to service public in restaurants, coffee shops, and similar establishments which may only sell takeout food.

Step 4. **Initial Opening:** Servicing of public allowed in restaurants, coffee shops, and similar establishments; up to 25% of their capacity or keeping a 2-meter safe distancing between tables.

Step 5. **Advanced Opening:** Servicing of public allowed in restaurants, coffee shops, and similar establishments; up to 75% of their capacity or keeping a 2-meter safe distancing between tables.

I. SPECIFIC RECOMMENDATIONS FOR THE SECTOR

ESTABLISHMENTS

- Establish, implement, and track cleaning and disinfecting plan, assigning a person in charge of performing said activities, taking into consideration:
 - ✓ Cleaning routine for surfaces, furniture, decorations, and other restaurant items.
 - ✓ Permanently cleaning and disinfecting of tables, chairs, and any surface or item handled by clients.
 - ✓ Washing of tablecloths, napkins, and work clothes.
 - ✓ In the event of card payments, cleaning of POS machine permanently. In the

event of cash payments, washing hands after receiving currency and giving change.

ESTABLISHMENT'S ENTRANCE AND EXIT

- Establish mandatory measures in addition to existing ones for clients waiting to enter the establishment to keep minimal safe distancing such as issuing wait numbers or establishing early reservations.
- Restrict number of available entrances and only enable main entrances.
- Establish entrance and exit hand disinfection methods (alcohol or hand sanitizer gel).

COMMON AREAS

- Arrange tables in such a manner that proper 1-meter social distancing can be observed between clients.
- At buffet services, install physical barriers to protect food with items such as see-through acrylic barriers and have staff available to deliver food to clients, avoiding self-service.
- Enable acrylic see-through physical barriers in boxes.
- Eliminate shared food menu.
- Clean and disinfect cruet set between each service and avoid the use of napkin dispensers and other common use items at the table.
- Eliminate menus and substitute with other means to show the establishment's options. It is suggested, for instance, a menu posted on a wall, individual place mats, or the establishment's website where each client can quickly check options through their cell phones.
- Create circulation flows within the establishments that maximize the reduction of client interaction.
- Close/eliminate children areas and playgrounds.
- Encourage the use of absorbent paper or napkins to avoid direct contact with handles or other common use surfaces.
- Have the required amount of utensils, dishware, silverware, and tablecloths to cover the needs of maximum occupancy.

- When mechanical ventilation systems are in use, avoid recycling air at the venue. Use systems that allow air extraction and turnover.

TOILET FACILITIES

- Toilets, garbage bins, washbasins in good maintenance condition, and soap and toilet paper in dispensers available.
- Avoid the use of towels, prefer the use of hot air or disposable absorbent paper.
- While the establishment operates, clean and disinfect toilet facilities as frequently as possible.

KITCHEN

- Have segregated work areas marked to prepare meals, marking floor with minimum 1-meter safe distancing for staff.
- Frequent washing of hands, regardless if gloves are used as required by the role. Equip kitchen with hand sanitizer.
- Avoid the use of cell phones or other personal items. If used, wash hands for at least 20 seconds after use.
- Ideally machine wash dishes, silverware, and other utensils, using full cycle, checking proper operation of dishwasher. If previous is not possible, deep hand washing and drying with disposable absorbent paper is recommended.
- Thoroughly clean and disinfect the kitchen's drain, greasy items, and any food container.

STAFF

- Take temperature of staff and monitor their general health condition upon arrival to their shift. In the event of any symptoms, prohibit their entry and follow the protocols established by the health authorities.
- To avoid staff agglomerations during transportation the following is suggested:
 - ✓ Agree the distribution of daily tasks through shifts to avoid agglomerations and curtail the number of staff sharing the same area.
 - ✓ Assess a shift system between staff groups avoiding group interactions (for instance, 14x14 shift systems).

- ✓ Flexible schedules or agree deferred staff entry and exit schedules to avoid agglomerations and/or adjust to public transportation availability.
- ✓ Assess staff transportation options that maximize prevention measures and deliver transportation prevention consumables such as face masks and hand sanitizer gel.
- ✓ Agree on other measures to avoid agglomerations such as meal and break schedules.
- Carry out a cleaning protocol to enter the establishment taking into consideration:
 - ✓ Keep clothing spares for the work shift.
 - ✓ Provide apron or uniform and it is suggested to keep and wash at establishment at the end of each shift to avoid contact with the exterior.
 - ✓ Upon arrival to the establishment, wash hands with water and soap for at least 20 seconds.
 - ✓ Dispose of face masks upon arrival and replace with new one during your work shift. In the event of reusable mask use during transportation, place in plastic bag and use a new mask during the work shift.
- Maintain personal care and hygiene:
 - ✓ Have access to hand washing or, alternatively, alcohol or hand sanitizer gel.
 - ✓ Wash hands with soap each time the staff changes activities or every 30 minutes for at least 20 seconds.
 - ✓ Keep uniform clean and have spare uniforms or aprons available in the event they are required.
 - ✓ Avoid leaving the establishment during the shift.
 - ✓ Avoid group gatherings. If they are required, reduce as much as possible the number of participants and avoid having food and drinks available during the meeting.

CLIENTS OR USERS

- It is suggested to take the client's temperature with infrared thermometer and/or visually check health condition. In the event of symptoms, ban entry.
- Ask clients to disinfect their hands with alcohol or hand sanitizer gel and/or wash with soap at washbasins upon entry and/or at their tables.
- Limit client reservations based on the venue's capacity.

EXTERNAL SUPPLIERS

- If possible, take temperature with infrared thermometer and/or visually check suppliers' health condition and ask them to fill out statement of health condition (see attachment) which can be forwarded through electronic means or be filled out upon the supplier's arrival.
- In the event of interactions with external suppliers, ensure that interactions comply with preventive measures. Inform said measures and ask for statement of external company's compliance with equivalent standards which can be forwarded electronically or filled out upon the supplier's arrival.
- If necessary, establish an access point for suppliers and stage delivery schedule to avoid agglomerations.

SWORN STATEMENT OF HEALTH FOR EXTERNAL SUPPLIERS

By signing this statement, I declare that during the previous 14 days I have not:

- Been declared a confirmed COVID-19 case.
- Experienced symptoms commonly associated to COVID-19.
- Knowingly been in close contact with a confirmed case.
- Been placed under quarantine due to travel or other reason.

FULL NAME	N.I.C. OR PASSPORT	E-MAIL	SIGNATURE