

Protocol on the operation of catering establishments

(Protocol's entry into force: 16 March 2021)

Catering establishments (restaurants, taverns, cafeterias, pubs, snack bars and bars, coffee shops, catering establishments within shopping centres and within hotels, and tourist accommodation, canteens and / or sports clubs, cultural clubs, clubs, associations, etc.) are allowed to operate **until 10:45 at night**, in accordance with the Decree in force and the following conditions:

- The public is served **only in the outdoor areas of catering establishments.**
- An open outdoor area means a space that has **proper and sufficient oxygenation**. This is achieved if the available sides or a part of those (at least two) are open and in a way that does not resemble an enclosed area.
- For the safe resumption, an antigen rapid diagnostic test is mandatory for all catering employees **before reopening and then on a weekly basis**, according to the percentage that corresponds to the number of employees, as defined by the relevant Decree.
- In each establishment, a person responsible for safety and health is appointed with defined duties (responsible for managing a SARS-CoV-2 incident, for keeping a record of the personnel's antigen testing, for acting as reference person during checks).
- For outdoor areas, the defined **distance is 2 sq.m. per person**. For example, if a catering establishment has an outdoor area of 400 sq.m., it could serve up to 200 people, provided that the placement of the tables as described below, allows for this number.
- The placement of tables must be done in such a way so as not to create overcrowding. Action must be taken to ensure that from one

chair to another, between different tables in all directions, there is a distance of at least one metre (1 m).

- At the entrance of each establishment there should be a document displayed indicating the maximum number of persons allowed to be in its outdoor area. The responsibility to observe the maximum number of persons lies with the manager of the establishment. The maximum number is calculated on the basis of area of the open space as mentioned above.
- It is obligatory that the public be served **exclusively seated** at tables (seated only). **The maximum number of persons per table is 8.**
- There must be a bottle of alcoholic solution (with infusion pump and base) at a visible position at entrances and exits where applicable, for customer use hand hygiene.
- **Mandatory proper use of a mask by all employees during the entire working shift** (with the exception of grill cooks). The use of a simple surgical mask is recommended, if possible. The use of face shields without the use of a face mask is prohibited.
- When taking an order, the waiter should be, as much as possible, at a distance of at least one metre from the table, and serving should be done quickly in order to reduce the exposure time of the waiter's close contact with the customers.
- **Customers are obliged to wear a mask upon arrival** at a catering establishment, as well as **during movements within the establishment**, and during their **departure**.
- It is recommended, where possible, to provide a single-use menu or to have one displayed at prominent places inside and outside the establishment; or have one available electronically. Otherwise, the

menu should be thoroughly disinfected after each use (e.g. plasticized, waterproof).

- The **operation of playgrounds** (indoor or outdoor) in catering establishments **is not permitted** until a decree is issued permitting their operation.
- The **operation and use of bars inside and outside catering establishments is limited exclusively for the preparation of food or drinks by the employees. Direct service from the bar is prohibited**, with the exception of coffee shops where according to their operation, the public is served directly at the place of preparation of the drinks. It is noted that the **maximum number of persons in the waiting / service line indoors should not exceed 10.**
- The supply and use of hookahs at catering establishments is prohibited.
- Buffet service is prohibited (at this stage).
- Irrespective of the music played at the establishment, **dancing is prohibited and all guests must be served while sitting down without any unnecessary movements.** The basic criterion vis-à-vis checks/complaints is whether the guests are standing up and dancing. In the case of live music, the distance of the singer from the nearest guest is 3 meters.
- **Dancing is forbidden** and guests are not allowed to stand and dance around their table.
- It is recommended to avoid the use of non-disposable tablecloths.
- After the guests' departure, the tables should be cleaned and disinfected.

- Cash transactions should be limited to the extent possible and contactless transactions should be promoted instead.

Personal hygiene instructions to employees /suppliers at catering establishments:

- People with symptoms of a respiratory infection must not show up for work and must contact their personal doctor for further instructions.
- In case of a suspected positive case (employee/customer), the instructions set out in [Annex 2 of the Suspected Case Management Guide COVID-19 in the workplace](#), apply.
- Suppliers shall take personal protective measures, should use masks, disinfect hands, keep distances and follow the instructions of the head of safety of the establishment.
- A common break between employees is prohibited. The work schedule should to be organized in such a way so that each employee can take a break alone and preferably outdoors.
- The touching of eyes, nose and mouth should be avoided to reduce the risk of virus infection.
- Employees should avoid speaking, coughing or inhaling deeply during the handling of food/open food stuff.
- In case of coughing or sneezing, they must cover the nose and mouth with their sleeve, at elbow height, or with a tissue. The used tissue should be discarded immediately after use in garbage bins.
- Regular washing of employees' hands with soap and water for at least 20 seconds. Careful drying of the hands with paper disposable towels discarded in garbage bins. Hand washing must be

necessarily done after contact with respiratory secretions and after the use of the toilet.

Instructions for cleaning and disinfection for cleaning staff within the catering establishment:

- Thorough and frequent cleaning of shared items.
- Special care must be taken for the systematic, adequate, and continuous natural ventilation of all spaces and with special emphasis on staff working areas (kitchen).
- All surfaces - floors, countertops, cash registers, sanitary areas (floors, basins, washbasins, etc.) - must be kept clean and disinfected at regular intervals during the day.
- Besides the usual cleaning work, frequent cleaning is needed of smooth surfaces frequently used (e.g. knobs, handles, hand rails or balustrades, elevators, switches, taps, etc.) with common cleaning agents, i.e. liquid soap and water, or household 10 % bleach solution (1 part of home bleach diluted in 10 parts water), or alcohol antiseptic (containing 70 % alcohol). It is noted that cleaning works must be carried out using gloves.
- Special attention should be paid to cleaning objects and surfaces with which a person, with symptoms of infection, came into contact.
- The plastic bags in the bins, when full, should be tied tightly and removed immediately. Gloves after use must be disposed of immediately into plastic trash bags and no attempt should be made to clean them, e.g. washing of disposable gloves and reuse.
- Toilets should be supplied with liquid soap, disposable hand towels (which must be discarded in foot-powered bins near the

washbasins) and antiseptic alcoholic solution (containing 70 % in alcohol).

MINISTRY OF HEALTH

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