



**Coimbra  
Health School**  
Polytechnic of Coimbra

**VOLUME I**

# Social and Collective Catering in the context of COVID-19

**COORDINATION**

Marta Jorge de Vasconcelos Pinto

In collaboration with:



**BIOSPHERE**  
Portugal

# COLLECTION

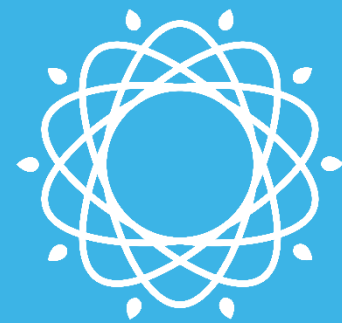
## Risk management in epidemic and pandemic situations in higher education



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# Datasheet

## COLLECTION

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## TITLE

Social and Collective Catering in the context of COVID-19  
Volume I

## EDITORIAL COORDINATION

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## EDITION

Coimbra Health School – Polytechnic of Coimbra

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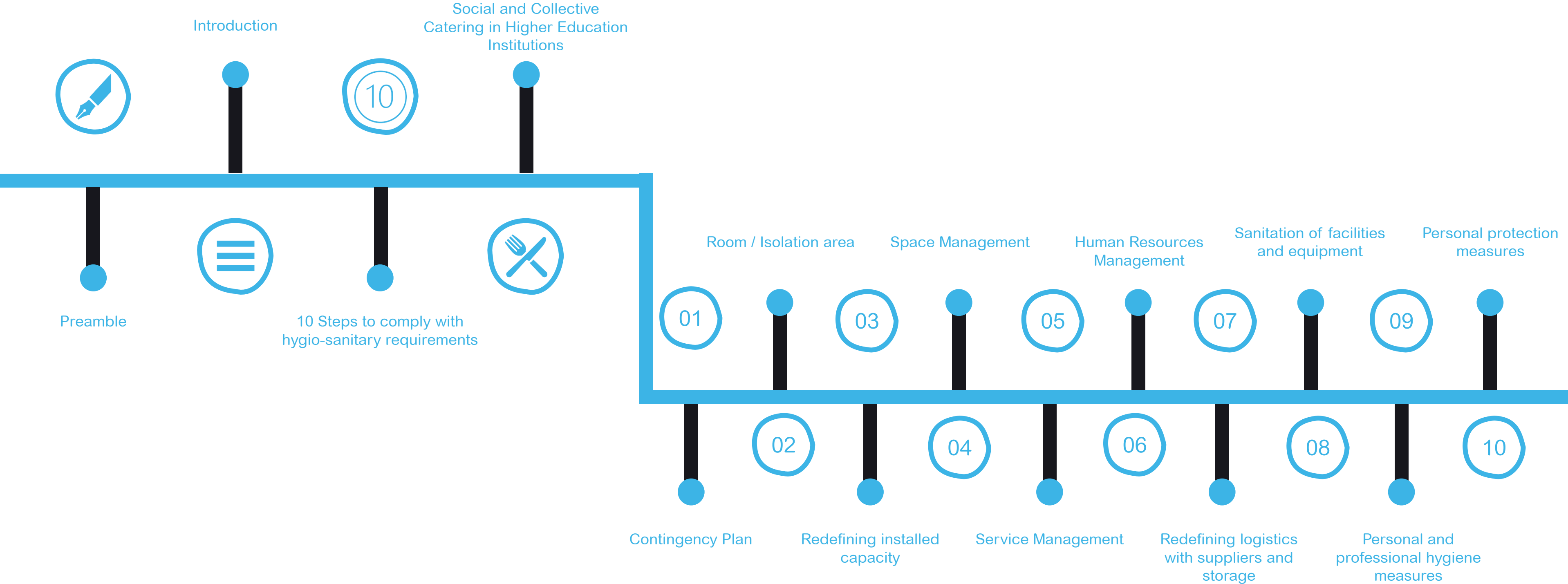
## ISBN

978-989-8252-60-9 (*e-book*)

## DOI

[https://doi.org/10.34642/ipc\\_3h2x-h184](https://doi.org/10.34642/ipc_3h2x-h184)

# Content



# Infographics Glossary

**C** Compliant

**NC** Not compliant

**NA** Not applicable



SUSTAINABLE DEVELOPMENT GOAL #2  
Erase Hunger



SUSTAINABLE DEVELOPMENT GOAL #3  
Establish Good Health and Well-Being



SUSTAINABLE DEVELOPMENT GOAL #4  
Provide Quality Education



SUSTAINABLE DEVELOPMENT GOAL #6  
Improve Clean Water and Sanitation



SUSTAINABLE DEVELOPMENT GOAL #8  
Create Decent Work and Economic Growth



SUSTAINABLE DEVELOPMENT GOAL #9  
Increase Industry, Innovation, and Infrastructure



SUSTAINABLE DEVELOPMENT GOAL #10  
Reduce Inequality



SUSTAINABLE DEVELOPMENT GOAL #11  
Mobilize Sustainable Cities and Communities



SUSTAINABLE DEVELOPMENT GOAL #16  
Guarantee Peace, Justice, and Strong Institutions



SUSTAINABLE DEVELOPMENT GOAL #17  
Build Partnerships for the Goals

# Preamble

Coimbra Health School in collaboration with Biosphere Sustainable Lifestyle  has developed a set of practical guides on health and safety applied to the higher education sector based on the requirements and criteria established by the Portuguese Directorate-General of Health (DGS), World Health Organization (WHO) and governmental and sectoral organizations, aiming to support higher education institutions in normalizing teaching activity in the current pandemic context.

The experience provided in these practical guides results from the collaboration between Environmental Health Technicians (EHT) and Occupational Hygiene and Safety Technicians (OHST) with proven experience in the management of Safety and Health and work in Public Health.

The pandemic has revealed the high relevance of EHT and OHST, so often overlooked and undervalued. Never as much as now, attention had been drawn to occupational health and safety and environmental health. Organizations, authorities and companies are currently facing new and important challenges in the fight against the pandemic, in order to protect the health of their workers and students. It is therefore significant, in times of emergency and health response, to reinforce the importance of measures to be implemented, but also their close relationship with the 17 United Nations Sustainable Development Goals (SDGs). Thus, this document establishes the connection between the proposed actions and the correspondent SDGs.

Environmental Health encompasses multiple aspects of human health and quality of life determined by physical, chemical, biological, social and psychological factors in the environment. It is also contemplated the evaluation, correction, reduction and prevention of these factors, with potential to adversely affect the health of current and future generations.



Under Decree 177/95 of 30th May, graduates in Environmental Health intervene in the collective catering spaces by providing technical advice, promoting compliance with legal provisions and actions to control foodstuffs and their processing, also collaborating in the training and awareness of professional food handlers. Their action in this pandemic scenario, is of particular importance for the collection, analysis and treatment of statistical and epidemiological information on the health data of the populations, with a view to managing the risk of contagion.

The effects and results of Occupational Health and Safety measures have an impact on health and well-being and if work is recognized as a determining factor for health, it is imperative to relate it to public health. The COVID-19 epidemic being a Public Health emergency has serious implications for activities and working conditions, as well as for workers' health and safety.

Since contacts between people are a strong vehicle of contagion and spread of the virus, they must be kept to the minimum necessary level. The employer has an obligation to ensure that workers have safe and healthy conditions in all aspects of their work. In the current context of the COVID-19 pandemic, it is up to top management and the respective Occupational Health Services, mandatorily composed of Occupational Health and Safety Technicians and Occupational Physicians, to establish the technical conditions that ensure the implementation of infection prevention measures of workers by SARS-CoV-2 in the workplace and the transmission of the COVID-19 disease.

In the current pandemic context - as before - EHT and OHST are particularly fundamental in accessing and disseminating reliable and up-to-date information and in the risk management and assessment process with a view to implementing prevention and control measures, as well as in the development and review of contingency plans, all in close collaboration with public health authorities.

All the information contained in this collection of practical guides results from consultation with public sources, complemented and validated by its authors, with particular focus on the Technical Guidelines issued by the Directorate-General of Health in the context of the COVID-19 pandemic.

The Guidelines of the Directorate-General of Health are a reference for conduct and good practices, in order to minimize the risk of transmission of SARS-CoV-2 and the impact of the disease. Although not law, they can have the force of law by governmental determination, and their non-compliance can be sanctioned since the disrespect of the guidelines issued by the administrative authorities is susceptible to integrate the crime of disobedience.

The recommendations presented in this document are valid on the date of its publication, in view of the natural and necessary constant updating, issued by the competent health authorities. Whenever appropriate, this guide will be updated and made available for public consultation.

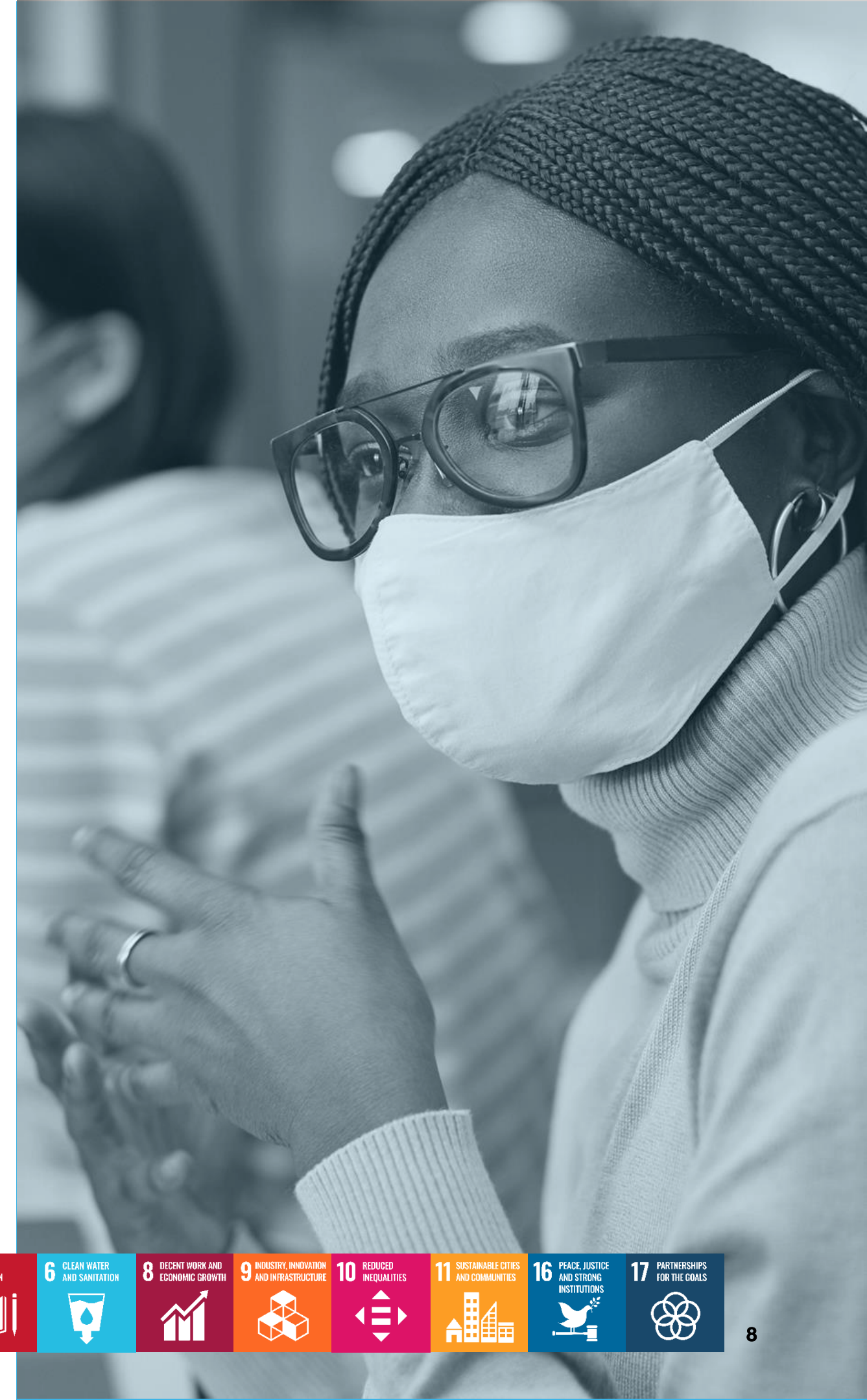


# Introduction

The exceptional scenario experienced since March 2020 and the consequent imposed or adaptive changes resulting from the pandemic led to the living of a reality different from that known until then, creating an immeasurable challenge to the management of organizations.

The reality experienced for many months, dictated the closure of classroom activities and due to the declaration of a state of emergency, the enforcement of home office and virtual service regime. In addition to the described scenario, there are substantial transversal impacts to all sectors of economy, with the certainty of the existence of a coexisting reality of “before and after COVID-19”. In addition to the management of a higher education institution, which is characterized by being a stimulating activity, there are countless internal and external challenges and threats.

In the words of Albert Einstein: "The crisis is the best blessing that can happen to people and countries, because the crisis brings progress (...) It is in crisis that invention, discovery and large strategies are born". At the moment, the crisis has a name and a surname: it is called the COVID-19 pandemic (Sars-CoV-2).







The Pandemic will continue to affect the normal functioning of higher education institutions from an academic, organizational and functional point of view, so it is necessary to take into account, in a conscious way, the need to adopt strategies for dynamic adjustment of action plans, creating conditions for the necessary adaptations and corrections that allow, at each moment, to respond effectively to the needs that may arise.

With this set of practical guides, we intend to contribute to the continuity of academic and non-academic activities with the serenity that the Public Health emergency scenario determined, associated with the contingencies imposed by the competent authorities and with the certainty of the value that face-to-face teaching model imprints on the civic and academic education of students.



# 10 Steps to comply with hygio-sanitary requirements

The current practical guide – Social and Collective Catering in the Context of COVID-19, which constitutes Volume I of the Collection – Risk management in epidemic and pandemic situations in higher education, aims to serve as support and practical guidance for the implementation of security measures recommended by DGS and to reinforce and promote the dissemination of good practices to the social and collective Catering activities within higher education institutions.

There are 10 steps outlined for the implementation of the hygio-sanitary measures required in the current pandemic context, explaining, in each of the stages, the actions that must be taken with a view to meeting the public health requirements.

# 10 Steps to comply with hygio-sanitary requirements

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01 Contingency Plan

02 Room / Isolation area

03 Redefining installed capacity

04 Space management

05 Service management

06 Human resources management

07 Redefinition of logistics with suppliers and storage

08 Cleaning of facilities and equipment

09 Personal and professional hygiene measures

10 Personal protection measures

# Social and collective catering in higher education institutions

The existing Catering in a school environment aims to meet the needs of the academic community, with regard to food, in quality and at a controlled price, with schools making a contribution to the healthy and harmonious development of that community, promoting through food, the physical, emotional and intellectual aspects.

Higher Education Institutions (HEIs), in addition to their central role in learning and intellectual development, also play an important role in the health of their citizens. They promote health and nutritional literacy in their community, but mainly ensure environments favorable to the adoption of healthy eating and living habits, knowing that the nutritional status, influenced by the eating pattern, is directly related to the health status.

The concern is, from the outset, that in the HEI dining spaces, the dietary principles of quantity, quality and variety are in compliance with the hygiene and food safety standards to which foodstuffs are subject, as stipulated in Regulation (EC) no. 178/2002, of the European Parliament and of the Council, of 28 January 2002, which determines the general principles and standards of food law and establishes procedures in matters of food safety, and in Regulation (EC) no. 852/2004, of the European Parliament and of the Council, of 29 April 2004, on the hygiene of foodstuffs.

The meals provided in HIEs canteens must be not only balanced, but also safe, so it is necessary to guarantee the safety, healthiness and good conservation of food products, from the reception of raw materials to their distribution, as well as hygiene and safety conditions in the dining spaces and the professional good practices of food handlers.



In the pandemic context we are living, HEIs dining spaces, due to their characteristics, can be places of transmission of infection by SARS-CoV-2, either by direct and/or indirect contact. Therefore, additional measures must be taken to ensure that the transmission of the disease is minimized in these contexts.

Therefore, these facilities must allow for the maintenance, cleaning and disinfection that are appropriate, with a view to minimizing contamination by air, ensuring that surfaces and materials are non-toxic, avoiding cross-contamination of foodstuffs and provide protection against pests. In addition, these facilities must be suitable for handling and storage at a controlled temperature, also guaranteeing adequate conditions for the control of these temperatures and, if necessary, their registration.



# 01 | Contingency Plan

A Contingency Plan is a preventive, predictive and reactive document outlining the strategic and operational structure to be observed during or after any type of emergency, disaster or event, with the aim of helping to control and minimize any negative consequences. This document presents a set of procedures that are alternative to the normal functioning of higher education institutions, whenever any of their usual functions is impaired by an internal or external contingency.

It covers planning on how main services or products can be continued and how the recovery of economic and social activity should be processed.

As determined by the offices of the Ministers for Modernization of the State and Public Administration, Labor, Solidarity and Social Security and Health\*, higher education institutions must prepare their specific Contingency Plan for COVID-19 in close coordination with health and safety at work services and in line with Guideline no. 006/2020 of the Directorate-General of Health. Institutions must also adopt procedures for the prevention and control of infection, as well as the detection and surveillance of possible cases of COVID-19, in line with the recommendations of the competent authorities.

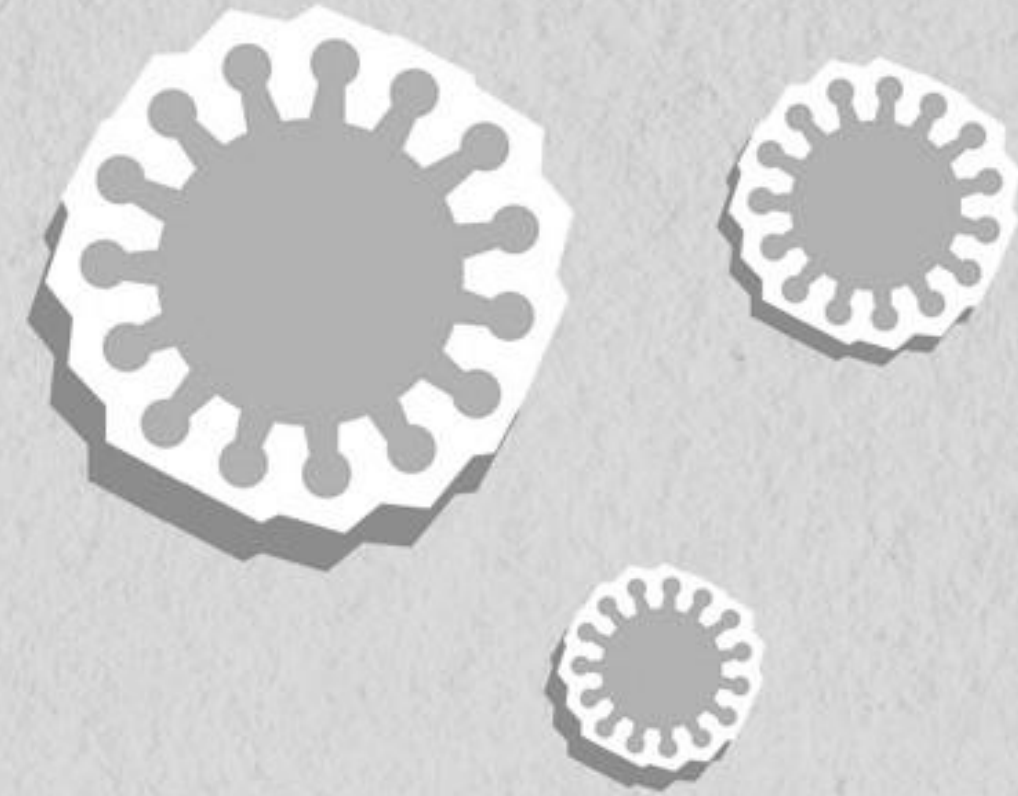
In order to consecrate information on the safety measures adopted in relation to COVID-19, the employer must provide for the elaboration of specific procedures for workers and users, as a binding resource for compliance with the current hygiene and sanitary measures. It is recommended to prepare summary documents in simple, clear and bilingual language or graphics, due to the specific use of spaces for social and collective Catering by entities and students integrated in mobility or international cooperation programs.

The document should also be made public and disseminated to workers and other interested parties, informing them especially about the main measures adopted by the educational institution in the face of an emergency or pandemic situation and how to recognize and act before a user or worker with suspected COVID-19 disease.

\* Order no. 2836-A/2020 of March 2, 2020.

Follows a set of requirements that the Social and Collective Catering sector must take into account:

	C	NC	NA
There are informative signs (preferably bilingual) on the good practices to be adopted to prevent the spread and contagion by COVID-19 (mandatory to wear a mask, hand hygiene, social distance, circulation circuits, space hygiene)			
Workers know how to act on suspected and confirmed cases of COVID-19 - contact SNS24 Line (808 24 24 24) and proceed according to the instructions provided			
Workers who develop signs or symptoms suggestive of COVID-19 during their work shift are considered suspicious cases and are guided to the isolation area. SNS24 Line (808 24 24 24) is contacted.			



## 02 | Room / Isolation area

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Following the definition of specific procedures resulting from the Contingency Plan, the higher education institution must have an isolation room or area (see Guidance DGS no. 006/2020 of 26/02). For this purpose, a clearly defined location (room, office, section, zone) must be set to isolate people (users, workers and other interested parties) suspected or confirmed with COVID-19.



The choice of the isolation area must meet the guidelines of the DGS in terms of characteristics and materials, namely:

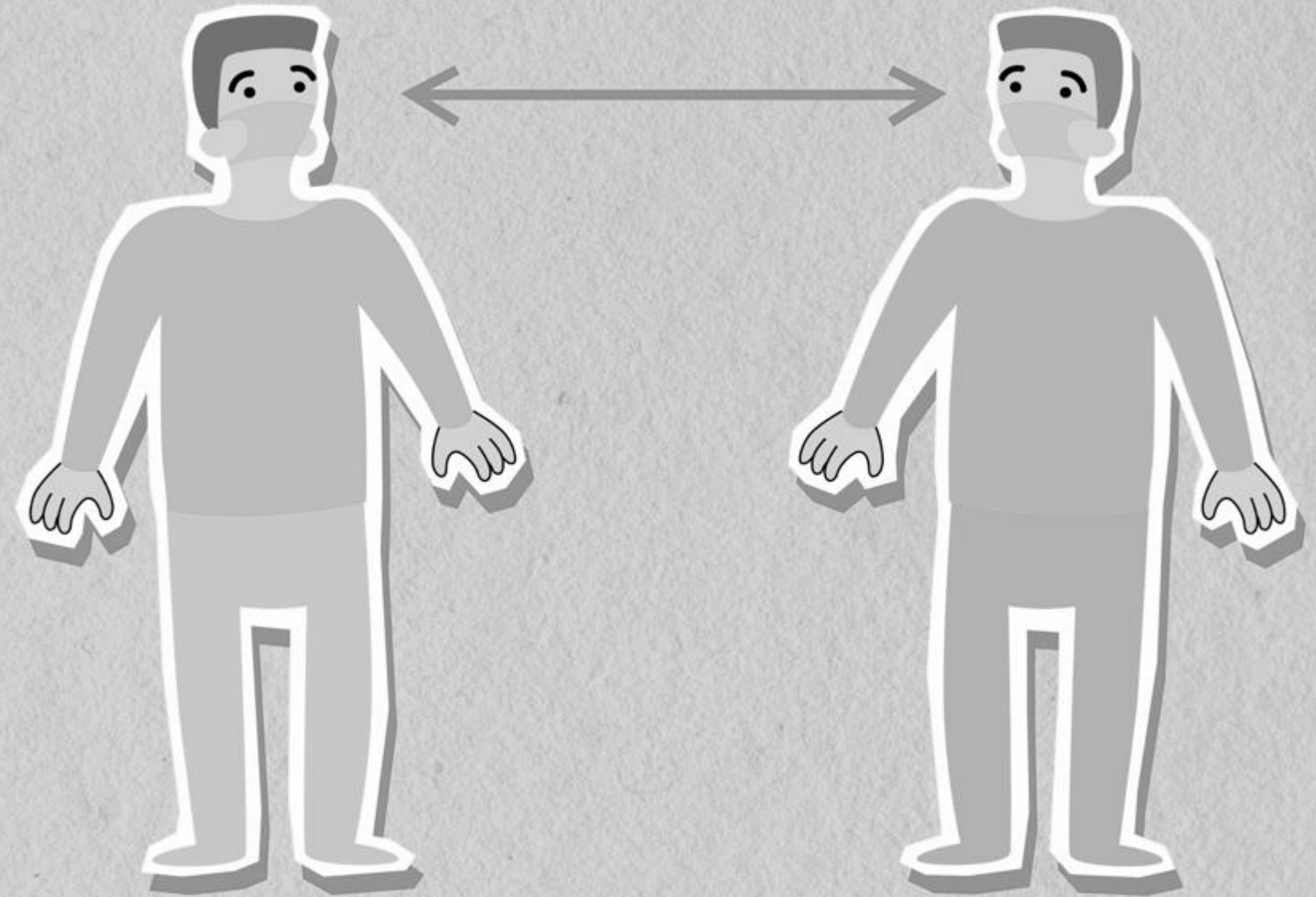
	C	NC	NA
Natural ventilation or mechanical ventilation system			
Smooth and washable coatings (no rugs, carpets or curtains), bathroom (whenever possible), stock of cleaning materials, surgical masks and disposable gloves			
Dispenser with alcohol-based antiseptic solution at the entrance and inside the premises			
Telephone with external connection, chair or couch for rest and comfort of the user, pending validation of the case and possible redirection			
Thermometer, non-manual opening waste container, waste bags, collection bags for used and/or contaminated clothing			
Kit with water and some non-perishable food			

**When cleaning and disinfecting surfaces in quarantine or isolation areas, after occupation by a suspect or confirmed case (see DGS Guideline no. 014/2020 of 21/03), workers must comply with the following procedure:**

	C	NC	NA
Wear waterproof gown, mask, glasses/visor and disposable gloves resistant to disinfectants			
Wait at least 20 minutes after the sick person, or suspected of being sick, leaves the isolation area to start cleaning procedures			
Prepare the bleach solution (sodium hypochlorite) with original concentration of 5% or more of free chlorine, diluting to 0.1% - 1 part of bleach to 49 equal parts of water (see Annex I of Guideline no. 014/2020)			
Wash surfaces first with water and detergent			
Then spread the bleach solution evenly over the surfaces			
Leave the bleach to act on the surfaces for at least 10 minutes - read the manufacturer/supplier's instructions. <u>This step is crucial</u>			
Then rinse the surfaces only with hot water			
Allow to air-dry			

## 03 | Redefining installed capacity

The redefinition of installed capacity is one of the main measures to be adopted in social and collective Catering establishments within higher education institutions. Avoiding agglomerations and extended waiting periods is essential towards breaking contagion chains and these are tasks of greatest difficulty in execution and the lowest rate of forecasting success.



	C	NC	NA
The allocation of publicly accessible spaces follows the maximum indicative occupancy rule of 0.05 persons per square meter of area (0.05 persons/m <sup>2</sup> )			
The maximum capacity of the facilities has been reduced (indoor, including balcony, and terrace*, in the event that it exists), ensuring the recommended physical distance (2 meters) between people on the premises and ensuring compliance with current legislation			
Impervious physical barriers of separation are used between customers who are face to face and there is a gap between tables of 1.5 meters			
The maximum capacity of the space is affixed in specific document, visible to the public			
The seating arrangement is diagonally designed to facilitate keeping the safety distance			
It is not allowed to occupy places facing each other or side by side at a distance of less than 2 meters			
In the service or counter lines, if a queue can be formed, customers are encouraged to maintain a distance of at least 2 meters. It is recommended to use signs of the place where they must wait for their turn			
The waiting line outside the restaurant or cafeteria guarantees the distance conditions, namely through appropriate signs and information			
A distance of 2 meters between customers and workers is reinforced and maintained			

\* Occupation or service on terraces is only allowed, as long as the DGS guidelines for the Catering sector are respected, with the necessary adaptations.

# 04 | Space Management

- Layout of furniture and redefinition of entry and exit circuits
- Staff and common spaces and areas accessible to users
- Ventilation of common areas

### Layout of furniture and redefinition of entry and exit circuits

The redefinition of installed capacity leads, partially or totally, to a change in the layout of service or support furniture for collective Catering and/or cafeteria activities, with direct implications for the definition of circuits that would normally not be set during pre-pandemic activity.

	C	NC	NA
Independent and one-way entry and exit circuits are created, duly signposted and demarcated (e.g. pavement marking)			
Users of social and collective Catering spaces are prohibited from changing the orientation of tables and chairs			
Due to the difficulty of guaranteeing the distance between people, standing places are not recommended			
Self-service operations are prohibited, namely buffets, food and condiment dispensers that involve direct contact with utensils or equipment by the user (jars, tongs, serving cutlery)			
Utensils for common use and decorative purpose were removed, such as cruets, salt shakers, napkin holders, jars/vases or other objects			

### Staff and common spaces and areas accessible to users

The social facilities of service support and sanitary facilities for public use are areas subject to agglomerations, requiring additional measures.

	C	NC	NA
Access of people to the sanitary facilities occurs in circuits where it is possible to maintain the adequate distance between passers-by and those seated at tables			
Maximum capacity for changing rooms and sanitary facilities is defined			
The changing rooms and lockers/locker rooms are used interchangeably, in order to guarantee the safe use of these spaces			
The use of the cafeteria/canteen/pantry/dining area is done on separate tables or ensuring the proper safety distance, proceeding with alternating shifts for meals, and the number of people is limited based on the maximum allowed in all workplaces			
Disinfection of each table, chair, equipment and work area is guaranteed at the beginning and end of each working day			
Preference is given to individual work over team work and, when this is not possible, teams are reduced to the maximum and the rotation of workers in the formation of teams is avoided			

## Staff and common spaces and areas accessible to users

(Cont.)

	C	NC	NA
In the sanitary facilities/changing rooms/locker rooms there are devices for washing hands with soap and drying hands with single-use paper towels, and dispensers of antiseptic solution and non-manual waste containers are available.			
Sanitary facilities are sanitized according to Guideline 014/2020			
Taps should be, whenever possible, non-manually operated			
Dryers that produce air jets are not used			
Doors are kept open whenever possible			



## Ventilation of common areas

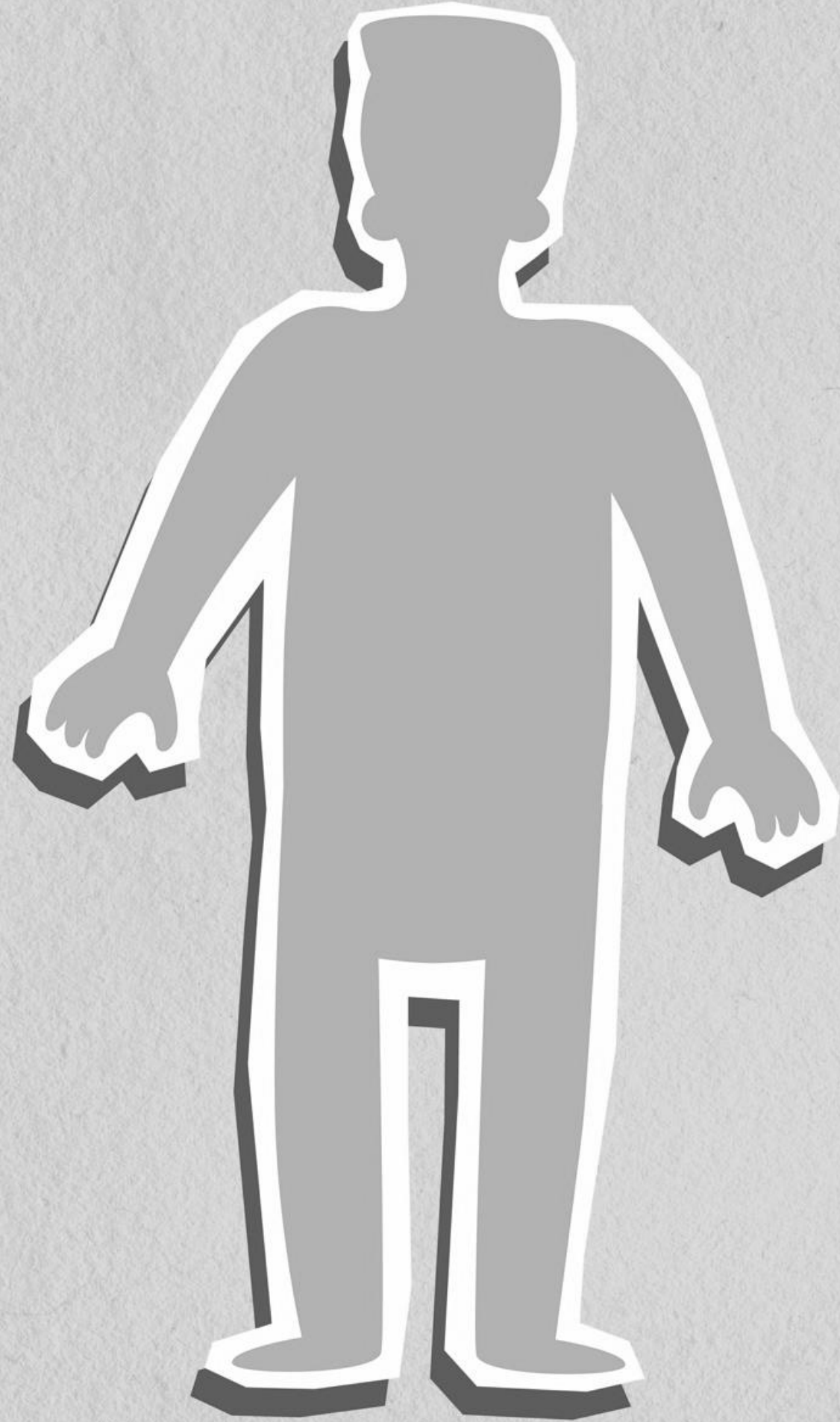
Based on current scientific evidence, and considering the risk of transmission associated with the spread of respiratory droplets produced when an infected person coughs, sneezes or speaks, additional measures must be implemented by establishments serving the public with respect to ventilation and aeration of spaces.

The risk of using HVAC systems (Heating, Ventilation and Air Conditioning) is considered to be very low as long as the rules for safe use, namely maintenance, are complied with\*.

	C	NC	NA
Good ventilation of spaces is ensured, with natural ventilation, through the opening of doors/windows or through mechanical air ventilation (HVAC)			
Proper cleaning and maintenance of HVAC systems is guaranteed			
Whenever possible, consider the inversion of the ventilation system and the induction of negative pressure in common areas, particularly in the dining rooms			

\* DGS Guidance 23/2020

## 05 | Service Management



- Privileging ticket/service reservations over *WALK-IN*
- Service to users
- Plate Up

### Privileging ticket/service reservations over *WALK-IN*

Service management in social and collective Catering establishments, where there are variable access flows and unforeseen peaks of affluence, is of great relevance in preventing the formation of agglomerations, influencing customer satisfaction.

	C	NC	NA
Pre-meal scheduling mechanisms are encouraged and privileged, in order to avoid waiting situations for service in establishments or outside spaces			
The purchase of tickets and payment by digital means is privileged			
If the (co)existence of a physical ticket sales point is unavoidable, it is equipped with a physical barrier, acrylic type with side flaps and service opening, with reinforcement of the marking on the floor that ensures adequate social distance			
In the act of payment, contactless ways are used (computer applications or contactless cards) or, if coins and banknotes are used, hands are sanitized after handling			
After each use, the payment terminal is disinfected using a wet disinfectant wipe			
All workers wear an appropriate mask according to the recommendations of the competent authorities*			
Information is disseminated through the available platforms (email, website, social networks)			

\* National guidance, based on the European Center for Disease Prevention and Control (ECDC).

## Service to users

The service in collective Catering establishments is usually carried out in line, with the distance between workers and customers guaranteed by the interposition of furniture to support the service. However, care should be reinforced, particularly in take-away delivery services.

	C	NC	NA
At the entrance, hand hygiene rules, social distance and respiratory etiquette are complied with			
The distance of at least 2 meters between people is respected			
The mentioned rules will be indispensable for take-away services			
Take-away services privilege delivery to the wicket			
When transporting foodstuffs, crockery, cutlery, or any other utensil or object, workers ensure that the routes taken are not interrupted with other tasks			
The same procedure is ensured when removing dirty dishes in order to avoid cross contamination and outbreaks of contamination			
After each of these operations, hand hygiene and PPE (surgical masks and gloves) change or hygiene (visors, goggles and social masks) are carried out according to the established rules			

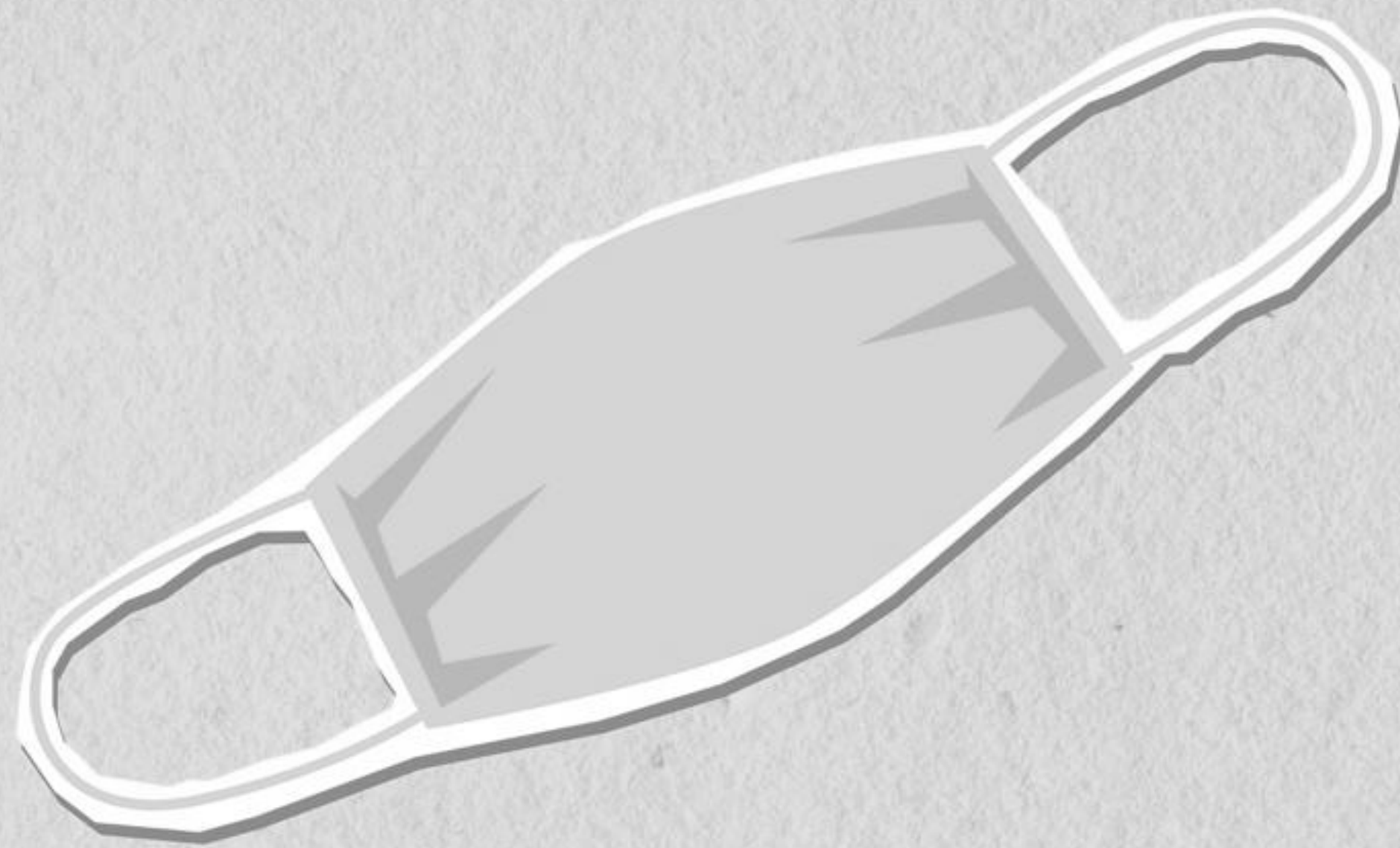
## Plate up

The hygiene and food safety requirements linked to social and collective Catering should be reinforced, as an effective means of implementing measures to manage the risk of infection transmission through direct and indirect contact.

	C	NC	NA
Plating up is managed and processed in a line and in the shortest possible time, in order to avoid queues and allow for the lowest possible time handling of dishes and utensils to be delivered to the customer			
Cutlery is delivered individually, preventing the user from collecting these utensils			
All equipment and utensils that come into contact with food remain clean and disinfected, are manufactured with suitable materials and are kept in good condition and in good maintenance			
All equipment and utensils that come into contact with food are manufactured with suitable materials and kept in good condition and in good maintenance			
All equipment and utensils that come into contact with food are installed in order to allow proper cleaning of the equipment and the surrounding area			

**Plate up**  
(Cont.)

	C	NC	NA
<b>Plating up area:</b>			
<ul style="list-style-type: none"> <li>• must be clean, organized and exclusive for the purpose.</li> </ul>			
<ul style="list-style-type: none"> <li>• support benches are properly cleaned and disinfected</li> </ul>			
<ul style="list-style-type: none"> <li>• the vats where the food is placed, are properly cleaned and disinfected, before being used</li> </ul>			
<ul style="list-style-type: none"> <li>• the accumulation of water on the pavement, grease or food spills are avoided</li> </ul>			
<ul style="list-style-type: none"> <li>• knives and other utensils used for cooked food are intended exclusively for this purpose, and are sanitized before and after each use</li> </ul>			
After cleaning, all utensils are placed in perfectly clean drawers or in any other place protected from contamination			



## 06 | Human Resources Management

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- Conducting meetings with staff to communicate the new hygiene measures to be implemented
- Shift Management

## Conducting meetings with staff to communicate the new hygiene measures to be implemented

The training and information of workers represents the central axis in the risk management process, as a means of conveying practices to be applied. Non-face-to-face communication channels (video conferencing) should be privileged. The institution must resort to alternative ways of working or carrying out tasks, namely through the use of home office, videoconferences and remote access of customers. Consideration should be given to strengthening the technological infrastructures for information and communication, in order to keep workers updated about the new measures and procedures to be implemented in the various areas, particularly in health security, as well as to discuss the challenges of the future. Consultation with workers is a legal requirement and can be implemented by collecting input from workers to streamline the implementation of new measures.

Institutions have a central role to play in protecting the health and safety of their workers, just as they are crucial in limiting the negative impact on the economy and society. Thus, it is very important that the Contingency Plans are developed and updated with the information provided by the Directorate-General for Health, in order to comply with the recommendations regarding prevention and infection control.

	C	NC	NA
Clarify workers, using accurate and clear information, about COVID-19			
Inform workers about the specific procedures to be adopted in the case of a suspicious case in the organization and train them, namely about basic respiratory etiquette procedures, hand hygiene, surfaces, machines and work equipment, procedures for putting on a mask and social conduct in the organization			



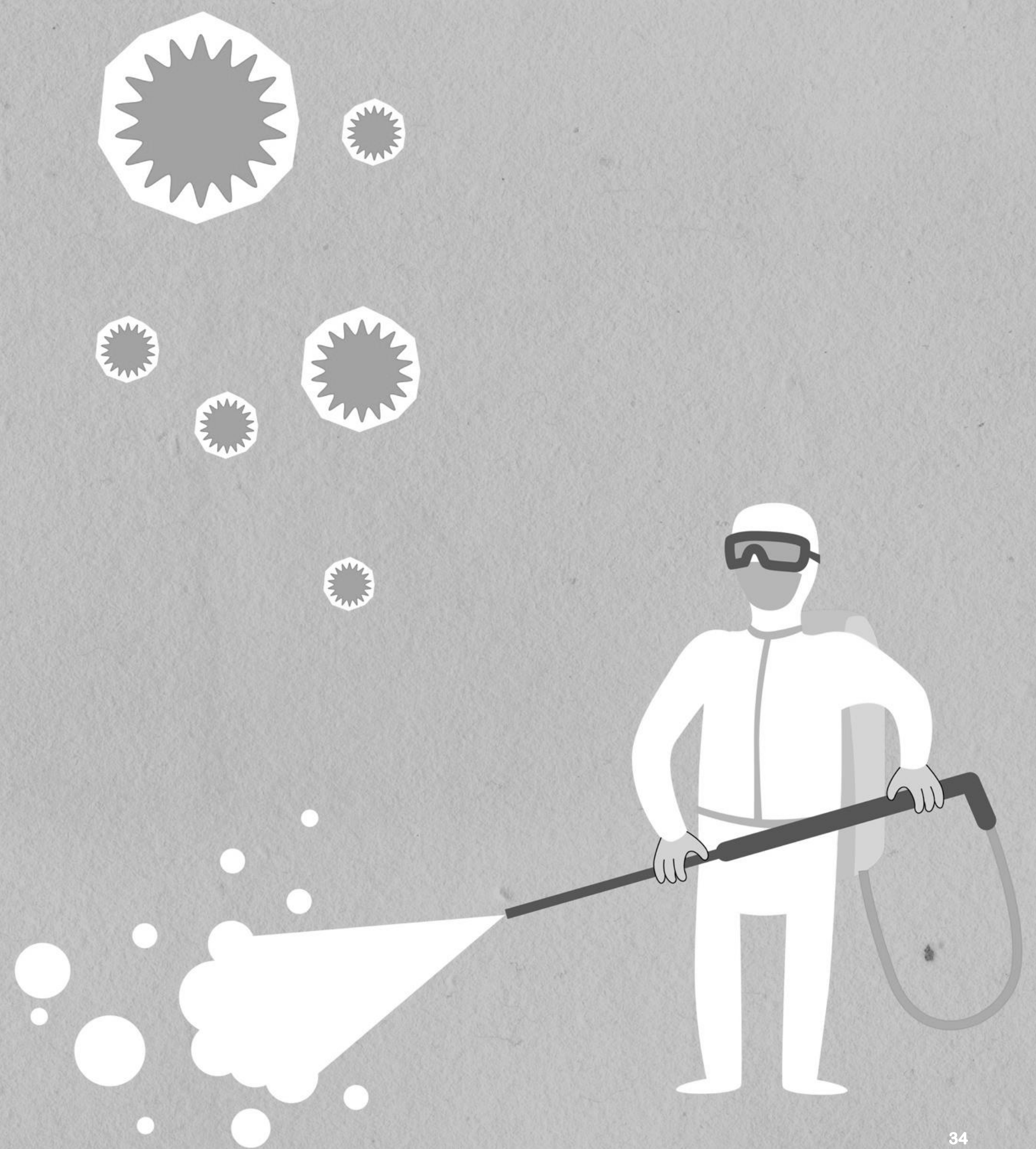
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## **Shift Management**

As far as possible, it is advisable to create teams in order to ensure that in a situation of need, illness or absence of any member, work can be guaranteed. Thus, the possibility of creating shifts or mirror teams should be considered, in order to lower the likelihood of contagion and, in the event of this, to make it easier to circumscribe and avoid spread.

## 07 | Redefining logistics with suppliers and storage

- Redefining logistics with suppliers
- Redefining goods storage logistics



## Redefining logistics with suppliers

The reception of products, both food and non-food, the primary activity of collective Catering, accompanied by strict control will prevent the entry of non-compliant raw materials. In an emergency or pandemic scenario, specific procedures for receiving goods should be reinforced, with a special focus on redefining routines, schedules and circuits.

	C	NC	NA
A procedure for receiving and storing products and foodstuffs is defined			
A schedule for receiving products/food products is defined so that it does not coincide with periods of greater workload			
Workers have specific training on the principles of receiving and storing goods			
Orders are made through digital media (eg e-mail). If it is necessary to process orders in person, it must be previously scheduled and in a service area, in order to avoid circulation through the institution's facilities			
The simultaneous reception of products and foodstuffs from different suppliers is avoided			
PPE is used exclusively when receiving material (mask, visor, gloves, apron or disposable gown, disposable foot protector)			
Hand washing and disinfection is guaranteed before and after receiving the products			

## Redefining logistics with suppliers

(Cont.)

	C	NC	NA
The outer packaging (secondary or tertiary packaging) is discarded and removed before storing the products			
There are specific and sufficient containers for the placement of waste			
Delivered goods wait for a period of 24 hours in a ventilated place before being transported inside the unit			
All goods are sanitized before entering internal warehouses, positive or negative cold			
The goods reception area is regularly cleaned with certified products and workers are trained in how to use them			
The delivery of goods is made through the entrance/service area (where contact details of the responsible person or reception can be posted), to avoid unnecessary contacts as much as possible			
Suppliers and external persons do not enter the premises, namely in clean areas (storage room, clean pantry for receiving goods)			
The delivery of goods follows the circuit created in order to minimize the movement and crossing of people, equipment and materials			
The food received is organized by expiration date, ensuring the primary distribution of those that are closest to the expiration date			
Antiseptic solution dispensers are installed in the goods reception area for hand hygiene			
Access to the warehouse/dispensary of the day/container warehouse, is restricted to those responsible for implementing and monitoring hygiene measures and when strictly necessary			

### Redefining goods storage logistics

The organization must enforce the sanitation plan for the storage area (floors, switches, walls, handles, shelves, levers, equipment, transport equipment, drains, washing vats, etc.), increasing the cleaning frequency, namely after delivery of goods and cleaning and disinfection whenever necessary.

	C	NC	NA
Frequent touch surfaces are cleaned at least 6 times a day (switches, handles, levers, transport trolleys, boxes, etc.)*			
The floor is cleaned at least twice a day and whenever necessary			

\* Guideline no. 014/2020

# 08 | Sanitation of facilities and equipment

- Sanitation Plan
- Cleaning Technique



## Sanitation Plan

The cleaning and disinfection of surfaces and spaces must be carried out with increased frequency in accordance with DGS Guideline no. 014/2020.

	C	NC	NA
There is a sanitation plan and it is updated			
The plan is affixed in a visible place			
There is a cleaning registration system with identification of the person responsible and the frequency with which it is performed			
Cleaning professionals are familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them in safe conditions, how to protect themselves during cleaning procedures and how to ensure good ventilation of the spaces during cleaning and disinfection			
Waste containers with non-manual opening and plastic bag (50 or 70 microns thick) are provided for easy cleaning and disinfection			
All single-use equipment used to clean spaces is eliminated or discarded after use			
When single use is not possible, cleaning and disinfection of the respective equipment is provided after each use (e.g. buckets and broomsticks)			

## Sanitation Plan

(Cont.)

	C	NC	NA
Cleaning and disinfection of all reusable equipment (bucket and mop, etc.) is guaranteed at the end of each use			
The bucket and mop used in bathrooms are not used in eating areas or other public spaces			
Compressed air equipment is not used to clean spaces, due to the risk of aerosol recirculation			
Surfaces and objects of frequent touch must be cleaned at least 6 times a day - see Guideline no. 014/2020 (e.g. handrails, door handles, elevator buttons, switches)			
There are specific cloths and mops for each risk area/type of surface to be cleaned			
All the material to be reused (mop heads, bucket and handle) is placed in plastic bags and transported to the cleaning/disinfection area/room, where it is washed/decontaminated with its own solution			
Then it is placed in an inverted position and allowed to dry			



## Cleaning Technique

The success of preventive public health measures applicable according to the phase of response to the pandemic situation depends essentially on the collaboration of citizens and institutions. In this area, it is essential to encourage and safeguard the specific role of establishments, namely those that deal directly with the general public.

Thus, additional care measures must be taken when cleaning facilities and cleaning and disinfecting surfaces. Establishments must ensure that cleaning follows the following technique:

	C	NC	NA
It is done wet - do not use dry vacuum cleaners in public areas, unless they are vacuum cleaners with a water tank. In these cases, the deposit must be dumped and washed in between each of the areas to be vacuumed			
<b>It is always carried out from top to bottom and from the cleanest to the dirtiest areas:</b>			
1. Walls and ceiling			
2. Above-ground surfaces (benches, tables, chairs, handrails, others)			
3. Existing equipment in the areas			
4. Sanitary facilities			
5. Floor - last to clean			

## Cleaning Materials

Establishments must ensure that:

	C	NC	NA
There are different cleaning materials (for exclusive use) according to the risk level of the areas to be cleaned			
The cleaning cloths are for single use and disposable (use and throw away), differentiated by a color code, for each of the areas, according to the risk level:			
• Benches, tables, chairs, armchairs for restaurants and offices, among others: <b>BLUE</b>			
• Meal tables and food preparation areas: <b>GREEN</b>			
• Bathrooms: cloth only for wash basin: <b>YELLOW</b>			
• Toilet: cloth for the toilets (outside): <b>RED</b>			
The inside of the toilet is scrubbed with the toilet brush and disinfectant-based detergent			
Cleaning and disinfection of all reusable equipment (bucket and mop, etc.) is guaranteed at the end of each use. The bucket and mop used in bathrooms are not used in eating areas or other public spaces			

## Cleaning Frequency

The cleaning of surfaces of frequent touch must be carried out with disinfectant-based detergent in order to achieve hygiene more quickly and effectively (product containing in its composition, detergent and disinfectant simultaneously (2 in 1). These might have several formats: liquid, gel, foam or spray, although spray products should not be used in the areas of exhibition and sale of prepared foods.

	C	NC	NA
The cleaning of surfaces of frequent touch is performed at least 6 times a day			
In the restaurant/cafeteria areas, quick cleaning is guaranteed when the customer leaves, before the table is occupied again (table, chair and other contact surfaces)			
When hygiene is not guaranteed right after the user leaves, signs indicating the state of hygiene are used (table not cleaned/do not seat)			
Door handles are cleaned at least once an hour			
The floor should be washed with hot water and common detergent, followed by disinfection with a bleach solution diluted in water, at least 2 times a day			
Sanitary facilities are preferably sanitized with a product that contains detergent and disinfectant composition at least 3 times a day			

## Cleaning and disinfection products

Establishments must ensure that:

	C	NC	NA
Product data sheets and safety data sheets are available			
Manufacturer's instructions available on product labels and safety data sheets are followed			
Chemical products remain properly labeled, closed and preserved in their original packaging			
Chemical products are stored outside the areas where food is handled, in a closed and properly identified place (and out of reach of children or people with special needs)			
The detergents to be used are those commonly used in the context of food hygiene			
Recommended disinfectants are used, namely: bleach (sodium hypochlorite) with at least 5% free chlorine in its original form and 70% alcohol, or rapid disinfection products in the form of wipes moistened in the disinfectant and supplied in a special dispenser (making it easy to take 1 by 1 without contaminating them)			
If wipes are used, they are used on a single surface only			
The metallic parts of the surfaces or those that are not compatible with the bleach, are disinfected with 70% alcohol or another compatible product			
The spaces are ventilated when using bleach or similar product (open the windows to ventilate and renew the air)			
Preference is given to ECO products			

### Use of Personal Protective Equipment by cleaning staff

Establishments must ensure that workers who clean eating areas are not the ones who clean sanitary facilities.

At this stage of possible spread of the virus, cleaning professionals are advised to use:

	C	NC	NA
Waterproof gown, or waterproof apron over the uniform			
Mask well-adjusted to the face (surgical mask or FFP2)			
Disposable gloves resistant to disinfectant			
Uniform cleaned every day and proper footwear for cleaning only			

## Sanitation of dishes, utensils and equipment

The reinforcement of hygiene and food safety measures are fundamental in a perspective of control of transmission by indirect contact. Crockery and cutlery should preferably be washed in the machine with a high temperature cycle (80-90°C), with special care to be taken by the employee after the dirty dishes have been handled, to proceed with full hand hygiene or changing gloves. As an additional measure and considering the risk of infection, before removing the clean dishes from the wash machine, all its contact points must be sanitized.

	C	NC	NA
<b>Rules for using dishwashers:</b>			
All food waste is removed			
Manual pre-washing is done with warm water and detergent			
Pre-washing in the machine is done at a temperature of at least 80°C			
The dishes are washed at a temperature of at least 80°C			
The dishes are rinsed at a temperature of approximately 80-90°C			

## Sanitation of dishes, utensils and equipment

(Cont.)

	C	NC	NA
<b>Rules for crockery storage:</b>			
There is a safe and easily sanitized cupboard for storing crockery			
<b>Cleaning and maintenance rules for dishwashers:</b>			
1. Decalcify the machine frequently			
2. Regularly clean the fans and grids on top of the machines			
3. Disassemble and clean the filters after each service			
4. Sanitize the outside of the machine (door, handles, buttons, drawers, grids, displays, etc.)			

## 09 | Personal and professional hygiene measures

- Implement and monitor hygiene measures
- General rules
- Use of WC during service



## Implement and monitor hygiene measures

Notwithstanding the engagement of all workers in the development and implementation of the new hygiene measures defined in the Hygiene Plan and reporting of non-compliant situations within the institution or competent authorities, a collaborator should be appointed responsible for the implementation and monitoring of hygiene measures.

The operationalization of the planned measures will count on the collaboration, whenever possible, of 3 elements (1 element of the maintenance team, 1 element of the cleaning and disinfection team of the spaces, 1 element of the customer care and service area). Any of the workers (in their respective areas of activity) must ensure that the new measures are being understood and followed by the remaining workers.

	C	NC	NA
Workers are aware of the measures included in the Contingency Plan and know how to act on a suspected case of COVID-19			
The supply and use of PPE is guaranteed to workers in the handling of materials and utensils when placing tables, as well as before, during and after all preparations and hygiene operations			
According to the size of the locker rooms, one or more container(s) with pedal, for waste, liquid soap, paper wipes or any other hand drying device and disinfectant gel are made available			
Personnel in the service area in direct contact with food (storage, preparation, confection or at the counter service) wear hair protection and do not wear adornments (earrings, bracelets, threads, watches and the like)			

## General rules

	C	NC	NA
Wash hands with water and liquid soap, scrubbing them well for at least 20 seconds			
Reinforce hand washing before and after contact with food and after contact with surfaces			
Alternatively, use an alcohol-based antiseptic solution for hand hygiene			
Comply with the respiratory etiquette			
Avoid touching the eyes, nose and mouth			
Promote possible social distancing measures			
Ensure compliance with the measures provided for in the Hazard Analysis and Critical Control Point (HACCP)			
Do not touch any material or utensil after it has been sanitized without complying with the proper hygiene and safety rules			

The reinforcement of hygiene and food safety measures should be seen as a measure of prevention and control of the risk of infection transmission, with special attention in the act of plating up and contact with exposed food.

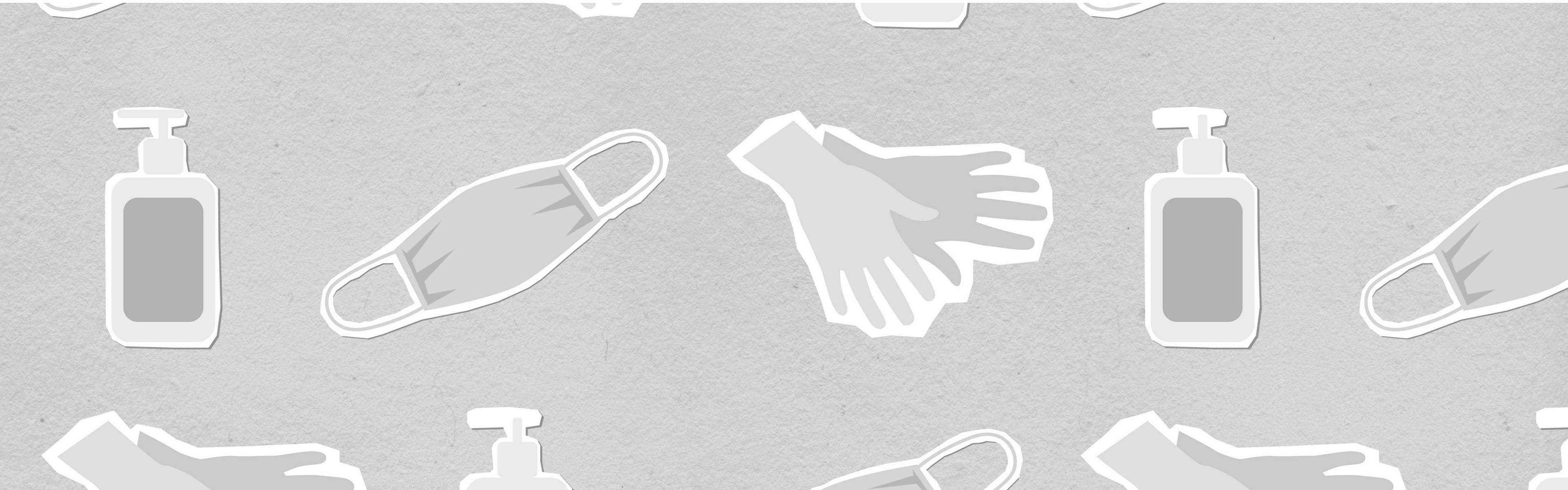
	C	NC	NA
Workers do not contact exposed and ready to eat food with their own hands, using instead suitable utensils such as napkins, spatulas, tongs, single-use gloves or dispensing equipment			
Frequent washing of utensils (tongs, pincers, serving spoons) is guaranteed			
Food is kept in closed containers to avoid contact between raw and cooked food			
The correct hygiene of food is guaranteed, with special attention to fruit (prolonged washing with running and abundant water), namely those that will be consumed raw			
Adequate disinfection of worktops and tables with appropriate cleaning products is guaranteed			
Plating up at adequate temperatures is ensured			
Compliance with food quality control procedures is ensured, namely temperature control			
Food is guaranteed to be prepared and cooked according to the procedures of the HACCP plan			

## Use of WC during service

	C	NC	NA
The use always occurs in times of reduced use of services and using circuits where it is possible to maintain the adequate distance between people who circulate and those who are seated at tables			
Dispensers of antiseptic alcohol-based solution are made available in the sanitary facilities and there is encouraging and explanatory information on hygiene			
The workers' sanitary facilities allow washing hands with soap and water and drying hands with single-use paper towels			
Taps should be, whenever possible, automatic			
The use of dryers that produce air jets is not recommended			
Washbasins are accessible without the need to manipulate doors			

# 10 | Personal protection measures

- Purchase of personal protective equipment
- Uniform / Clothing



### Purchase of personal protective equipment

The institution must ensure the purchase, in sufficient numbers, of personal protective equipment (masks, visors/glasses, gloves, foot protectors and washable plastic apron) to be distributed to workers according to existing areas and sections.

It should also ensure the availability of all the material and equipment necessary and adequate to the correct procedures during preparation and cooking, but also, all material that guarantees hygiene and safety (e.g.: equipment, PPE, detergents and disinfectants).

	C	NC	NA
<b>Use of Mask</b>			
Masks are made available to workers, used correctly and their use is promoted			
<b>Use of gloves</b>			
Gloves are made available to workers, used correctly and their use is promoted			
Workers are aware that the use of gloves to prepare and handle food does not replace adequate and frequent hand hygiene			
Workers do not contact exposed and ready-to-eat foods with their own hands and use suitable utensils such as napkins, spatulas, tongs, single-use gloves or dispensing equipment			
Workers do not move with gloves from a dirty area to a clean area			
The same pair of gloves is used only for one task and is replaced if damaged or if the employee interrupts the task. If an employee is performing the same task continuously, the gloves are replaced every four hours or whenever necessary			

## Uniform / Clothing

The employer must provide suitable and exclusive clothing and footwear for the workplace, and the use of personal clothing over the uniform (e.g. jackets) is strongly discouraged.

	C	NC	NA
Sufficient uniforms are available for changing whenever necessary			
The uniform is changed daily			
The washing and disinfection of uniforms is carried out by the employer			
Staff uniforms are not washed at home			
All workers maintain a high degree of personal hygiene and always wear uniforms appropriate to their duties, which allows for effective protection and are washable or disposable			
The uniform of workers involved in preparation and cooking is light in color, allowing to see any dirtiness			