

Chomp Digital Food Compliance

Alert Level 3 - Reopening checklist

Chomp has created a checklist for the reopening of your food business as we move through the restriction levels. We have also made recommendations on how you can quickly implement contact tracing through [Guest HQ](#) a tool developed by our friends at Loaded.

Your [Chomp Digital Food Safety App](#) will also show a reopening task list and ongoing daily COVID-19 tasks to assist you in maintaining strict hygiene practices.

If you intend to deliver or provide takeaway foods please check your obligations under the Food Act, specifically in regards to [Transporting Food](#), [Packaging and Labelling](#) and [Sourcing, Receiving and Tracing Food and Drink](#). If you are unsure about anything, contact your local council for advice.

Reopening checklist

Please tick off each item as you work through this list.

Staff communication

- Communicate your Alert Level 3 plan with your team so they are prepared and understand the changes you are implementing to manage the risk of COVID-19. Seek feedback and discuss concerns.
- The Chomp app will show new COVID-19 task buttons (initial reopening & daily lists) Ensure staff understand these features.

Staff wellbeing, sickness and COVID-19 symptoms

- Check your team's wellbeing. If they need support, connect them with an agency that may be able to assist.
- Ensure that all staff know to report any sickness regardless of how minor **before** each shift. The COVID-19 symptoms may be any of the following:
 - A cough
 - High temperature (38 degrees Celsius +)
 - Shortness of breath
 - Sore throat
 - Sneezing
 - A runny nose
 - Temporary loss of smell

If they have these symptoms, advise them to call their GP or Healthline on 0800 358 5453 immediately.

- Plan for social distancing in your business. At Alert Level 3, staff must remain one meter apart from each other and at least two metres from customers.
- Plan and communicate how staff enter the premises and prepare for work. Consider:
 - Clean uniform change
 - Washing hands and access to gloves
 - Hand washing - set expectation of frequency
 - Will you wear masks?
 - Rules around mobile phones (due to contamination risk)
- Adequately stock hand washing stations with soap, nail brushes and paper towels. Check your hot water is running. Download [handwashing signage](#).
- If you need more information on hand washing, review the [COVID-19 hand washing recommendations](#).

Re-entering your food business

- Wash hands thoroughly on entry into the premises.
- Clean all surfaces (both kitchen and customer areas) to remove the dust and grease that may have settled during lockdown.
- Make fresh mixtures of sanitiser, following manufacturer's directions. Sanitise food preparation surfaces.

Cleaning and sanitising procedures

- Review cleaning tasks in your Chomp app. Ensure tasks contain detailed instructions in your method.
- Create new tasks for high-risk areas that require more frequent cleaning such as hand washing basins, taps, soap dispensers, chillers, cupboards and door handles, the kitchen tablet, EFTPOS terminal, POS systems and the phone.
- Consider your laundering process. Will you use disposable cleaning cloths or change the frequency you launder uniforms and cloths?

Pest control checks

- Thoroughly check for pests on re-entry to the premises. Use a torch to between and underneath equipment.

- Record any evidence of pests into your Chomp app. Ensure you clean up droppings and dead insects.
- Check and reset all rodent traps and re-bait rodent bait stations. Empty and clean insect light traps, test in working order. Replace canisters in insect spray dispensers (in non-food areas).

Check utilities and equipment

- Run taps to flush water pipes. Check hot water is working. Flush, clean, sanitise & rinse water system for mobile food outlets.
- Check appliances are in good working order (check gas on and gas appliances working, check electric appliance cords are safe).
- Dishwasher: Ensure dishwasher is operating at a correct, safe temperature. Check detergent is well-stocked and dosing correctly.

Refrigeration units, chillers, freezers and display units

- Turn on the fridge and freezer units. Check that they are mould free and clean. Consider a deep clean before restocking.
- Fridge temperature checks. Wait until units are below 5°C. Replace containers and water if you use this method for daily fridge temperature checks.
- Sanitise the thermometer you use for your daily fridge checks.
- If you left your freezers on during Alert Level 4, check for signs of thawing/refreezing (foods coated in frost or crystallised ice and/or ice solids at the bottom of the unit).
- Ice machines: Check thoroughly for mould with a torch. Empty, clean and sanitise before use.
- Check to see if any scheduled maintenance was due during closure .

Food storage checks

- Check all chilled, frozen and dry foods for expiry dates (you may need to throw some food out). Check for damaged packaging and pest interference.

- Check stock rotations.
- Check integrity of food packaging (e.g. takeaway containers, pizza boxes, coffee cups, serviettes, paper bags)

Suppliers, ordering and receiving goods

- Contact key suppliers to let them know you are reopening, confirm delivery schedules, product availability and lead times.
- Delivery procedures - Consider signage to remind contractors/suppliers and staff of your procedures to ensure recommended workplace distancing.
- Received Goods - Maintain your vigilance of delivery temperature checks (record in Chomp one item per delivery of temperature-sensitive goods or damaged items).

Audit ready FCP Records

- Council verifications may continue during this time. Ensure you are ready. [Book a free audit review with Chomp.](#)
- Ensure you regularly sanitise the device you use for recording your food control.

Customer tracking

- Implement a COVID-19 guest register. We recommend a contactless tool such as [Guest HQ](#) developed by our friends at Loaded. This tool allows the guest to check-in via their phone and maintains records for the venue.
- If using paper for customer tracking, provide sanitiser for customers to use before and after writing down their details. Include the following information:
 - Date & time
 - Full name
 - Address
 - Phone & Email address

Preparation for face to face business

- Make hand sanitiser available for your customers at the door and on counters.
- Increase the frequency of disinfecting touch-points on the point of sale terminals, EFTPOS machines, door handles and other frequently-touched surfaces.

- Sanitise chairs and tables (including legs) frequently and between shifts.

- Remove salt, pepper and eating utensils from tables. Consider implementing single-use items such as salt, pepper and sugar.

- Space tables according to recommendations for safe distancing.

- Consider signage to inform customers about your procedures to keep them safe, like our downloadable window ready [“Keeping Safe” info sheet](#).

Additional resources

- Chomp’s [blog post](#) about Alert Level 3
- [“Keeping Safe” info sheet](#) – A4 size
- [“Keeping Safe” info sheet](#) – A5 size
- [Hand washing technique sign](#)
- Like us on [Facebook](#) for any new updates regarding food compliance
- Follow us on [Instagram](#) and [LinkedIn](#)
- [Book time](#) with us for any Chomp support you require