

WINE TOURISM HEALTH & SAFETY PROTOCOLS

WINE PREMISES:

- Only those essential to the running of onsite operations to work on premises; administrative support staff to work from home where possible
- Frequently disinfect high-touch surfaces, e.g. door handles, counters
- Provide hand sanitiser at entrances and throughout premises
- Keep daily register of contact details for all staff, visitors and guests to assist with contact tracing
- Encourage all visits to be by appointment or reservation only

PROTECTIVE GEAR & EQUIPMENT:

- Face masks or face coverings for all staff, guests and visitors
- Standard protective clothing, e.g. uniform/overall, safety shoes, work gloves
- Disposable gloves, changed between each use
- Cleaning and sanitising products
- Touchless thermometer
- Medical kit

COMMUNICATION OF PROTECTIVE MEASURES:

- Train all staff on protective measures and use of PPE
- Send information on protective measures to guests at time of reservation, and list on website
- Display signage throughout the premises reinforcing hygiene and physical distancing
- Create a check-list for staff on cleaning and disinfecting equipment and contact surfaces
- Create channels for guest feedback

GUEST TRACKING:

- Keep a record of all guests:
 - Travel itinerary
 - Dates of entry
 - Current accommodation & home address
 - Nationality and identification number
 - Emergency contact
 - This information will assist in the event of an emergency or for use in contact tracing



BEST PRACTICES FOR MANAGEMENT & STAFF:

MANAGEMENT:

- Designate a compliance officer to oversee COVID-19 response
- Implement action plan to prevent the spread of COVID-19
- Supervision to evaluate the plan, encourage compliance and adapt as necessary
- Keep logbook of actions to record measures carried out
- Educate staff and guests on COVID-19 protocols and symptoms
- Instruct sick employees to stay home and send home immediately if sick
- Organise staff into working groups to facilitate reduced interaction; keep staff who reside on premises and staff who commute to work in separate working groups where possible
- Supply staff with transport to work to avoid public transport
- Enhance guest customer service and communication

STAFF:

- Consider getting the flu vaccination
- Wash hands often with soap and water for at least 20 seconds
- Avoid touching eyes, nose and mouth with unwashed hands
- Cover mouth and nose when coughing or sneezing; dispose of tissues and wash hands
- Maintain 1.5 - 2 meter distance between co-workers and guests
- Stay home or leave work if sick; consult health professional and contact supervisor
- Only front-of-house (FOH) staff to have contact with guests



POINTS OF CONTACT & HAZARDS:

Implement key preventative measures at each point:



TOURS & TASTINGS:

- Limit number of people on tours and in tastings
- Consider temperature testing on arrival
- Set up self-guided tours and tastings
- Remove all spittoons
- Consider holding outdoor tastings
- Frequently disinfect high-touch points, e.g. door handles, sales counters
- Modify business hours when necessary to carry out thorough cleaning procedures
- Sanitise equipment after each use
- Vehicles and transportation:
 - Limit number of people per vehicle
 - Hand sanitisation for drivers, guides and guests



RESTAURANT & FOOD SERVICE:

- Each business should have the following in place:
 - Food Safety Management Systems (FSMS) team; or
 - Hazard Analysis and Critical Control Point (HACCP) team; and
 - A designated COVID-19 compliance officer, whose name is prominently displayed in the business, to manage food safety risks, prevent food contamination, and ensure adherence to the standards of protocols relating to COVID-19 at the workplace
- Limit the number of staff in a food preparation area at any one time
- Organise staff into working groups or teams to facilitate reduced interaction between groups
- Frequently disinfect work surfaces and high-touch points such as door handles
- Create a check-list for staff on cleaning and disinfecting equipment, workstations and contact surfaces
- Ensure food containers and utensils are cleaned and sanitised
- Wrap food containers to prevent cross-contamination
- Arrange workstations at least 1 metre apart, and so that staff are not facing one another
- Deep clean workplace more regularly
- Sanitise food containers and utensils after each use
- Staff never to touch ready-to-eat foods with bare hands
- Arrange tables and seating to comply with physical distancing
- Use menus that are single-use, cleanable (laminated), online or on a chalkboard

ACCOMMODATION:



- Frequently disinfect high-touch points such as door handles and elevators
- Sanitise and deep clean rooms between each guest
- Arrange dining, bar, and event areas for physical distancing and consider 50% occupancy
- Introduce extra preventive measures in public areas, e.g. spas, gym, swimming pool, kids area
- Temporarily remove shared entertainment, e.g. magazines, books, games
- Limit number of people in elevators
- Ventilate all rooms and common areas daily

Check-in and concierge:

- Consider temperature testing for large hotels
- Move to contactless or self-check-in
- Sanitise guest luggage between handlers

Cleaning of rooms:

- Sanitise and deep clean rooms between each guest
- Increase time between check-out and check-in to ensure housekeeping have sufficient time
- Carefully handle linen, towels and bathrobes and wash in hot cycles (70°C+)
- Food handling and dining, see notes above



- Implement key hygiene controls at each stage:
 - Supplier contact
 - Food processing
 - Storage
 - Preparation and food handling
 - Food delivery
 - Takeaway
- Encourage customers to use “no-touch” deliveries
- Notify customers as the delivery is arriving by message or phone call
- Ensure coolers and transport containers are cleaned and sanitised
- Maintain time and temperature controls
- Avoid cross-contamination, e.g. wrap food during transport
- Establish designated pick-up zones for takeaway
- Move to contactless or pre-payment



CUSTOMER SALES:

- Use contactless payment
- Consider setting up alternative channels, e.g. wine club, online and cellar door sales
- Hand sanitiser provided at sales counters