

Ministry of Labor

**Guideline No (13)**

**The Work Procedures for Health and Safety Measures for Preventing the Spread of Coronavirus (COVID 19)**

**(Restaurants)**

This Guide has been reviewed by the National Committee for Pandemics

Updated on 12/4/2020

**Dear Restaurants Owners,**

**This Guideline has been prepared in order to insure your safety at your workplace and the safety of others due to the danger and rapid spread of the Coronavirus (COVID 19), therefore, please strictly follow this Guideline along with the Health Conditions Instructions issued in accordance with the laws, the Jordanian Labor Law and the regulations and instructions of health and safety.**

**Procedures Prior to Commencing Work:**

- Preparing daily reports that include checking employees' temperature and ensuring that there are no symptoms of sneezing and coughing every day.
- Testing employees for Coronavirus, **prior to commencing work.**
- Educating employees about Coronavirus and its level of danger and rapid spread and the precautionary measures to be taken prior to entering the workplace.
- Sanitizing and disinfecting the restaurant and all its facilities prior to exporting any food products and prior to cooking and preparing food.
- Throwing away all expired food products from warehouses (fridges and places where food is cooked).
- Providing all employees with hand sanitizing products e.g. hand soap, sanitizing products and tissues distributed at different places in the restaurant.
- Not to open air conditioning unless air was coming 100% from outside the workplace.
- Keeping the restaurant properly aired.
- The sanitizing and disinfecting products shall be put outside the place where food is being prepared and in secured closed areas.
- Obliging helpers (people who clean the restaurants) to wear all personal protective equipment e.g. masks and gloves (and constantly renewing them when needed).
- Putting warning signs that oblige employees to be constantly sanitized, keep social distance and wear masks, gloves and clean their clothes.

**Precautionary Measures during Work:**

- Keeping the workplace clean and sanitized, specifically surfaces like doors and floors, constantly every two hours.
- Obliging employees to wear safety shoes, masks, gloves and cover their hair, noting that it is strictly prohibited to enter the workplace without such equipment.

- Following preparation practices in the restaurant in accordance with the provisions of the Food and Drug Law.
- The employees that prepare and cook food shall be obliged to follow well preparation practices related to food, including the obligation to wear all personal protection equipment like masks, gloves (and constantly renewing them when needed), head and beard cover, special safety shoes made specifically for food (ones that do not affect food in any way) and aprons.
- Keeping safety distance between employees (a minimum of 1.5 meters).
- Prevent the touching of eyes, nose, or mouth in any way.
- Limiting the number of employees inside the restaurant and preparing schedules for the number of employees working in food production.
- Every employee is obliged to wash their hands prior to commencing work and every thirty minutes (for a period of twenty seconds) or when needed.
- Constantly cleaning and sanitizing all surfaces and utensils prior to and after any action taken by the employee.
- Raw materials that is intended to be used in cooking and preparing food shall be closed in a good way and shall be repackaged once done.

#### **Precautionary Measures While Receiving Food Products from Employees at the Restaurant**

- Before receiving food, the supervisor shall prepare the places to store products (frozen food, refrigerated food and dry food storage place). Such places shall be cleaned and sanitized.
- When unloading food from the truck, the minimum number of employees shall be used, while keeping a distance between them of at least 1.5 meters.
- The supervisor shall check the temperature of the truck when receiving the products.
- If everything conforms to the required standards, the employees shall start unloading the products and the point of receiving the products shall be located while being cleaned and sanitized beforehand. Prior to entering the food products to the storage, the packaging shall be removed and thrown. Afterwards, hands shall be re-sanitized, and gloves shall be worn again. Afterwards, food products shall be transported to a clean and sanitized place in the stores.
- Canned food, vegetables and fruits shall be cleaned properly and sanitized prior to entering fridge.
- The supervisor and employees shall wear and constantly renew gloves and masks and shall constantly sanitize their hands after every completion of unloading.

- The supervisor shall ensure that all employees keep distance between them and work in an organized way.
- Ensuring that all trucks are properly sanitized and very clean, prior to and after unloading.
- Sanitizing cranes used to transport and carry food and products, prior to and after unloading.
- Packaging the orders of products with a minimum of two plastic layers and unpackaging it once it reaches the restaurant and opening the truck doors prior to commencing unloading.
- Providing the driver with sanitizing products to use in accordance with the followed procedures.
- Removing the gloves upon reaching the restaurants and sanitizing the hands afterwards, prior to wearing new gloves and starting the process of unloading.

### **Preparing Food for Delivery**

- All employees who work in preparing and collecting food that is ready for delivery shall be obliged to wear masks and gloves and use sanitizing and cleaning products in accordance with the above provisions.
- All employees shall wash their hands every twenty minutes with water and soap and shall use necessary sanitizing products.
- Food shall be fully packaged.
- Food shall not be touched prior to packaging it.
- Delivery food shall be put in tight bags for delivery.
- Boxes made for delivery shall be properly sanitized and cleaned prior to putting food inside.
- When checking the food order, the food shall not be touched. Bags and boxes shall be sealed and closed properly so that it can be opened by the customer after receiving it.

### **Delivering Food to Customers**

#### **1. Means of Delivery**

- Cleaning the car that is going to deliver the food with water and soap constantly and after wearing gloves.
- Sanitizing all surfaces inside the car with sanitizing products.
- Not to use flammable liquids like alcohol or sanitizing sprays.

#### **2. Employees**

- Keeping distance between the driver and the food being delivered.

- Wearing masks and gloves by everyone.
- Providing delivery employees with sanitizers, hand sanitizers and gloves to be used for the delivery of every order and ensuring that his hands are clean and sanitized between every order being delivered and prior to going back to the restaurant.

### **3. When Dealing with Customers/Clients**

- When reaching the place of delivery, the employee shall make sure to keep distance between him and the customer, provided that such distance shall be not less than 1-1.5 meters when delivering the food and receiving the money.

**Stay Safe**