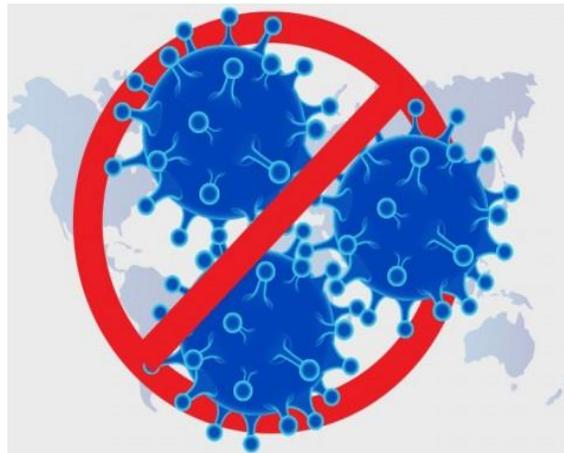**Indonesia DMC Sustainability Collaboration**

(IDSC)

Guidelines on Post Covid-19 Protocol – Era New Normal

Restaurants Supplier

PURPOSE

This manual is meant to help our suppliers understand the standard requirements of the post Covid-19 protocols. The safety audit identifies possible problems before they have an impact on the company safety. This manual is possible to be used in carrying out operational of Restaurants Company. This guide is a minimum standard guide that must be applied to prevent the Corona Virus. Its object is to reveal the strengths and weaknesses, to determine areas of non-tolerable risk and devise rectification measures. The safety audit will enable to ensure compliance with all current regulations related Corona Virus.

SCOPE

Suppliers categorized as Hotels, Restaurants, Transportation and Activity, etc. Who working with Indonesian DMC Sustainability Collaboration (IDSC).

Method	*Outcome & Benefits*
Fill the self-assessment	Observations and recommendations
- YES = Requirement Compliance	Conclusions substantiated with references
- NO = Requirement Not Compliance	Minimizing risk and hazards
Send the results to IDSC	
Observations will be made by the audit team	
Recommendations and/or restrictions will be issued	

WHAT YOU NEED TO PREPARE

1. Documentation of the SOP for Corona Virus
2. Your copy of the CHS protocols.
3. Your copy of Re-opening License (if any)

NOTES!

This protocol is intended as general framework, deviation may occur based on the individual situation.

CRITERIA ---

The followings are points that will be inquired throughout the survey for Health & Safety standard - available in the links and shall be inspected during on-site visit. Images used are for your instance and can be altered to convey the similar message.

RESTAURANTS GUIDELINES

Restaurant professionals' pride themselves on high attention to detail. Proactively ensuring proper sanitation throughout the property to prevent the spread of concerning germs and viruses is no exception. For example, eliminate waiting rooms or crowded lobbies. Customers will not want to stand in crowded lines to check-in. Restaurants will have to reopen with more space between tables.


- **Protocols in Front Area**

1. Face mask usage is mandatory in restaurant area valid for guests and staff
2. Wash hand with soap or hand sanitizer is mandatory before entering restaurant area. Washing hands often with soap and water for at least 20 seconds is essential. If soap and water are not available, guests can use an alcohol-based hand sanitizer that contains at least 60% alcohol.
3. Mandatory hand sanitation will be enforced pre-/post-delivery of an order.

4. All guest must have a temperature check in when entering the restaurant
5. Daily documented the check in in to log book or report (checking report) must every service and recorded, must be kept min. 3 weeks' time.
6. Namaste greeting is applied (No Shaking hand) to reduce contamination
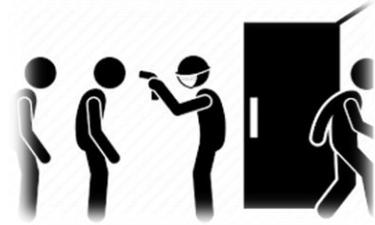
7. Do not interact with guests in close distance, min. 1,5 meter
8. Modify seating arrangements to reduce direct face-to-face. Seating for the tables will be reduced to half of and some cases chairs will be placed in zigzag pattern to avoid diners facing each other; Tables will be appropriately set apart from each other; Servers will apply appropriate distancing.
9. The capacity of restaurants will be significantly reduced. The tables will be placed at a minimum distance of 1,5 - 2 meters from each other. This will reduce the number of visitors to them. Seating for the tables will be reduced to half of and some cases chairs will be placed in zigzag pattern to avoid diners facing each other; Tables will be appropriately set apart from each other; Servers will apply appropriate distancing.

10. Add a table where food can be served with 1.5 m distance to the guest at all-time/ or using the food trolley
11. Menu printed on big board that can be seen from a distance or can be seen by smart phone application. Replace the conventional menu folders with single use menus to comply with hygiene standards.
12. Due to space limit, reservation is recommended
13. Group reservation can be accepted with social distancing observed
14. Do not re-use the table cloth

- **Protocols in Kitchen / Back Area**

1. Wash hand and sanitize hands with disinfectant in fixed frequency. Bell or an alarm in every 30 min is advisable
2. Clean raw materials thoroughly

3. Wash, rinse and sanitize all food contact surfaces of all equipment
4. Make sure that the food waste stored in rodent and insect proof containers
5. Use hand gloves in dish washing section is mandatory

6. Retraining staffs regarding infection control, social distancing and enhanced. Restaurants can improve knowledge prevention among the field staff hence ensuring to reach the same with the community. Improve coordination, referral and reporting skills among the staffs enhanced, while tasking the field in charge to deliver coordinated response reporting.
7. Obtained the applicable reopening license if required by local government to ensure that restaurant have been follow and apply the new normal protocols in their property.

ADDITIONAL INFORMATION

1. About Face Mask

The WHO (World Health Organization) recommends that everyone, sick or healthy wear a cloth face mask in places where it can be hard to stay 6 feet away from others, like grocery stores. That's because studies show that people can spread coronavirus even if they don't have symptoms (called asymptomatic) or before they have symptoms (called pre-symptomatic). In fact, you might be the most contagious just before symptoms begin. When someone who has COVID-19 coughs, sneezes, or talks, they send tiny droplets with the coronavirus into the air. That's where a mask can help. A face mask covers your mouth and nose. It can block the release of virus-filled droplets into the air when you cough or sneeze. This helps slow the spread of COVID-19.

Masks for non-health care workers

Cloth masks are best for people who don't work in health care. Here are some tips to keep in mind when making your own or looking for handmade masks:

- You can sew the fabric, tie it around your face, or fold it around some hair ties for ear loops.
- Use at least two layers of material.
- You might add a pocket for a filter. Be sure to take it out before you wash the mask.
- Add a copper or wire ribbon on the nose of the mask to help it fit better

2. About Thermometer Gun

They are sometimes called laser thermometers as a laser is used to help aim the thermometer, or non-contact thermometers or temperature guns, to describe the device's ability to measure temperature from a distance.

That's essentially what those thermometer guns and other similar infrared body temperature measuring devices are trying to determine. You may have noticed increased use of such devices at airports and other checkpoints with the ongoing COVID-19 coronavirus outbreak. The purpose of these devices is to measure your body temperature from a bit of a distance, when sticking a thermometer in everyone's mouths or rear ends would be impractical, inappropriate, and potentially a bit disgusting.

Therefore, thermal scanners, temperature guns, and the like are better than nothing. They might help identify some people who should receive further investigation like a history and physical. To check the temperature, you just need to turn on the button and point out the thermometer towards the target body or object and the temperature reading will be displayed on your screen within a few seconds.
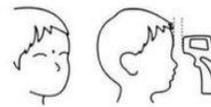
3. **About Hand Sanitizer**

Hand sanitizer, also called hand antiseptic, handrub, or hand rub, agent applied to the hands for the purpose of removing common pathogens (disease-causing organisms). Hand sanitizers typically come in foam, gel, or liquid form. Their use is recommended when soap and water are not available for hand washing or when repeated hand washing compromises the natural shin barrier (e.g., causing scaling or fissures to develop in the skin). Although the effectiveness of hand sanitizer is variable, it is employed as a simple means on infection control in a wide variety of setting, from day-care centers and schools to hospitals and health care clinics and from supermarkets to cruise ship and now in public places such as hotels, office and transportations.

Depending on the active ingredient used, hand sanitizers can be classified as one of two types: alcohol-based or alcohol-free. Alcohol-based products typically contain between 60 and 95 percent alcohol, usually in the form of ethanol, isopropanol, or *n*-propanol. At those concentrations, alcohol immediately denatures proteins, effectively neutralizing certain types of microorganisms. Alcohol-free products are generally based on disinfectants, such as benzalkonium chloride (BAC), or on antimicrobial agents, such as triclosan. The activity of disinfectants and antimicrobial agents is both immediate and persistent. Many hand sanitizers also contain emollients (e.g., glycerin) that soothe the skin, thickening agents, and fragrance.

The effectiveness of hand sanitizer depends on multiple factors, including the manner in which the product is applied (e.g., quantity used, duration of exposure, frequency of use) and whether the specific infectious agents present on the person's hands are susceptible to the active ingredient in the product. In general, alcohol-based hand sanitizers, if rubbed thoroughly over finger and hand surfaces for a period of 30 seconds, followed by complete air-drying, can effectively reduce populations of bacteria, fungi, and some enveloped viruses (e.g., influenza a viruses).

4. About Cleaning Material / Disinfectant

Using the right types of disinfectants regularly on surfaces throughout your facility is critical in helping prevent the spread of colds, Flu, and other sicknesses. Since there are many types of disinfectants on the market, it's important to understand how they work – including their pros and cons— in order to make an informed decision on how to best disinfect and protect your facility and the people in it.

Sorting through information about the various types of disinfectants takes time, but it's a critical step to ensure you are making the best maintenance decision for your facility. Having the right products on hand along with a solid plan to prevent disease and infection will save effort and expense down the road, and give added peace of mind to you, your staff and any visitors that come through your doors.

Programs using a self-made bleach solution must follow the guidelines in this policy in determining the appropriate concentration of bleach for each use. The recommendations below are for commercial bleach products with 5,25 – 6,15% and 8.25% bleach concentration only. If you are using a different bleach concentration, different dilutions are required. Bleach solutions should be prepared daily to ensure their ability to safely sanitize or disinfect. When preparing sanitizing or disinfecting dilutions always add bleach to water. (This helps to avoid bleach splashes caused by adding water to bleach.) Use either the sanitizing or the disinfecting dilution as specified above.

How to make the cleaning material / own disinfectant:
1. Regular Bleach (5,25 – 6,15% sodium hypochlorite)
- Sanitize
  Put 3 teaspoons bleach into 1-gallon water or 1 ½ teaspoons bleach into ½ gallon water.
- Disinfect
  Put ½ cup bleach into 1-gallon water or ¼ cup bleach into ½ gallon water.

2. Bleach Concentrate (8,25% sodium hypochlorite)
- Sanitize
  Put 2 teaspoons bleach concentrate into 1-gallon water or 1 teaspoons bleach concentrate into ½ gallon water.
- Disinfect
  Put ½ cup bleach concentrate into 1-gallon water or ¼ cub bleach into ½ gallon water.

Clean Safe

Follow the EEC Cleaning Guidelines

① CLEAN FIRST

Clean all non-eating surfaces, sheets, and pillowcases.

Wash with soap and water. Rinse thoroughly.

Use less-toxic, certified cleaning products when possible. Green Seal and EcoLogo are reliable certifications.

② SANITIZE OR DISINFECT AS NEEDED

SANITIZE eating surfaces, bibs, and pacifiers.

Wet and wipe entire surfaces with bleach solution or commercial product* and let surface air dry for 5 minutes to **REDUCE** germs to safer levels.

DISINFECT diapering and toilet areas, and when cleaning blood or vomit.

Wet and wipe entire surface with bleach solution or commercial product* and let surface air dry for 5 minutes to **DESTROY** most germs.

USE BLEACH SAFELY

Bleach and other cleaning products can trigger asthma attacks and may cause new cases of asthma in children and adults.

✔ Use bleach only when and where required by the Department of Early Education and Care (EEC) Guidelines.

✔ Use bleach when children are not present, if possible.

✔ Open windows or turn on exhaust fan when using bleach solution or commercial products.

✔ Do not spray bleach or cleaning products. Apply directly to cloth, not onto surfaces.

✔ Wear gloves when cleaning blood or vomit.

USE BLEACH ONLY WHEN REQUIRED—

AND IN THE RIGHT AMOUNT.

Check label for sodium hypochlorite concentration.

Remember that Bleach Concentrate is stronger than Regular Bleach.

Mix the correct solution.

Mix bleach with cool water.

Make bleach solution fresh daily, and flush used solution down the toilet.

Follow EEC Guidelines for Cleaning, Sanitizing and Disinfecting: www.mass.gov/dph/asthma

*Refers to EPA-registered sanitizing and disinfecting cleaners without bleach. www3.epa.gov

REGULAR BLEACH — 5.25-6.15% sodium hypochlorite

SANITIZE
3 teaspoons BLEACH + 1 Gallon WATER **OR** 1½ teaspoons BLEACH + ½ Gallon WATER

DISINFECT
¼ Cup BLEACH + 1 Gallon WATER **OR** ⅛ Cup BLEACH + ½ Gallon WATER

BLEACH CONCENTRATE — 8.25% sodium hypochlorite

SANITIZE
2 teaspoons BLEACH CONCENTRATE + 1 Gallon WATER **OR** 1 teaspoon BLEACH CONCENTRATE + ½ Gallon WATER

DISINFECT
½ Cup BLEACH CONCENTRATE + 1 Gallon WATER **OR** ¼ Cup BLEACH CONCENTRATE + ½ Gallon WATER