

Physical distancing guidelines

29 APRIL 2020

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Under Alert Level 3, there are restrictions to keep workers safe, limit interaction with customers, and help prevent the spread of COVID-19. It is a requirement that businesses are able to maintain a distance of 2 metres – between staff and customers, and between customers coming to your business. Hospitality businesses that are operating at Level 3 for contactless pick-ups (and delivery) need to have a process in place to manage how customers can pick up their food orders.

The following guidance provides suggestions on different ways businesses can operate for contactless pick-ups and maintain physical distancing. This information should be read in conjunction with the Restaurant Association's **Contactless delivery & pick-up programme for Level 3** – which provides guidance for hospitality businesses on operating at Level 3.

There are a number of ways to ensure 2 metre physical distancing requirements with customers are maintained:

1. Customer waits in a car until order ready:

When an order is made, the customer receives instructions about the method the business is using for customer pick-ups. They are told to park at a nearby car park, or some reserved parking spots nearby.

The business has a method of letting the customer know when their order is ready (via call or text, or via app etc) and they are directed one by one to come to a safe pick up spot.

In this case, customers are not allowed to queue up together outside waiting for their order.

2. Customer's ordered is delivered to their car:

As part of the ordering and pick-up process the business may also recommend that customers park at a designated car park, or some reserved parking spots nearby. The customer should provide their vehicle registration number for identification.

When the order is ready, the order can then be delivered to the car – placed on the bonnet of the car by the staff member - while the customer remains in the car.

The staff member steps back at least 2 metres so that the customer can get out of their car to retrieve their order.

3. Safe pick-up point

If pick-up is from a safe pick-up point outside the business, customers should only be allowed to approach one at a time to collect their orders.

Key points to note:

- Identify allocated collection times for customers, to avoid queuing outside the premise.
- If the business is not requiring customers to wait in car, consider a method of advising customers when their order is ready (e.g: by text or app) so they approach the pick-up point one at a time.
- Physical distancing markers could be implemented outside your premises for situations where there may be more than one person waiting. Placing floor markers is an easy way to show visitors how far apart they need to stand from one another. Simply using duct tape will suffice. **However, this should be a contingency plan, as you should be planning to only have one person waiting at a time, if at all possible.**

Factors to consider when designating a safe pick-up point:

- Physical distancing of 2 metres between staff and customers can be maintained.
- Customers cannot enter any part of the premises, so you need to assess the most suitable option for your premises. This may need to be a pick-up area table at the main entrance. Other fire exits must be kept clear.
- The pick-up area should be well away from the kitchen area and at a distance from as many staff as possible.
- Hand sanitiser should be available for customer use.
- Staff handing over the food should place the food down on a table or counter at the pick-up area and keep a 2 metre distance from the customer at all times. Distance markings should be in place, and notices should specify the process.
- This pick-up point area should regularly be sanitised throughout the day and staff should wash or sanitise their hands after each order is picked-up.

Signage should explain the process:

- Customers to queue 2 metres apart at all times
- Customers to approach one at a time
- The food must be taken away and consumed elsewhere. (At Level 3, do not allow customers to use any outdoor seating areas for the consumption of food.)

Useful products for distance marking:

OfficeMax Premium Cloth Tape

48mm x 30m Yellow

Code: 1114166 / Unit: Roll

OfficeMax stock cloth tape that you can cut or tear off pieces and stick them on the floor at the appropriate distance apart. The tape is also available in other colours. It will stick to concrete footpaths and floors but may not stand up to heavy foot traffic or wet weather over time.

3M™ Floor Marking Tape 5702 50mmx33m Yellow/Black

Code: 2520419 / Unit: Roll

A durable 3M™ Safety Stripe Tape 5702 for providing clear safety indication for driving and walking lanes, hazardous areas, protruding equipment and low hanging objects.

To order, go to www.officemax.co.nz (remember to login so you view RA pricing), or email ranz@officemax.co.nz.