

COVID-19 OUTBREAK PREVENTION PROCEDURES.V7 – 22nd November 2020

Our mission is to keep everyone 100% healthy while offering as many of you the opportunity to try our venues. The Victorian Government has been constantly updating us with new policies for the evolving COVID-19 situation. We have taken the decision to not only comply with these guidelines but to go above and beyond requirements to ensure the health of our valued guests and staff members.

The following procedures are in operation:

STAFF

- ✓ All staff members at Rochford Winery have been trained by our assigned COVID-19 response officer. This individual spent a decade working on cruise ships where he has attended multiple training sessions by the United States Public Health Department as well as attending training by the CDC on outbreak prevention methods.
- ✓ Health questionnaires have been made compulsory prior to our staff starting each shift, these are completed prior to the staff member starting their shift.
- ✓ Staff member must wash hands frequently. Entering the kitchen, entering dining area, between dirty and clean items, changing gloves, any source of contamination.
- ✓ Staff members are to wear facial covering at all times while on premises.
- ✓ Staff must maintain a social distance while on duty and during breaks.
- ✓ Staff members must wear gloves while preparing, handling and serving ready to eat food and ready to use equipment. This applies to both front of house and back of house staff.

Cleaning and Enhanced Hygiene Procedures

- ✓ Each venue has been deeply cleaned and sanitized prior to opening the venue each day.
- ✓ A cleaning procedure has been devised to occur after each guest has completed dining.
- ✓ Constant cleaning to frequently touched surfaces i.e. door handles, tap handles, tables, chairs, handrails, switches, EFTPOS machines and restroom areas.
- ✓ Sanitisation checklist to be completed at intervals throughout the day.
- ✓ Physical menus will not be offered, guests can scan a QR code with their phone which will take them to our menus online.
- ✓ If guests do not have a smart phone or internet, then physical menus are offered. These are single use and thrown away after use.
- ✓ No external food or beverages are permitted in any venue. Refill coffee cups won't be accepted.
- ✓ No beverage counter, drinks stations or condiments stations have been permitted. Strictly table service only.
- ✓ Dishwasher temperatures are taken and recorded each service, public health requirements state 80c. Any machine not meeting this temperature will be serviced and not used until it reaches this temperature.

Social Distancing

- ✓ Floor markings have been placed at entry, exits and restroom to ensure 1.5m distancing is being followed.
- ✓ Entry and exit doors have been clearly identified to avoid congregation.
- ✓ Outdoor dining has a cap of 300 guests per venue, density of 1 guest per 2m² and a 1.5m distance between each group.
- ✓ Indoor dining has a cap of 150 guests per venue. Density of 1 guest per 4m² and a 1.5m distance between each group.
- ✓ Each combined venue inside and out is capped at 300 guests

Rochford Guests Advisory

- ✓ If you have any of the below symptoms, please stay home and consult your physician
 - Fever, cough, sore throat, fatigue or shortness of breath.
- ✓ Face coverings are only required for inside dining, they can be removed when consuming food and beverage at the table. If a guest walks anywhere inside they must have a face covering.
- ✓ Guests will not be allowed into the venue without sanitizing or washing their hands.
- ✓ Guests must follow social distancing at all times.
- ✓ Any guest who does not comply with any of the procedures outlined in this document will be asked to leave premises immediately.

Contact Tracing

As per Victorian government regulations, we must collect contact information from every guest who spends longer than 15 minutes at our business. We collect and store this electronically, it is stored on our secure server and is set to auto erase after 28 days.

When you have made a reservation, an SMS or email confirmation will be sent to the person who has made the booking. The SMS or email will direct you to a website and the primary guest will need to complete the contact information for all the guests in their party. Prior to seating we will check that all guests' contact details have been submitted. If details are missing, we will ask you to complete them before we seat you.

If you have no reservation prior to entering the venue we will send you an SMS once the host has confirmed space is available.