

# Mary & Steve

## COVID-Safe Policy

As a business, our priority has always been providing our customers with the highest quality catering services. We are monitoring the COVID-19 outbreak on a daily basis and therefore this plan is subject to change due to Government and industry advice.

### Health & Hygiene Policy

Considering recent events and the World Health Organisation's announcements regarding COVID-19, we want to ensure all of our customers are well aware of our actions to keep our catering premises and the venues in which we serve our food safe.

Our kitchen has always treated health and hygiene practices with the highest importance. We have maintained our usual impeccable standards of sanitation and cleanliness as well as implemented further precautionary measures to ensure our work practices continues to remain safe for our customers, staff and the wider community.

In an attempt to limit the transmission of the virus through contact, we have been proactively adhering to the advice issued by the Department of Health at both Federal and State levels.

The following procedures are in place:

### Employee Health Policy

The health and well-being of our people is of utmost importance. Below is our staff management plan for staff who have potentially come into contact with a COVID-19 carrier or are developing symptoms.

### Staff Illness Management Plan

If a staff member is feeling ill, having difficulty breathing or have come into contact with a person suspected of carrying Covid-19, they must:

- Seek medical attention immediately by calling their doctor or hospital for further advice.
- Must not come to work until they have been advised by their healthcare professional and they are cleared of not having the virus.

## People and Environmental Management Plan

- All staff have been provided with a copy of Business Victoria 'Back to Work Hospitality Guidelines' and encouraged to complete the Victorian Government online coronavirus (COVID-19) training.
- We keep strict records of all people who come into our kitchen (including staff and delivery drivers) so we can accurately and efficiently contact trace if required.
- We have encouraged staff to download the COVIDsafe app.

## Staff International Travel Policy:

- Staff who are returning home from overseas are required to undergo the government 14 day self-isolation.
- Staff must seek medical advice and be tested for COVID-19 before returning to work.
- They may return to work once their doctor has confirmed they are fit and healthy.

## Food Preparation and Kitchen Cleaning Procedures:

- Rigorous cleaning procedures are in place and performed throughout the day.
- Daily detailed cleaning and sanitisation of kitchen surfaces throughout the day including all railings, handles, doorknobs, cupboard doors and equipment particularly around high touch areas.
- During the outbreak, we have conducted a deep clean of all of our facilities and maintain strict cleaning protocols on a daily basis.
- We are now preparing and serving food in individually prepared boxes so that the customers are not exposed to shared platters when consuming the food.
- Staff are reminded and encouraged to frequently sanitise their food preparation workstation and their hands.
- We are fortunate to have a large kitchen area which means all kitchen staff are able to operate and prepare food in 1.5m (or greater) distance from other staff members.
- All food supplies are washed in accordance with our normal best practice food preparation protocols.
- Delivery drivers are instructed not to enter our premises but deliver items to our specified drop-off location at our kitchen.
- We have displayed information about the symptoms of COVID-19 in our kitchen and distributed this information to staff where necessary.

## Sanitising Procedures

- Additional hand sanitising units have been installed for all staff and guests to use at the entrance of our kitchen, around the kitchen, in our bathrooms and in our delivery vehicles.
- All staff must adhere to our cleanliness procedures, which includes thoroughly washing hands throughout the day. This applies both in our kitchen as well as when our staff are working at external venues.
- Avoiding physical contact between staff, event organisers and guests.

## Delivery of Goods

We deliver our goods to the customer's venue. We have several policies in place regarding this:

- Aim to keep the same delivery driver for each of our regular venues to allow for minimal risk for transmission between sites and easier contact tracing if required.
- Drivers deliver food wearing gloves and a facial mask (where appropriate).
- Drivers maintain a 1.5m minimum physical distance between themselves and others at all times.
- Aim for contactless delivery of the goods to venues.
- Delivery vehicles are equipped with sanitiser as well as the drivers having sanitiser on their person throughout their delivery.

## Food Packaging and Service Style

We usually serve our food on large, colourful shared buffets for guests to help themselves to communal platters. During the COVID-19 outbreak, we have changed our service style:

- All meals are packaged into individual bags/boxes to avoid potential cross contamination.
- Dietary meals are clearly labelled with guest's names to avoid them having to look through and touch multiple bags or boxes to find theirs.
- Presentation at the venue has our staff spacing the meals to avoid guests potentially touching two boxes at once.
- Individually packaged formatting of the food allows for guests to easily collect their meals at an appropriate time to allow for staggered meal times.
- Currently single use biodegradable and compostable boxes and bags are being used to package meals. This reduces the risk of transmission.
- Our usual buffet service is still available. However, we require our staff to be on site to serve the food to guests to limit transmission between guests.

## Wait Staff

Our professional, experienced and capable wait staff are available for events. We have the following policies in place to ensure this service is run safely.

- Wait staff are to maintain a 1.5m distance between themselves and others.
- Staff have been trained regarding our COVID19 procedures.
- We recommend they complete the Victorian Government online coronavirus training.
- We provide sanitiser for use by our staff and guests.
- Staff must maintain regular hand hygiene and keep work areas regularly sanitised and clean.
- Staff are able to wear facial masks if requested by event organisers.
- Contact details for staff can be provided if contact tracing is required.
- Wait staff must adhere to our Staff Illness Management Plan and International Travel Policy.

## Looking After our Community

We're doing everything we can to look after our employees, customers and the wider community. Health is our number one priority for staff & customers. We're communicating regularly with our staff members updating them on our business and COVID-19 response.

If you have any queries about our health and hygiene policy please call 03 9387 5471 or email [kitchen@maryandsteve.com.au](mailto:kitchen@maryandsteve.com.au).