

## The Health & Safety Operating Guide for All Tourist Restaurants

Touristic Establishments	Hotels' Restaurants and all Tourist Restaurants
<b>General Operating Procedures</b>	<ul style="list-style-type: none"> <li>Disinfecting the establishment before operating, by specialized companies.</li> </ul>
	<ul style="list-style-type: none"> <li>Any employee permitted to work must be in good health and not suffering from any infectious diseases; subject to the approval of the appointed medical authority.</li> </ul>
	<ul style="list-style-type: none"> <li>Appointing a liaison officer for each restaurant and conducting a daily examination report for the staff which includes temperature measure and not showing symptoms such as sneezing and coughing.</li> </ul>
	<ul style="list-style-type: none"> <li>If an employee is exposed to any disease, they are prevented from returning to work unless they prove they are free of any infectious or communicable disease and that they are Coronavirus-free, at the expense of the employer.</li> </ul>
	<ul style="list-style-type: none"> <li>Setting a daily attendee record for the restaurant employees (not by an electronic fingerprint).</li> </ul>
	<ul style="list-style-type: none"> <li>Providing the needed visual instructions for customers to social distance.</li> </ul>
	<ul style="list-style-type: none"> <li>Educating the staff about the virus, its danger and spreading speed, and what precautions they must adhere to before coming to work.</li> </ul>
	<ul style="list-style-type: none"> <li>Disinfecting the restaurant and all its facilities before supplying food (food and beverages alike) and before preparing it.</li> </ul>
	<ul style="list-style-type: none"> <li>Disposing of all spoiled food items from warehouses (refrigerators and cooking areas).</li> </ul>
	<ul style="list-style-type: none"> <li>Providing staff with hand hygiene supplies such as liquid soap, disinfection tools and sanitary napkins at dispensed points inside the restaurant.</li> </ul>
	<ul style="list-style-type: none"> <li>All employees are required to wash hands (for a minimum of 20 seconds) before starting work and when needed.</li> </ul>
	<ul style="list-style-type: none"> <li>Providing good ventilation in all the facilities of the restaurant, natural or mechanical.</li> </ul>
	<ul style="list-style-type: none"> <li>Placing the disinfection material outside the food preparation area and storing it in a closed area.</li> </ul>
	<ul style="list-style-type: none"> <li>Requiring sterilization workers to wear personal protective equipment (face masks, gloves, head covers and special aprons).</li> </ul>
<ul style="list-style-type: none"> <li>Cleaning and sterilizing the bill holder and the electronic payment machine after each use (in the case of electronic payment).</li> </ul>	
<ul style="list-style-type: none"> <li>Putting signs requiring the staff to constantly cleanse, space out, wear face masks and wash utensils.</li> </ul>	
<b>Restaurant Section</b>	<b>The Procedures to Follow:</b>
	<ul style="list-style-type: none"> <li>Disinfecting the work site -contact areas in particular, like doors and floors- continuously.</li> </ul>

<b>Dining Area &amp; Kitchen</b>	<ul style="list-style-type: none"> <li>Serving food in the facility's designated areas provided that tables are disinfected and sterilized continuously and ensuring a 2-meter distance between tables.</li> </ul>
	<ul style="list-style-type: none"> <li>Requiring the cooking staff to adhere to using personal protective equipment, face masks (replace the mask immediately if contaminated or moist), gloves, head covers, beard covers, food safety shoes (a specific kind that does not affect food), work clothes and aprons, as well as washing hands frequently.</li> </ul>
	<ul style="list-style-type: none"> <li>Drying and wiping with disposable paper towels only, which should be discarded right after.</li> </ul>
	<ul style="list-style-type: none"> <li>Disinfecting the restaurant and all its facilities before supplying food and preparing it.</li> </ul>
	<ul style="list-style-type: none"> <li>Providing staff with hand hygiene supplies such as liquid soap, disinfection tools and sanitary napkins at dispensed points inside the restaurant.</li> </ul>
	<ul style="list-style-type: none"> <li>Cleaning and disinfecting dining tables after each use, and providing salt and pepper shakers upon request after having them disinfected.</li> </ul>
	<ul style="list-style-type: none"> <li>Providing good ventilation in all the facilities of the restaurant, natural or mechanical.</li> </ul>
	<ul style="list-style-type: none"> <li>Placing the disinfection material outside the food preparation area and storing it in a closed area.</li> </ul>
	<ul style="list-style-type: none"> <li>Putting signs requiring the staff to constantly cleanse, space out, wear face masks and wash utensils.</li> </ul>
	<ul style="list-style-type: none"> <li>Requiring the staff to wear face masks and cover their hair. Entry to the workplace without adhering to this point is forbidden.</li> </ul>
	<ul style="list-style-type: none"> <li>Adhering to the restaurant's food preparation methods and standards as stated by the Food and Drug Administration.</li> </ul>
	<ul style="list-style-type: none"> <li>Ensuring the staff are working within an adequate safety distance (a minimum of two meters).</li> </ul>
	<ul style="list-style-type: none"> <li>Avoid touching the eyes, nose and mouth with hands as much as possible.</li> </ul>
	<ul style="list-style-type: none"> <li>Cleaning and disinfecting all surfaces and utensils that come in contact with food before and after every use handled by the employee.</li> </ul>
<ul style="list-style-type: none"> <li>Packaging the material used in preparing dishes and drinks well and repackaging them right after use.</li> </ul>	
<b>Storage &amp; Warehouse Management</b>	<ul style="list-style-type: none"> <li>Preparing storage sites before receiving the material (freezers, coolers and dry-storage sites), ensuring they are cleaned and sanitized. All damaged material should be discarded.</li> </ul>
	<ul style="list-style-type: none"> <li>Ensuring that the minimum number of employees is used to unload a truck while adhering to the 2-meter social distancing measures.</li> </ul>
	<ul style="list-style-type: none"> <li>Checking the temperature of the refrigerated truck upon receiving the material.</li> </ul>
	<ul style="list-style-type: none"> <li>If everything complies with the specifications, the secondary packaging is removed and disposed of in the sterile reception area. This is followed by re-sanitizing the hands, wearing gloves and transferring the material to the internal warehouse using sterile containers.</li> </ul>
	<ul style="list-style-type: none"> <li>Disinfecting canned items, vegetables and fruits well before storing them in the refrigerators.</li> </ul>
	<ul style="list-style-type: none"> <li>Suppliers and employees must wear and change masks and clean hands every time they load or unload items.</li> </ul>
<ul style="list-style-type: none"> <li>Ensuring that staff members are working while maintaining distancing regulations in an orderly manner.</li> </ul>	

	<ul style="list-style-type: none"> <li>Ensuring that buses are sterilized and cleaned thoroughly after and before each use.</li> <li>Disinfecting forklifts used to transport and load goods before and after each use.</li> <li>Ensuring that ordered goods are wrapped with at least two layers of plastic packaging, and that the packaging is disposed of as soon as the items reach the restaurant.</li> </ul>
<b>Food Delivery Service</b>	<ul style="list-style-type: none"> <li>All employees working in preparing delivery food are required to wear a mask and use the appropriate cleaning and disinfection material.</li> </ul>
	<ul style="list-style-type: none"> <li>All employees must wash hands with soap and water and use the right disinfectants.</li> </ul>
	<ul style="list-style-type: none"> <li>Food must be completely packed.</li> </ul>
	<ul style="list-style-type: none"> <li>Food orders must be placed in sealed bags for delivery.</li> </ul>
	<ul style="list-style-type: none"> <li>Delivery boxes must be cleaned and disinfected before placing the order inside.</li> </ul>
	<ul style="list-style-type: none"> <li>After orders are confirmed (without being touched), the bags and boxes are sealed and closed tightly to be opened by the consumer upon delivery.</li> </ul>
	<ul style="list-style-type: none"> <li>Cleaning the delivery vehicle with soap and water every day, especially the doors, and disinfecting them.</li> </ul>
	<ul style="list-style-type: none"> <li>Setting a dedicated delivery staff and limiting their contact with the other employees as they contact other people during the delivery process.</li> </ul>
	<ul style="list-style-type: none"> <li>Minimizing contact between the driver and the restaurant employee who prepared the order.</li> </ul>
	<ul style="list-style-type: none"> <li>Providing delivery staff with hand sanitizers to use between each delivery; making sure hands are cleaned and disinfected upon completed delivery before returning to the restaurant.</li> </ul>
	<ul style="list-style-type: none"> <li>Upon arrival at the site, the employee must leave a minimum of 2-meter distance between him and the customer to deliver the order and receive the payment.</li> </ul>
	<ul style="list-style-type: none"> <li>Adhering to using personal protection supplies, such as masks.</li> </ul>
	<ul style="list-style-type: none"> <li>A mask should never be taken off except inside the vehicle and after making sure that a hand sanitizer is available to disinfect hands. After that, the mask is taken off and hands are re-disinfected, followed by wearing a new mask and disposing of the used one.</li> </ul>
	<ul style="list-style-type: none"> <li>A delivery worker should not enter the restaurant and should only receive the order outside the restaurant.</li> </ul>
<ul style="list-style-type: none"> <li>Limiting the use of banknotes in transactions as much as possible and focusing on using electronic payment methods.</li> </ul>	
<ul style="list-style-type: none"> <li>Avoiding entering the customer's building and asking customers to receive the order outside the building by contacting them by phone.</li> </ul>	
<b>Hookah Serving Terms (Once Approvals Are Issued)</b>	<ul style="list-style-type: none"> <li>Cleansing hookahs thoroughly before and after each use by the customer. The cleansing process includes cleaning all its parts, inside and outside, with soap and water and disinfecting it according to the public health instructions, if allowed.</li> </ul>
	<ul style="list-style-type: none"> <li>Using a steam sterilizer to cleanse all parts of the hookah, from the inside and outside.</li> </ul>
	<ul style="list-style-type: none"> <li>Replacing the water inside the hookah bottle before and after each use, making sure to use disinfected water with a sterile substance that is not harmful to health and does not affect the flavors.</li> </ul>

	<ul style="list-style-type: none"> <li>• Providing healthy disposable hoses that are packaged from the source, as well as ensuring unsealing the packaged hose in front of the customer upon serving it.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ensuring using the hookah only once per day after having it cleaned and disinfected.</li> </ul>
	<ul style="list-style-type: none"> <li>• All hookah-service staff must adhere to the general health and safety regulations by wearing special uniforms and masks, with full attention to personal hygiene.</li> </ul>
	<ul style="list-style-type: none"> <li>• Conducting periodic temperature examination of all hookah-serving employees and the rest of the staff as well.</li> </ul>
	<ul style="list-style-type: none"> <li>• Providing good ventilation in hookah-serving facilities, natural or mechanical.</li> </ul>
	<ul style="list-style-type: none"> <li>• Spacing out tables as stated above.</li> </ul>
	<ul style="list-style-type: none"> <li>• It is not allowed to serve hookah to those below 18 and above 65 years of age.</li> </ul>
	<ul style="list-style-type: none"> <li>• The possibility of applying the option to allow customers to bring their own hookahs, while adhering to all the aforementioned points.</li> </ul>
<b>General Procedures</b>	<ul style="list-style-type: none"> <li>• Periodic inspections will be carried out by the specialized committees in coordination with the authorized entities.</li> </ul>
	<ul style="list-style-type: none"> <li>• There will be a reassessment of the work procedures in such establishments based on the inspection visits and relevant committees' reports.</li> </ul>
	<ul style="list-style-type: none"> <li>• Reporting any suspected case of Coronavirus to the Ministry of Health immediately; otherwise, an individual is at risk of penal accountability.</li> </ul>