



CATERING DEPARTMENT

LEVEL 3 COVID-19 GUIDELINES

September 2021

Before you work:

- All crew MUST fill in a COVID-19 Health Declaration.
- If you have any COVID-19 symptoms, **do not come to work**. Please get tested.

Introduction to Department undertakings:

- Food preparation – remote
- Food preparation – on location
- Food delivery to location
- On Set food service
- Food service clean up
- Crew and cast interaction

Department Bubbles

- Off set catering bubble (remote preparation)
- Delivery/collection bubble (remote)
- On location catering bubble
- On location service bubble

PPE Requirements:

- At Delta Alert Level 3, face coverings are strongly recommended. And it would be expected that most productions will require them as part of their H&S plan. They are mandated by the MoH for public facing businesses and work.

Required Physical Distancing Requirements:

- The general rule of 2 metres applies at all times.
- If in a Controlled Environment, maintain at least 1 metre physical distancing between crew.
- No close contact work (less than 1m) is permitted at Level 3.
- When interacting with any public or unknown persons, crew must maintain the minimum of 2 metres physical distancing at all times.

Contact Tracing:

- A Government Tracer App QR-code poster must be displayed at all work sites.
- All crew must sign-in when arriving and out when departing a work site.
- All entry and exit points should be controlled and monitored.
- All workers should keep a log of non-worksites locations (i.e. stores, etc.) and interactions (meeting suppliers, location owners, etc.) they have during working hours.
- All workers are recommended to keep note of their interactions outside of work hours (whilst on a job).
- All crew or approved site visitors must sign a COVID-19 Declaration before starting work or visiting a work site.

Department Specific Guidance

Location food service during Level 3: No open buffet style self-serve catering at this level. Consider the 3S model: Seated, Separated, Single Server.

Catering workers should be aware of, and trained to work under the specific alert level in operation prior to commencing work, including the correct use of PPE.

- Production / inter-departmental interaction to be via phone or remote link as far as practicable.
- Physical production meetings to be carried out with physical distancing of at least 1 meter. If possible, particularly if in a confined space, a 10 person limit is recommended. Use of a face covering is strongly recommended.
- Physical distancing of two metres wherever possible between workstations in offices if work cannot be done remotely.
- Limit the number of catering staff in each area/truck if possible whilst not compromising kitchen safety. A minimum of 1-2m physical distancing must be adhered to.
- All staff working in a commercial kitchen must have a Food Safety Certificate.
- *The Off-Set Catering crew will be working very closely with each other. Specific protocols should be put in place to maintain the integrity of this bubble:*
 - *Communication must be clear about who is in the this bubble.*
 - *Contact with other bubbles should be kept to an absolute minimum.*
 - *Temporary or short term staff should work separately to this more permanent bubble.*
 - *Crew members should consider the extent and impact this bubble may have on their family and social life bubbles.*
 - *PPE shall be readily available as requested/required.*
 - *Use of a face covering is strongly recommended.*
- Catering crew to be split into smaller work groups/bubbles if practicable.
- A designated Catering crew role to be created to document, administer and track all of the contact tracing, PPE and hand/workspace/equipment sanitiser requirements for the catering department.
- Catering crew charged with collecting and sorting Crew Declarations and other personal data should be adequately briefed on the Privacy Act and the need for confidentiality and secure storage of such info.
- Please ensure 3rd Party Suppliers for produce and/or pre-made meals, etc. have appropriate COVID-19 guidelines in place. If concerned or uncertain, please discuss with Production.
- On set and off set bubbles to be maintained wherever practicable.

Personal Hygiene Requirements and Measures

- Any worker who feels unwell must not come to work, if unwell at work they must go home.
- If a worker displays any of the symptoms of COVID-19, please call Healthline immediately (0800 358 5453) or your doctor. Production and the Health & Safety Departments must also be notified. And all close contact workers to be identified.
- If a person or persons are confirmed or probable cases of COVID-19, site closure(s) should be considered. This decision should be made on the advice of a public health officials based on information on the extent of the exposure.
- At Delta Alert Level 3, face coverings are strongly recommended. And it would be expected that most productions will require them as part of their H&S plan. They are mandated by the MoH for public facing businesses and work.
- Please wash/sanitise your hands upon arrival at a work site.
- Personal work stations to be cleaned/sanitised each day, and in between workers.
- PPE (gloves and masks) must be available.
- A strict personal hygiene & hand washing regime must be observed in line with the MOH guidelines. Clothes & aprons should be fresh each day.

Catering Base protocols

- Hand sanitising stations should be readily available, including, but not limited to entry/exit points, toilets, kitchen and other shared spaces.

- Consider workspace layout, avoid face to face desks, and space desks 2 meters apart where possible. Engineered barriers are necessary where this separation is not practicable.
- Common work surfaces to be cleaned regularly (i.e. door handles, shared photocopiers, taps, light switches, etc.).
- Regular cleaning of computer terminals and phones.
- A cleaning record should be kept.
- Sanitise surfaces & mop floors at the end of each day where required.
- PPE (gloves, masks) to be available.
- Rooms should be well ventilated / windows opened to allow fresh air circulation.
- Air conditioning should be run on fresh air setting, not on recirculate.
- Stairs should be used in preference to lifts.
- No unauthorised visitors to site.
- Designate a specific delivery spot.
- Delivery drivers should remain in their vehicles if the load will allow it or must wear gloves or wash/sanitise their hands before unloading goods and materials.

Studios and Larger Work Sites

- If a catering base is set up at a studio or remote site, strict separation must be adhered to between catering and other departments.

Staff Kitchen & Catering

- Stagger lunch where possible and apply physical distancing measures.
- No open snacks, fruit, shared food. Consider lunch box style lunches to be prepared. Where appropriate, consider a subsidy for workers who are required to bring own lunch.
- All communal cutlery & crockery must be sterilised in dishwasher.
- Communal kitchen items to be sanitised before & after use.
- Compostable cutlery & crockery to be used if sterilisation is not possible.

Toilets, Showers & Drying Rooms

- Physical distancing rules apply to the use of shared facilities, including toilets, shower and drying rooms.
- Sanitising stations on location available outside of communal facilities (i.e. portaloos).
- If numbers require then add additional toilet facilities, i.e. portaloos
- Hygiene posters and signage should be clearly visible in shared spaces like kitchens, toilets, entrances and exits, etc.

Interaction with Other Departments, External Vendors and Suppliers

- Catering crew to keep within their own bubble as far as reasonably practicable.
- Interactions with other crew, cast and public must be as per physical distancing protocols.
- As far as practicable, a paperless production should be the goal. I.e. no handing out of physical paperwork unless essential.
- Where practicable, catering to have a nominated inter-departmental liaison worker to limit contact between departmental bubbles.
- Catering crew to keep a daily log of their interactions with external vendors/suppliers.

Travel

- No communal travel. One person per vehicle only, unless in a household bubble together.
- Shared vehicles should not be used outside work. Vehicles should be cleaned prior to and after used.

Work Space Hygiene

- Regular cleaning and sanitising of high use work areas. A cleaning record should be kept.
- All cutlery, crockery & cooking equipment must be sterilised in dishwasher.
- Sanitise surfaces, mop floors & laundry washed at the end of each day.
- Consider additional bench space for food preparations and packaging individual meals.
- Physical distancing of two metres wherever possible between workstations.
- All fruit & vegetables are to be washed before use.
- All hotboxes and poly boxes to be cleaned and sanitised before use. If possible, keep the same hotbox/poly boxes throughout a production period.

Remote Food Preparation, Delivery, Service and Clean Up

Location food service during Level 3: No open buffet style, self-serve catering at this level. Consider the 3S model: Seated, Separated, Single Server.

Your serving options are:

- Individual sealed lunch boxes
- A contactless buffet with catering crew serving up per crew and cast request. Physical sneeze/cough guards must be set up between crew and food/catering staff.
- Vehicle for food transportation to be cleaned & sanitised each day.
- No multi-site deliveries without strict contact tracing and cleaning.
- At Delta Alert Level 3, face coverings are strongly recommended. And it would be expected that most productions will require them as part of their H&S plan. They are mandated by the MoH for public facing businesses and work.
- Crew, cast and public must be kept separate from the catering team, as per physical distancing protocols. A physical barrier (table, etc.) is recommended.
- Food should be delivered to a designated catering area, away from crew.
- If food is picked up by production rather than delivered by caterers, the unit department will be in charge, following all above procedures.
- Lunchbox style food should be unloaded to a separate table and unit crew member advised of delivery.
- Rolling breakfast and lunches are advised. Catering staff to ensure all food is kept warm within MOH guidelines.
- Menu cards with ingredient list for each dish should be available (for dietary requirements/allergies).
- Food placed with menu cards on tables for individual crew members to collect, observing physical distancing.
- Reusable plates and cutlery can be used, but only with strict procedures in place for handling, separation and off-site sterilisation. Otherwise compostable/recyclable alternatives should be used.
- Packaging to be compostable where possible. Waste placed in bins for removal by unit team.
- Hotbox collection: the hotbox to be placed in a designated area for collection by catering provider. Hotbox handles to be sanitised prior to collection by catering team.
- One person should be the point of contact for liaison with the Unit team.