Foodservices Safeguarding Measures – Overview

Theme		Safeguarding measures
i	**Workforce protection**	Travel/movement to work (including work from home measures)
		Entry to worksite
		Employee health policy measures
ii	**Employee protection**	PPE
		Workplace distancing and workstation barriers
		Sanitization measures
		Worksite facility conditions
		Public health knowledge and capability building
iii	**Non-employee protection**	Social distancing measures
		Sanitization measures
		Limitations against exposure to individuals
		Preventions against material contamination
iv	**Business process adaptations**	Physical workspace adaptations
		Digital workspace adaptations (including work from home measures)
		Operational and productivity process adaptations
		Communication and continuous improvement adaptations
v	**Employer-led public health interventions**	Detection and tracing
		Personal behavior reinforcement
vi	**Industry-wide safeguards**	Governance and councils
		Standards and protocols

This playbook is broadly applicable to working environments in manufacturing

- Restaurants/bars
- Counter service/fast food
- Cafeterias

Local governmental rules and decisions should always be followed carefully

Last updated 4/21/2020

Foodservices Safeguarding Measures

i Theme: Workforce protection

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Protection area	Considerations[1]
Travel/movement to work (including work from home measures)	• Dedicated transportation facilities for employees • Gas subsidies for car commuters • Passenger limits on public transit • "Health pass" for Covid-19-free riders to access public transit
Entry to worksite	• Mandatory sanitation procedures upon entry (e.g., hand washing, putting on PPE, setting up workstation) • Install hand sanitizing stations at entrances and in common areas
Employee health policy measures	• Mandatory 14-day quarantine in case person is identified as high risk • Paid sick leave • "Doggie-bag" meal delivery for at-home workers • Worker subsidies for home care • Flexible/part-time hours to accommodate family needs

Workforce protection

1. Aggregation from case studies across different countries and U.S. states. Please consider the list as examples of actions; level of importance to contamination containment have not been assigned and is up to client and state/federal public health regulations and recommendations

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ii Theme: Employee protection

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	Protection area	Considerations[1]
Employee protection	**Personal protective equipment**	• Ensure gloves and masks for employees, regardless of customer-facing, food prep, or management in restaurant • No shared equipment between employees; individual daily refreshed PPE or daily disinfecting of employees' uniforms
	Workplace distancing and workstation barriers	• Maintain six-foot distance between employees • No contact delivery model; delivery workers to leave food at doorstep
	Sanitization measures	• Deep cleaning of restaurant seating and kitchen areas • Hourly or bihourly cleaning
	Worksite facility conditions	• Ventilation per OSHA guidance • No-touch trash bins • Virtual recruitment tools and onboarding
	Public health knowledge and capability-building	• Use promotional programs around hand washing and other best practices ("Do the 5") • Regular training on customer-facing protocols, such as looking for symptoms in customers and themselves

1. Aggregation from case studies across different countries and US states. Please consider the list as examples of actions; level of importance to contamination containment have not been assigned and is up to client and state/federal public health regulations and recommendations

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iii Theme: Non-employee protection

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Non-employee protection	Protection area	Considerations[1]
	Social distancing measures	• Placing all seating and tables six-feet-plus apart for all customers • Set up screens between tables for dine-in • Adopt virtual waiting area/queue/marked queue stations
	Sanitization measures	• Enhanced sanitization of common touch points (e.g., doors, stairwell handles, light switch, elevator switch, etc.) • Regular disinfection of high-touch surface areas (e.g., door handle, light switch, common tools) • Cleaning of surfaces (e.g., tables, chairs) with 75% alcohol after each customer's use
	Limitations against exposure to individuals	• Facility must immediately disclose infection to state department of health bodies • On detecting positive infection, mandatory shutdown for full deep-sanitation and testing for staff (at minimum for those in close proximity to detected case/s) • Customers' temperatures checked upon entry to foodservice space • For dine in – Temperature checks and signage at door to ask patrons who have symptoms to stay home
	Preventions against material contamination	• Enhanced hygiene protocols for shipping/receiving areas

1. Aggregation from case studies across different countries and U.S. states. Please consider the list as examples of actions; level of importance to contamination containment have not been assigned and is up to client and state/federal public health regulations and recommendations

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iv Theme: Business process adaptations

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Protection area	Considerations[1]
Physical workspace adaptations	• Disposable, individually wrapped plastic utensils/packages only
Digital workspace adaptations (inc. work from home measures)	• Require non-core functions to work from home until further notice
Operational and productivity process adaptations	• Mandatory hand washing every two hours; installation of additional hand sanitization and soaps in toilets • Touchless electronic payments • No direct physical contact by delivery with restaurants/patrons • No in-person queuing/lines; tables cleaned with disinfectant after each customer leaves; no self-service; raw food not allowed; no condiments or items at tables that persist between customers • Staggered breaks to reduce large group gatherings • Avoid meetings of more than five participants; obligatory face mask during face-to-face meetings • Manage high level of compliance with third-party delivery providers e.g., (UberEats, DoorDash) to ensure gloves and masks are worn by delivery personnel • Encourage take-out only for vulnerable populations
Communication and continuous improvement adaptations	• Provide daily updates to all employees on latest facts concerning Covid-19 in community, updated policies, and impact on business and employment • Establish team or communication chain to collect questions and concerns from community • Extensive signage and communication on stepped-up cleaning and hygiene practices with visible air purifiers, etc. placed

Business process adaptations

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v Theme: Employer-led public health interventions

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Protection area	Considerations[1]
Detection and tracing	• Check and log daily body temperature (with contactless thermometer) for all employees, visitors, contractors, and personnel entering and reentering facility • Ensure appropriate procedures if employees exceed normal body temperature (e.g., employees get tested/allowed to work remotely/relieved from work for two weeks) and set up tracking of tested or sick employees and their point of contacts for contact tracing • Notify health officials of suspected sick employees • Group employees into teams that stick together (work, travel, live, and eat) to facilitate health tracking
Personal behavior reinforcement	• Use promotional programs around hand washing and other best practices ("Do the 5") • Online module completion certificates required for entry to work

Employer-led public health interventions

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vi Theme: Industry-wide safeguards

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Industry-wide safeguards	Protection area	Considerations[1]
	Governance and councils	• Coordinate with industry associations and union organizations on best practices and capability checklists in reference to WHO, state departments of health, and CDC guidelines • Covid-19 inspection service to clear sites before reopening • Local enforcement officers to regularly visit sites, physically or virtually, and fine for safeguard infractions
	Standards and protocols	• National Covid-19 standards for health inspections

1. Aggregation from case studies across different countries and U.S. states. Please consider the list as examples of actions; level of importance to contamination containment have not been assigned and is up to client and state/federal public health regulations and recommendations

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