

Guidelines for self-monitoring of restaurants during the exceptional situation

The purpose of these self-monitoring guidelines by NoHo Partners Plc is to help restaurants act responsibly in the exceptional situation caused by the coronavirus pandemic.

The restaurant-specific self-monitoring plan drawn up on the basis of these guidelines does not substitute any other self-monitoring plans that the restaurant has.

The self-monitoring plan enables the restaurant staff to ensure the safety of customers and personnel and to comply with statutory guidelines.

These guidelines have been drawn up in accordance with section 58 a of the Communicable Diseases Act and the Government Decree on temporarily restricting the activities of food and beverage service businesses to prevent the spread of a communicable disease.

If the restaurant hosts spectator events, the restrictions and instructions issued by the Regional State Administrative Agencies on the basis of section 58 of the Communicable Diseases Act must also be taken into consideration. In October 2020, the restrictions and instructions apply to spectator events of more than 50 people.

RESTAURANT SELF-MONITORING PLAN REQUIRED BY SECTION 58 OF THE COMMUNICABLE DISEASES ACT

1. Opening and serving hours

Define opening and serving hours in accordance with statutory regulations.

2. Number of customers and location of customer seats

The self-monitoring plan details:

- how the personnel have been instructed to ensure and oversee that the number of customers does not exceed that defined in the alcohol serving licence or, in case the restaurant does not have a licence, in the building plan.

No more people may stay in the indoor spaces of the restaurant or any section of them than what is defined in the alcohol serving licence or accepted building plan. (Government Decree section 3 paragraph 3.)

The number of customer seats in outdoor spaces is not limited.

Even though the maximum number of customer seats is not limited, customer seating must be arranged sufficiently spaciouly both indoors and outdoors, and customer seats must be placed at a sufficient distance from each other (Communicable Diseases Act section 58 a paragraph 3).

The restaurant must prepare a description of the indoor and outdoor premises of the restaurant. The restaurant must also detail the instructions given to staff and the measures to oversee that the allowed number of customers is not exceeded (Government Decree section 5 paragraph 1).

If the restaurant has an alcohol serving licence, the number of customer seats is specified by the section in the permit. In areas that are in the acceleration phase of the coronavirus pandemic, the number of customers allowed in the restaurant is half of the number indicated in the alcohol serving licence.

3. Instructing customers upon entering the restaurant

The self-monitoring plan details:

- how the restaurant instructs its customers to behave in the restaurants in order to maintain safe distances and good hygiene
- that a person with any symptoms indicative of COVID-19 may not enter the restaurant
- how signs and written instructions are located in the restaurant premises and outside them

4. Guidance when entering

The self-monitoring plan details:

- how safe distances are ensured when entering the restaurant
- how queueing to the restaurant or to the cloakroom is controlled
- what measures are taken to ensure customers' hand hygiene upon entering
- how the customers are guided to the restaurant premises and to their tables upon entering

The food and beverage service business must specifically ensure that customers' entry to the premises is organised in a way that ensures sufficient distance between customers and groups (Government Decree section 4).

The food and beverage service business must ensure that customers are provided an opportunity to clean their hands (Communicable Diseases Act section 58 a paragraph 4).

5. Space management in customer premises

The self-monitoring plan details:

- how the restaurant makes sure that customer premises are sufficiently spacious and that there is no unnecessary crowding

The measures will vary based on the restaurant's business idea, size of customer premises, furniture and equipment, how customer seats are located and whether there are indoor or outdoor spaces. The restaurant can choose the most suitable methods.

The food and beverage service business must ensure that customer seating is arranged sufficiently spaciouly, and that customer seats are placed at a sufficient distance from each other (Communicable Diseases Act section 58 a paragraph 3).

All customers of the food and beverage service business must have a dedicated seat by a table or other similar surface (Government Decree section 4 paragraph 1).

The food and beverage service business must organise the structure, furnishing and customer service practices in their indoor and outdoor spaces so that customers are not exposed to a communicable disease. The food and beverage service business must ensure in particular that there is no unnecessary crowding in its premises (Government Decree section 4 paragraphs 2 and 3).

6. Serving food

The self-monitoring plan details:

- how serving is arranged
- what the method of serving is
- how ordering and outfitting of tables is arranged
- how the tables are set
- how risks are managed
- how hygiene is ensured during food preparation
- how foodstuffs are processed
- what is done to ensure the employees' work and personal hygiene
- what possible personal protective equipment do the serving staff use
- what type of detergents are used and in which situations
- how often the premises are disinfected
- what instructions are given to any third parties who might visit the kitchen, such as maintenance personnel

In accordance with the general obligation of the food and beverage service business, service practices must be organised in a way that minimises contacts of the customers respiratory secretions and touch with any other food portion than the customer's own (Government Decree reasons memorandum).

7. Serving alcohol

The self-monitoring plan details:

- how serving alcohol is arranged
- how table service is arranged, whether the customer fetch drinks from the bar or whether both methods are used
- if there is self-service, how it is ensured that no crowding occurs at the bar/point of sale when ordering drinks

8. Payment

The self-monitoring plan details:

- how payments are handled according to good hygiene practices (prefer card, near and mobile payments instead of cash)
- how payment terminals are cleaned
- whether protective plexiglasses have been installed and how they are utilised

9. Entertainment at restaurants

The self-monitoring plan details:

- how crowding on the dance floor or in the space where live music is assisted is avoided
- how the hygiene of microphones is ensured if offering karaoke entertainment

The food and beverage service business must ensure that customer seating is arranged sufficiently spaciouly, and that customer seats are placed at a sufficient distance from each other (Communicable Diseases Act section 58 a paragraph 3).

*A customer assisting a show must have a dedicated seat
(Government Decree section 4 paragraph 1).*

When organising spectator events, regulations and guidelines regarding spectator events must also be complied with.

Slot machines located in the restaurant must comply with the safety and hygiene guidelines issued by Veikkaus.

10. Customer toilets and hand hygiene

The self-monitoring plan details:

- practices in the toilets (equipment, check and cleaning intervals, maintaining sufficient distance)
- hand sanitiser points in the restaurant premises

The food and beverage service business must ensure that customers are provided an opportunity to clean their hands (Communicable Diseases Act section 58 a paragraph 4).

11. Cleaning, washing dishes and laundry

The self-monitoring plan details:

- how cleaning is arranged during the exceptional situation, what and how often
- how the washing of dishes and laundry is arranged
- what is the agreement/instructions with the cleaning company

In addition to the stipulations of the Food Act, the food and beverage service business must ensure that the premises and surfaces of the business are cleaned (Communicable Diseases Act section 58 a).

12. Training and guidance of personnel

The self-monitoring plan details:

- how personnel is trained and instructed to ensure safety

It must also be ensured that the personnel is acquainted with the self-monitoring plan and that emphasis is given to monitoring health and instructions provided on how to act in case of suspected illness.

Emphasise improved personal and work hygiene. Instruct to maintain sufficient distance with customers and colleagues. Review the workplace operating model in situations such as an intoxicated customer acting in an inappropriate or threatening manner. Provide orientation for new employees, stand-ins and leased staff before they start work. Provide instructions to the personnel as the situation changes.

13. Use of face masks

The self-monitoring plan details:

- possible use of face masks

All employees of the Group's restaurants may use face masks. The mask recommendation is specific to the region and restaurant and will be given according to the development of the pandemic.

14. Date, Author and responsible person(s)

The self-monitoring plan details:

- when the plan was drawn up
- the author of the plan (position)
- who is the person responsible for the implementation of the self-monitoring plan in accordance with section 58 a of the Communicable Diseases Act

In addition, every employee must have signed the self-monitoring plan to confirm they have seen it.

The self-monitoring plan must be kept clearly visible to the customers, except any personal data related to it (Communicable Diseases Act section 58 a paragraph 5). The responsible person must be identified to the customer upon request (Government Decree section 5 paragraph 2).

The plan is considered to be visible to customers if its summary is visible to customers when they enter the restaurant and it states that customers have the right to see the plan on request (Government Decree section 5 paragraph 3).

Source: Finnish Hospitality Association MaRa ry, self-monitoring plan, member services