



AHRESP[®]

ASSOCIAÇÃO DA HOTELARIA, RESTAURAÇÃO E SIMILARES DE PORTUGAL

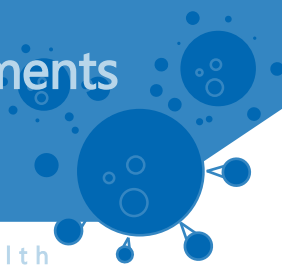
Instituição de Utilidade Pública

Restaurants and similar establishments Best Practices Guide

Validated by the Directorate-General of Health – DGS

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Restaurants and similar establishments Best Practices Guide

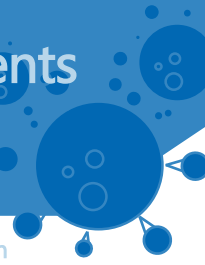


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Restaurants and similar establishments Best Practices Guide

Validated by the Directorate-General of Health



Index

1. Table Layout and Maximum Occupancy.....	4
2. Awareness raising and training.....	5
3. Entry Control rules.....	7
4. Personal hygiene rules.....	8
5. Uniforms and Personal Protective Equipment (PPE).....	10
6. Material supplies	12
7. Cleaning and disinfection rules	13
Cleaning methods	
Cleaning materials	
Cleaning frequency	
Cleaning and disinfectant products	
Cleaning and disinfection of surfaces in common areas	
8. Food preparation and cooking.....	20
9. Waiting on Customers	23
10. Payment Method.....	24
11. Specific requirements for self-service food and food buffets	25
12. Specific requirements for food take-away, delivery and drive-thru.....	27
Take-away	
Delivery	
Drive-thru	
13. Complaints Book.....	31

Restaurants and similar establishments Best Practices Guide



Validated by the Directorate-General of Health

Introductory Note

All the rules in this document were laid down in conformity with the various Guidelines issued by the Directorate-General of Health – DGS and applicable legislation currently in force.



Restaurants and similar establishments

Best Practices Guide

Validated by the Directorate-General of Health



1. Table layout and maximum occupancy

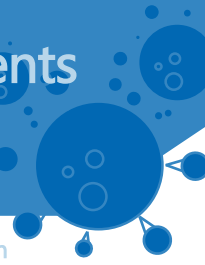
Physical distancing between people during working hours is required in restaurants and similar establishments. The following rules should be observed:

- Whenever possible, encourage customers to make reservations;
- Preferably use outdoor seating areas (e.g. terrace) or use take-away, delivery and/or drive-thru services;
- Whenever possible arrange chairs and tables in such a way as to ensure recommended minimum 2-meter distancing between people.
- In terraces, whenever possible arrange chairs and tables in such a way to ensure recommended distance of at least 2 meters between people and, in the corridor between tables, a distance of at least 1, 5 meters;
- Cohabitants can sit face to face or side by side at a distance of less than 2 meters.¹
- Tables should be arranged diagonally to ensure minimum safety distance is kept;
- Due to the difficulty in ensuring recommended physical distancing between guests, eating in standing-up areas up is not advised;
- Circulation of people to sanitary facilities must take place along circuits that allow keeping the correct distance between people using them and those sitting down at the tables. Where possible, access to washbasins should avoid touching doors;
- Avoid customer circulation around the establishment, providing indications of the most adequate paths to take

Restaurants and similar establishments

Best Practices Guide

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2. Awareness raising and training

It is essential for all employees to be well informed about the disease, contingency plan adopted by the respective HORECA establishment² and procedures which require individual and group compliance. Compliance with the following procedures is recommended:

- ❑ Raise awareness and inform employees and customers by displaying posters and/or leaflets encouraging best practices recommended by the Directorate-General of Health;
- ❑ Raise employees and customers' awareness to the fact that they must inform the supervisor or the competent authorities about any situation of non-compliance which may put Public Health at risk;
- ❑ Fix poster issued by the Directorate-General of Health to the wall in the hand washing area;
- ❑ Provide employees training on the rules contained in this Guide and applicable to their respective working areas, preferably through videos or other support documents;
- ❑ Whenever possible, employees should keep the recommended minimum 2-meter distance from customers and other employees;
- ❑ Alert employees to the mandatory compliance with hand hygiene and respiratory etiquette measures as well as avoidance of physical contact when greeting people;

²In the preparation of your Contingency Plan take into account the Orientation Guide for HORECA establishments elaborated by AHRESP based on DGS Guideline 006/2020, available on: <https://ahresp.com/2020/03/covid-19-orientacoes-para-estabelecimentos-horeca/>

Restaurants and similar establishments

Best Practices Guide

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2. Awareness raising and training

- ❑ Inform employees that, if they have been in close or direct contact with any one infected with COVID-19, they must report it to their supervisor;
- ❑ Inform employees that, if they experience acute respiratory infection symptoms including a cough (recent or worsening lingering cough or fever (38°C or higher) or difficulty breathing, they must also report it to their supervisor;
- ❑ Employees who develop signs or symptoms suggestive of COVID-19 should not show up for work and contact SNS24 Line on 808 24 24 24 or the emergency number 112, depending on disease severity.

Customers:

- ❑ Customers must comply with the rules laid down by the respective establishment, which were prepared with basis on the communication material available on DGS's microsite DGS (<https://covid19.min-saude.pt/>);
- ❑ Employees must inform customers that they should avoid touching surfaces and unnecessary objects;
- ❑ Employees must inform customers that they cannot change table and chair layout;
- ❑ Employees must inform customers that they must keep the minimum 2-meter distance while waiting in line outside the establishment as well as in lines for over-the-counter sales/payment. This can be done using adequate signage or information.



Restaurants and similar establishments

Best Practices Guide

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3. Entry control rules

Access to food and beverage establishments is a critical issue in the overall control process. In this context, the following rules are recommended:

- ❑ Avoid concentration of employees at the establishment's entrance and exit, and when possible, in the working areas;
- ❑ The same rules of physical distance of 2 meters are applied to employees, during breaks and meals, during working hours, regardless of location;
- ❑ Provide hand disinfectant product for customers to use when entering and exiting the establishment, informing them on how to use it correctly by displaying poster issued by the Directorate-General of Health;
- ❑ Avoid heavy circulation of suppliers inside the establishment, namely in the dining areas. Service engineers (e.g. maintenance companies) and product suppliers who must enter the establishment, must be informed of the mandatory need to wear a mask and sanitize their hands with hand disinfectant product .



Restaurants and similar establishments

Best Practices Guide

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4. Personal Hygiene Rules

It is very important that all your employees comply with strict personal hygiene measures and be in good health, showing no symptoms associated with COVID-19. In this context, the following is recommended:

- Hands must be washed correctly and regularly and in the following situations:
 - When entering and exiting the establishment;
 - Before and after meals;
 - After going to the washroom;
 - Always after coughing or sneezing and after blowing the nose;
 - When applicable, every time the mask is touched;
 - Before and after touching any packages coming from the outside (e.g. raw material reception);
 - After touching rubbish;
 - Employees who handle food must wash their hands before starting to prepare/cook any food and also frequently during the cooking process;
 - Waiters must wash their hands before and during meal service and between waiting on different tables.

To ensure this is done correctly, all handwashing structures must have liquid soap and disposable tissues available for hand drying. Whenever possible, taps should be automatic..



Restaurants and similar establishments

Best Practices Guide

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4. Personal Hygiene Rules

Hands must be washed thoroughly with water and liquid soap for at least 20 seconds. Should that not be possible, use hand disinfectant product, containing at least 70% alcohol, covering all hand surfaces and rubbing them until dry.

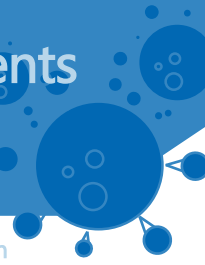
- When coughing or sneezing cover your mouth and nose with your forearm or with tissue paper that should be placed immediately in the trash;
- Do not touch eyes, nose and mouth with your hands;
- Alter frequency and form of greeting customers, avoiding all sorts of physical contact (e.g. handshaking, kissing and hugging);
- Do not share any food, utensils and glasses with colleagues.



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Best Practices Guide

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5. Uniforms and Personal Protection Equipment (PPE)

All employees must:

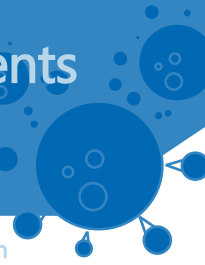
- Wear protective masks properly in accordance with DGS's recommendation. Masks must be correctly placed over mouth and nose, to be used and removed after use. This ceases to be mandatory when, considering the activity in question, its use is not possible;
- Wear the respective uniform (clothes and shoes). Employees' uniforms are only to be worn in the workplace and should be changed preferably on a daily basis. Used uniforms must be placed in plastic bags, and then closed, only to be opened immediately prior to respective introduction in the washing machine. The bag which carried the uniform must be immediately discarded and the uniform must be washed using a cycle that includes pre-washing, and washing at 60°C, followed by a chemical disinfection cycle.

Because gloves give a false sense of security and thus discourage employees from washing their hands, its use is only recommended in the following situations: if the employee has a hand wound or infection, during cleaning and disinfection operations. The same pair of gloves can only be used for a single task and must be replaced if damaged or if the employee interrupts a task. When an employee works on the same task continuously, gloves must be replaced every 4 hours or whenever deemed necessary.

Restaurants and similar establishments

Best Practices Guide

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5. Uniforms and Personal Protection Equipment (PPE)

Employees assigned with cleaning duties must wear:

- ❑ An apron or overall on top of their uniform;
- ❑ A disposable mask well fitted to the face, which must be changed whenever it feels damp (every 4-6 hours);
- ❑ Gloves resistant to disinfectants (single-use).

While wearing gloves, employees must ensure:

- Adequate hand sanitization before and after putting on their gloves and whenever they change gloves;
- That they are wearing the correct size;
- Gloves must be exchanged whenever dirty or damaged.

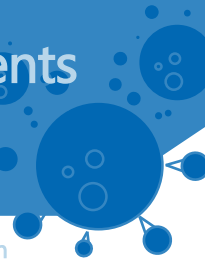
When removed, all disposable PPE must be promptly discarded in solid waste pedal bins, lined with a plastic bag. Waste must not be pressed at any time nor should the bag be squeezed to let out air. Plastic bags should only be filled up to 2/3 of respective capacity and tied with two tight knots, preferably using string or tape.



Restaurants and similar establishments

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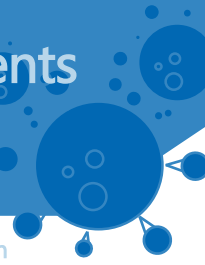


6. Material Supplies

An adequate stock of the following materials and equipment must be available:

- Liquid hand soap;
- Paper tissues for hand drying available in sanitary facilities and other places where hand sanitization is available;
- Hand disinfectant product ;
- Disposable protection masks and gloves;
- Non-manual waste bin lined with plastic bag;
- Single-use cleaning materials, to be discarded after each use;
- Hygiene, cleaning and disinfecting products.





7. Cleaning and Disinfection Rules

Given that food and beverage establishments are continuously visited and exposed to different people, they can contribute to the indirect transmission of the virus, which can remain on surfaces for a period between a few hours up to 6 days. Therefore, frequent cleaning and disinfection of these spaces significantly reduces this period.

Hence, it is important to:

- ❑ Ensure adequate ventilation and frequent air renovation in the restaurant's different areas, for example by opening doors and windows; Mechanical air ventilation (HVAC system - Heating, Ventilation and Air Conditioning) can also be used. In these cases, adequate cleaning and maintenance must be guaranteed, in accordance with the manufacturer's recommendations, and the renewal of air in enclosed spaces, by frequent ventilation and / or by the mechanical ventilation³ systems themselves (when this functionality is available);
- ❑ Should air conditioning be used, it must be on extraction mode and not on air recirculation mode. Adequate equipment maintenance is required (disinfected by certified method);
- ❑ At least 6 times a day, clean and disinfect surfaces with higher risk of virus spread, like those handled or touched by many people, such as door handles, light switches, telephones, tablets and computer keyboards when used by different people, lift buttons, washbasin taps, trays, counters, handrails, cupboard knobs, among others;
- ❑ After each use, disinfect all critical equipment, such as automatic payment terminals, individual menus, tables and chairs;
- ❑ Draw up a cleaning and sanitization schedule of the premises, which must be displayed in a place with good visibility;
- ❑ Have a cleaning reporting system in place, with identification of respective staff and cleaning frequency;



7. Cleaning and Disinfection Rules

- ❑ Ensure that employees are well informed about which products to use (detergents and disinfectants), precautions that need to be taken when handling them, dilution and safe application and how to ensure proper ventilation of the different areas during cleaning and disinfection.

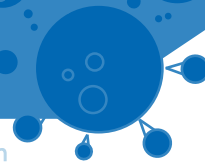
Cleaning methods

- ❑ Wet cleaning must always be used as opposed to dry vacuuming (except in the case of vacuum-type dust collector with water tank);
- ❑ Cleaning must always be from top to bottom and move from cleaner areas to dirtier areas:
 - Walls and ceilings (if applicable);
 - Surfaces above the floor (counters, tables, chairs, handrails, others);
 - Equipment available in the different areas;
 - Sanitary facilities;
 - Floor is the last to clean

Cleaning materials

- ❑ Cleaning materials must be specific to each area according to respective risk level;



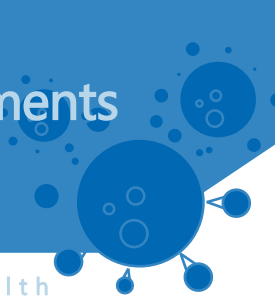


7. Cleaning and Disinfection Rules

- ❑ Whenever possible, cleaning cloths should be single-use and disposable. If not, they must have a colour code for each different area according to the respective risk level. For example:▪ Blue – counters, tables, chairs, among others
- Green – dining tables and food preparation areas;
- Yellow – sanitary facilities: washbasins only;
- Red – sanitary facilities: external area of toilet bowls
- ❑ Internal area of toilet bowl does not require cleaning with cloth. It should be cleaned with toilet brush and disinfectant-based detergent;
- ❑ Because mops and buckets are normally reusable, employees must ensure respective cleaning and disinfection after each use. The mop and bucket used in each of the above-mentioned areas should be different. For example, the mop and bucket used in sanitary facilities should not be used in dining areas or other public spaces.

Cleaning frequency

- ❑ Frequently touched surfaces should be cleaned with rinse free sanitizers for quicker results or with a disinfectant-based detergent i.e. product containing both detergent and disinfectant (2-in-1), available in liquid, gel, foam or spray. Spray products should not be used in areas where cooked food is displayed for sale and not duly protected;



7. Cleaning and Disinfection Rules

- ❑ Frequently touched surfaces must be cleaned according to respective use and several times a day;
- ❑ Tables and chairs, including armrests, used by customers must always be cleaned whenever tables change;
- ❑ Door handles must be frequently cleaned throughout the day;
- ❑ Floors must be washed frequently with hot water and regular detergent, followed by disinfection with bleach diluted in cold water or disinfectant-based detergent;
- ❑ Staff and customers' sanitary facilities should preferably be washed with a disinfectant-based detergent. Washing frequency should be defined according to facilities' use, but at least 3 times a day.

Cleaning and disinfectant products

- ❑ Restaurants and similar establishment must have safety data sheets for the products used as indicated in the respective sanitization plans;
- ❑ Compliance with manufacturer's recommendations and label instructions printed in the products and safety data sheets is required;
- ❑ Chemical products must be duly labelled, properly closed and kept in their original packages, to avoid risk of food contamination among others;
- ❑ Chemical products must be stored in a closed and duly identified place, where there is no food handling;
- ❑ It is strongly recommended that the entity that sells the disinfectant products provides the presentation of the proof of the "Notification of the biocidal product" so that the security of its availability and use in the national market is safeguarded⁴;

⁴. For more information see <https://www.dgs.pt/servicos-on-line1/autorizacoes-de-productos-biocidas.aspx>

Restaurants and similar establishments

Best Practices Guide

Validated by the Directorate-General of Health



7. Cleaning and Disinfection Rules

- ❑ Detergents should be adequate for food establishment use;
- ❑ Quick disinfection products may also be used, like wet wipes containing detergent and sanitizer, dispensed 1 by 1 by specific equipment to avoid contamination. These are single-surface use wipes. Use one wipe for each surface and then throw it in the bin. Surfaces cleaned with wipes must be air dried as they need to be moist for a few minutes for the product to be effective.
- ❑ Metallic parts on surfaces or those not compatible with bleach cleaning must be cleaned with a compatible disinfectant product to avoid corrosion or damage;
- ❑ When using disinfectant products, open windows to ventilate and renovate air, as well as to help surfaces dry quicker.

Cleaning and disinfection of surfaces in common areas

- ❑ Disinfectant products must be used according to the methodologies provided by the supplier, in the instructions for use of each product;
- ❑ First wash surfaces with water and detergent;
- ❑ Then apply bleach solution evenly;





7. Cleaning and Disinfection Rules

- ❑ Very important recommendation: let bleach act on these surfaces for at least 10 minutes – read manufacturer/supplier's instructions;
- ❑ Then rinse surfaces with hot water only;
- ❑ Allow surfaces to air dry.

Sanitary facilities:

- ❑ Use different cloths for washbasins and areas around them and for external area of toilet bowls;
- ❑ Toilet bowls must be cleaned with disinfectant-based detergent. Internal area of toilet bowl should be cleaned with toilet brush, while external area should be cleaned with a cloth;
- ❑ Toilet flush button/handle should also be cleaned and disinfected with detergent/sanitizer or with 70°-80° alcohol;
- ❑ Below is the sequence that should be followed:
 - Start by cleaning washbasins (first taps and then basin and surrounding surfaces);
 - Clean toilet bowls;
 - Wash floor;
- ❑ At the end of this sequence wipe all taps with a cloth dampened with disinfectant;
- ❑ Do not forget to clean sanitary facilities' door knobs frequently.





7. Cleaning and Disinfection Rules

Food preparation and cooking areas:

- ❑ Cleaning materials and products are for exclusive use in these areas and cannot contaminate food;
- ❑ Disinfectant sprays cannot be used in areas where food is prepared, cooked, displayed or garnished/distributed;
- ❑ Different cloths should be used for cleaning counters, utensils, equipment, furniture and specific material for cleaning and washing the floor;
- ❑ Cloths used for sanitizing and other cleaning materials should preferably be single-use. If not, these must be washed and disinfected after each task. They can also have a colour code for each different area (e.g. red for food preparation areas, yellow for cooking areas and green for distribution areas);
- ❑ The procedures defined in the sanitization plan for each establishment must be strictly observed and adapted according to traffic;
- ❑ Taps, knobs, switches, door handles and other similar equipment that is frequently touched must be regularly cleaned and disinfected;
- ❑ Tableware and utensils must be machine washed ideally at a temperature of 80-90°C. If this is not possible, a disinfectant detergent must be used.



Restaurants and similar establishments

Best Practices Guide

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8. Food Preparation and Cooking

Ensuring the best hygiene practices during food preparation and cooking is a daily task for all food and beverage establishments with their own HACCP systems already implemented. However, reinforcing these practices at this specific time is extremely important, in particular:

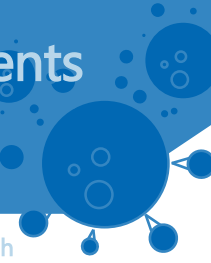
- Separate raw food from cooked food;
- Use different equipment and utensils like knives or cutting boards for raw food and cooked food (suggestion: use colour codes);
- Keep food in closed packages or containers to avoid contact between raw and cooked foods;
- Wash hands correctly between tasks involving raw and cooked foods;
- Cook food thoroughly, preferably at a temperature above 75°C, especially meats, eggs and fish;
- In the case of meats, ensure that there is no contact with exudates;
- Do not defrost food at room temperature, and instead opt for defrosting in the fridge;
- Prepare food taken out of the fridge as quickly as possible;
- Do not leave cooked food at room temperature for more than 2 hours;
- Quickly refrigerate all cooked and/or perishable foods (preferably at a temperature below 5°C);



Restaurants and similar establishments

Best Practices Guide

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8. Food Preparation and Cooking

- ❑ Keep cooked foods warm (above 60°C) until serving time;
This consideration is particularly relevant for establishments that need to organize their meal services in different shifts.
- ❑ Wash fruit and vegetables thoroughly (with abundant running water; individual leaves must be washed separately in the case of leaf vegetables) especially those which will be eaten raw. Whenever required, disinfect with specific products.

Raw material quality and safety also depend on the procedures adopted during respective reception/purchase process. To this end, it is recommended that:

- ❑ Food product's reception time does not coincide with peak working times. Simultaneous reception of food products from different suppliers should also be avoided;
- ❑ Wash hands correctly before and after receiving food products;
- ❑ Use protection equipment over uniform when receiving merchandise (wear a disposable overall or alternatively a disposable apron, solely used for this task);
- ❑ Check food products' hygiene and wholesomeness characteristics at the time of reception/purchase;
- ❑ Remove cardboard and external packaging materials (secondary and tertiary packages) before storing products;

Restaurants and similar establishments

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8. Food Preparation and Cooking

- ❑ Store food products as quickly as possible, particularly those which require refrigeration or freezing, to avoid interrupting the cold chain;
- ❑ Ensure that there are enough containers specifically intended for rubbish and other waste which allow for an effective waste management.



Restaurants and similar establishments

Best Practices Guide

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9. Waiting on Customers

While waiting on customers, employees need to come close to them and this could be a vehicle for spreading the disease. As such, in addition to the previously mentioned personal hygiene and uniform rules, it is extremely important to follow another set of rules:

- ❑ Employees must wear protective masks and wash their hands frequently with soap and water;
- ❑ Table cloths or placemats must be in paper and for single-use. Fabric table cloths must be changed with each new customer;
- ❑ Remove decorative objects and seasonings from the table;
- ❑ After washing, plates, glasses, cutlery and napkins must be stored in a duly protected closed space, with exclusive access to employees, and only be placed on the table in the presence of the Customer who will be using them;
- ❑ Meals should be served preferably on individual plates. If this is not the case, serving cutlery should be made available to each customer;
- ❑ To avoid menu handling by different customers and employees, these should be single-use and disposable or, alternatively, use a slate menu board, a placard or LCD or equivalent, where the menu is displayed on a daily basis and visible to all customers. Other solutions may be considered provided that disinfection is ensured between customer use (e.g. laminated menus);
- ❑ Another solution is to use menu management software that allows to post online menus, accessible to customers on their smartphones. For example, place an acrylic frame (easily disinfectable) with a printed QR Code on each table for customers' access to online menus.

Restaurants and similar establishments

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10. Payment Method

Money is frequently transferred from person to person and therefore it is considered as a potential means of spreading the virus. Recommendations in this context are:

- ❑ Whenever possible, payments should be made with contactless cards (e.g. debit/credit card or meal card) or with mobile phone (e.g. MB WAY);
- ❑ This information may be displayed for public viewing or be written, for example, in the menu;
- ❑ Because ATM's – automatic payment terminals are frequently touched devices, they must be disinfected frequently and between each use (preferably in front of the customer and before being used).



Restaurants and similar establishments

Best Practices Guide

Validated by the Directorate-General of Health



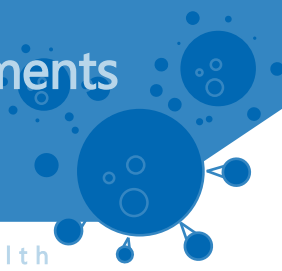
11. Specific requirements for self-service food and food buffets

Self-service operations, namely buffets and food dispensers, must comply with the following conditions:

- Not recommended when involving customer contact;
- Safe physical distancing (2 meters) must be ensured between people waiting in line for self-service meals;
- Food can continue to be served in self-service format, but on individual containers;
- Food will have to be served directly by an employee, who must wear a mask properly at all times;
- In this case, food must be available in protected equipment (with a cover, door, shelf, etc) to avoid any respiratory droplets, hair, objects or dust from falling on the food while customers choose what they want to eat and the employee serves them. As this equipment is frequently touched, it must be frequently disinfected.
- Even if wrapped, desserts, sandwiches and salads must be served directly by an employee;
- On self-service food operations, cutlery and napkins must be available in individual bags or dispensed by equipment allowing for individual pick-up;
- Glasses must be placed upside down on trays that allow for individual collection, for example in baskets normally used in dishwashers or others that allow to reduce contact;
- The more frequently touched parts of coffee machines, soft drinks machines and others, must be cleaned and disinfected after each use and more frequently;

Restaurants and similar establishments

Best Practices Guide



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11. Specific requirements for self-service food and food buffets

- The possibility to extend times for serving food should be considered to avoid customer concentrating in these self-service areas;
- hand disinfectant product must be available at the entrance to the dining area.





12. Specific requirements for food take-away, delivery and drive-thru

Take-away

- ❑ The employee responsible for handing over the meal/food products must wear a protective mask properly and frequently wash hands with water and soap or hand disinfectant product ;
- ❑ Safe physical distancing of 2 meters must be kept between employees and customers;
- ❑ Whenever possible, card payments should be encouraged;
- ❑ If that is not possible, the employee must always wash hands with water and soap or hand disinfectant product before and after payments.
- ❑ Terminal disinfection is required when payments are made using mobile Automatic Payment Terminals (APT) using disinfecting wipes or solution after each use;
- ❑ Utensils and boxes which are in contact with food must only be used for this purpose and be in proper hygiene and conservation conditions;
- ❑ All packages intended to contain food must mention: "for food contact" or have the glass and fork symbol shown below, if intended use is not obvious



Examples of take-away packages

Restaurants and similar establishments

Best Practices Guide

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12. Specific requirements for food take-away, delivery and drive-thru

Delivery

- The person responsible for meal/food home delivery must wear a mask properly when picking up and delivering orders, as well as wash hands frequently with water and soap, or disinfect them with hand disinfectant product , preferably before and after delivering the order and whenever entering the establishment for order pick-up;
- The delivery person must frequently disinfect the steering wheel of the vehicle being used, gear box, car door handles, mobile phone as well as accessories used to transport orders (e.g. thermal backpacks used for meal transport) with disinfectant product or disinfecting wipes;
- Whenever possible, payments which do not require physical contact between the delivery person and customer should be encouraged;
- If that is not possible, the delivery person must disinfect hands with hand disinfectant product before and after payment is made (if money or cards are touched).
- If payment is made using a mobile Automatic Payment Terminal (APT) it must be disinfected with disinfecting wipes every time it is used;
- Display guidelines for delivery boys and general recommendations issued by the Directorate-General of Health at order pick-up points.
- Transport vehicles and/or containers must be kept in proper hygiene conditions and disinfected to protect foodstuffs from contamination;

Restaurants and similar establishments

Best Practices Guide

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12. Specific requirements for food take-away, delivery and drive-thru

- ❑ Vehicle cargo boxes and/or containers must only transport food;
- ❑ The use of thermal coolers or bags is recommended for deliveries using private vehicles, to ensure that the temperature of certain foods requiring special conservation conditions is kept;
- ❑ All foodstuffs must be transported in thermal insulated boxes or bags, except for bread, dry cakes, fruit and root vegetables



Examples of thermal boxes or coolers

The guidelines indicated in the table below must be followed in foodstuff transport:

Products	Recommended temperature	Acceptable deviation
Cooked meals (hot)	≥ 65 °C	- 5 °C
Refrigerated products	≤ 5 °C	+ 3 °C
Frozen products	- 12 °C	+ 3 °C
Deep-frozen products	-18 °C	+ 3 °C

Source: DGAV- Direção-Geral de Alimentação e Veterinária

Restaurants and similar establishments

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12. Specific requirements for food take-away, delivery and drive-thru

Drive-thru

- ❑ The employee responsible for meal/food delivery must wear a protection mask properly and frequently disinfect hands with an hand disinfectant product , preferably before and after the delivery;
- ❑ Safe physical distancing of 2 meters between employees and customers must be ensured, putting up protection barriers when possible;
- ❑ Whenever possible, card payments should be encouraged. If that is not possible, the delivery person must disinfect hands with an hand disinfectant product before and after payment is made.
- ❑ If payment is made using a mobile Automatic Payment Terminal (APT) it must be disinfected with disinfecting wipes every time it is used;
- ❑ Utensils and boxes which are in contact with food must only be used for this purpose and be in proper hygiene and conservation conditions;
- ❑ All packages intended to contain food must mention: “for food contact” or have the glass and fork symbol, if intended use is not obvious



Restaurants and similar establishments

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13.Complaints Book

- ❑ Economic operators must inform customers that complaints may be submitted on www.livroreclamacoes.pt. Economic operators who are not yet registered in the electronic complaints book platform, then they should do it urgently so that consumers may submit their complaints through this channel. In case of doubt regarding registration on the platform, economic operators should contact the Directorate-General for Consumers by phoning 21 799 80 10.
- ❑ Although the obligation to submit the complaints book in its physical form is currently suspended, if consumers prefer to do it in this format when it becomes available again, the economic operator must inform them that prior to making the complaint, they must disinfect the hands or put on gloves, ensuring that sanitization is carried out before and after putting them on. After completing the complaint form, the economic operator gives the duplicate to the complaining customer, who must again disinfect the hands.



Restaurants and similar establishments

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References

Listed below are the Guidelines issued by the Directorate-General of Health which have been taken into account in this Guide

Guideline n° 023/2020 - 08/05/2020

Procedures applicable to food and beverage establishments

Guideline n° 014/2020 - 21/03/2020

Infection by SARS-CoV-2 (COVID-19) –Cleaning and disinfection of surfaces in establishments open to the public or similar

Guideline n° 011/2020 - 17/03/2020

Infection by SARS-CoV-2 (COVID-19) – Prevention measures implemented to control transmission in establishments open to the public

Guideline n° 010/2020 - 16/03/2020

Isolation due to SARS-COV-2 (COVID-19) – Social Distancing and Isolation

Guideline n° 006/2020 - 26/02/2020

Infection by SARS-CoV-2 (COVID-19) –Preventive, control and monitoring procedures in companies



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