



Ministry of Commerce, Industries, Labour & Immigration

HONIARA CITY CORONA VIRUS BUSINESS READINESS GUIDELINES - CONDITIONS OF REOPENING FOR BARS, PUBS, NIGHTCLUBS, CASINOS

1. Purpose of guidelines for premises of trade, commerce and industry

The goal of these guidelines is to ensure that the risk of transmission of COVID-19 both for patrons and staff at businesses and commerce-oriented establishments is minimized. The objective of this guideline is to outline key steps that businesses and commerce-oriented establishments, would have to put in place before being allowed to reopen under a State of Public Emergency order.

COVID-19 is most commonly spread from someone who is infected through:

- Respiratory droplets generated when they cough or sneeze;
- Close prolonged personal contact, such as touching or shaking hands; or
- Touching something with the virus on it, then touching their mouth, nose or eyes before washing their hands; and
- Crowded places.

Noting that the key objective of the National Government is to prevent the entry of the Coronavirus into our Country, these rules and standards apply during a COVID-19-initiated State of Public Emergency. The Government's National COVID-19 Preparatory and Response Plan (NCPRP) is the national document that outlines the different phases and therefore response measures.

This Honiara City Coronavirus Business Readiness Guideline only applies during the preparatory phase and will be suitable modified in future depending on the situation of COVID-19 in Solomon Islands. It applies to business houses or establishments conducting commercial operations within Honiara City boundary. These guidelines for business and commercially-oriented establishments are minimum standards with



more prescriptive rules to be published as our country's COVID-19 readiness, and response situation demands.

2. Minimum conditions of operations

2.1 The conditions of operation for businesses and commercial-oriented establishments to prevent the introduction and transmission of COVID-19, is to ensure the following:

2.1.1 Ensure physical distancing,

2.1.2 Facilitate conditions for Good personal hygiene practices and

2.1.3 Undertake Enhanced cleaning and disinfection

2.2 There will be routine and random inspections by the National COVID-19 Oversight Committee or its delegated authority/entity.

2.3 The inspections will be against the essential minimum conditions as listed below.

2.4 Conditional rules that businesses and commercial-oriented operations **must** comply with:

2.4.1 Post on premise of operations, signs advising customers who arrive with cold, influenza or COVID-19-like symptoms not to enter the premises and follow national procedures for seeking medical care.

2.4.2 Ensure that the staff who has COVID-19 symptoms do not work at these establishments.

2.4.3 Ensure hand sanitizer with at least 60% alcohol is available upon entry and exit for public and staff use.

2.4.4 Limit seating to capacity that ensures that minimum distance of 2 metres is maintained between patrons at all times.

2.4.5 Where possible, deliver drinks and food directly to patrons.

2.4.6 Promote home delivery of food.



2.5 Rules regarding physical distancing¹

- 2.5.1 Place signs near entrances informing customers of the physical distancing methods being used in your premises.
- 2.5.2 Place floor markers where service is provided or lines form to ensure 2 metres (6 feet) distance between customers at all times.
- 2.5.3 Maintain a single point of entry into your establishment. Regulate entry, including lines and waiting areas, to prevent congestion. Maintain physical spacing of 2 metres among those who are waiting to enter.
- 2.5.4 Educate staff on the importance of physical distancing and promote physical distancing for staff and customers, including waiting areas, bar seating, food or beverage pick-up areas and payment lines.
- 2.5.5 Install high sneeze guards (Plexiglas barriers or dividers) where staff are required to be in close contact with customers. This best practice should be considered to protect employees who encounter many people. For example, raised barriers should be installed at host or hostess desks or at a cashier station.
- 2.5.6 If a bar or food preparation area is open to seating, seating areas or any other public areas, items such as utensils, garnishes and glassware must be 2 metres away from members of the public or protected from cross-contamination.
- 2.5.7 Install physical barriers where tables cannot be adequately separated. For example, raised barriers should be installed between adjoining booths. Only seat members of the same party together. A maximum of 6 people can be seated together at the same table. Larger groups must occupy more than 1 table, maintaining physical distancing between tables. Whatever the seating arrangement is practiced, it is imperative to maintain physical distance between the patrons.

¹ MHMS suggest if possible, to collect personal information such as phone number or email upon entry for each person and if in groups from one person in the group for contact tracing if potential risk.



- 2.5.8 Space aisles between tables wide enough to allow room for people to maintain physical distancing.
- 2.5.9 Consider using a 1-way traffic flow to help maintain distancing. Space tables 2 metres (6 feet) apart.
- 2.5.10 Customers can sit at bar areas, as long as physical distancing is maintained between groups and between individual customers.
- 2.5.11 Staff should maintain physical distancing whenever possible and wear a nonmedical mask when that is not possible.
- 2.5.12 Staff may wear a non-medical mask if they choose to. Wearing a mask does not replace the need to observe all the other requirements.
- 2.5.13 All items behind the bar (for example, glassware, dishware and garnishes) must be protected from exposure to customers and cross-contamination. Physical barriers may be an appropriate measure.
- 2.5.14 Arrange staff rooms and break rooms to allow physical distancing practices. Consider staggered break times to limit the number of employees.

2.6 Rules regarding sanitation and hygiene

- 2.6.1 Ensure good ventilation; Operate all air conditioning units in fresh air mode, ensuring a constant airflow in the premises;
- 2.6.2 Ensure staff are practising proper hygiene. This includes frequent hand washing, coughing or sneezing into your elbow rather than a hand or in the environment, and avoiding touching your face.
- 2.6.3 Compulsory use of hand sanitizer upon entry.
- 2.6.4 Remove table items such as napkins, condiments, menus and décor unless they can be cleaned between customers.
- 2.6.5 Hand out tableware or utensils to customers. Where possible, use rolled silverware.



- 2.6.6 Clean surfaces such as tables, chairs and booths in-between use of different customers.
- 2.6.7 Develop measures for servers to limit their contact with customers, that can include the following:
 - 2.6.7.1 Have guests pour their own beverages or have staff pre-pour beverages before delivering them to the table.
 - 2.6.7.2 Remove 1 chair at each table and use that space as a designated place for the server to stand at the table, similar to the open end of a booth.
 - 2.6.7.3 Leave food and drinks at the front of the table.
 - 2.6.7.4 Avoid touching cups and glasses for refills.
 - 2.6.7.5 Provide packaging for customers to pack their own unfinished food items. Reusable or customer supplied containers are not permitted.
- 2.6.8 Remove self-service condiments. Provide them to customers upon request.
- 2.6.9 Employees who choose to use gloves must thoroughly wash their hands before and after each change of gloves. Gloves are not a substitute for proper hand hygiene. It's important to:
 - 2.6.9.1 remove gloves when changing tasks;
 - 2.6.9.2 use hand sanitizers even if wearing gloves while serving different customers;
 - 2.6.9.3 use new gloves each time gloves are removed;
and
 - 2.6.9.4 change gloves as often, as necessary.
- 2.6.10 Encourage payments through contactless methods (for example, tap or e-transfer). Clean and disinfect pin pads and card readers after each use.
- 2.6.11 There's currently no evidence that communicable diseases, including COVID-19, can be passed on through touching or



handling cash. Using cash is important for some people who have no other way of paying. Staff must wash their hands after accepting cash.

2.7 Rules regarding enhanced cleaning and disinfection

- 2.7.1 Build on your current cleaning and disinfection policies and procedures.
- 2.7.2 Increase cleaning and disinfection of essential shared facilities, such as telephones, computers and washrooms. **Cleaning** refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- 2.7.3 **Disinfecting** refers to using chemicals, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface *after* cleaning, it can further lower the risk of spreading infection.
- 2.7.4 Check the expiry dates of products you use and always follow the manufacturer's instructions.
- 2.7.5 Use chlorine bleach solutions for disinfection if appropriate for the surface. Ensure a minimum of 2 minutes' contact time and allow to air dry. Prepare fresh bleach solutions daily. Prepare chlorine bleach solutions according to the instructions on the label.
- 2.7.6 Educate staff on how to use cleaning agents and disinfectants. Follow directions for:
 - 2.7.6.1 required disinfectant contact times (that's the amount of time that the product will need to remain wet on a surface to achieve disinfection);
 - 2.7.6.2 safety precautions and required personal protective equipment (PPE) Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes.; and



2.7.6.3 where and how to securely store cleaning and disinfectant supplies.

2.7.7 Clean and disinfect high traffic areas and frequently touched surfaces and objects such as door handles, light switches, counters and faucets.

2.7.7.1 Clean and disinfect frequently touched surfaces at least twice per day and when visibly dirty.

2.7.7.2 Ensure you spend enough time cleaning and disinfecting.

2.7.8 Ensure washrooms are always well-stocked with liquid soap, paper towels and toilet paper and that running water is available. Antibacterial soap is not required to prevent the spread of COVID-19.

2.7.9 Make sure washrooms are available for customers and staff use at all times.

2.7.10 Increase the frequency of cleaning and disinfecting staff and customer washrooms.

2.7.11 Empty garbage bins frequently.

Linens, clothing, and other items that go in the laundry

Wear disposable gloves when handling dirty laundry and then discard after each use. If using reusable gloves, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Clean hands immediately after gloves are removed. If no gloves are used when handling dirty laundry, be sure to wash hands afterwards. Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry which appears contaminated due to a presence of sick person can be washed with other people's items.

Risk communication

- Ensure staff is trained for clinical features of COVID-19 and preventive measures, especially respiratory etiquette and hand-hygiene practices;



- the criteria for asking individuals with symptoms to leave the venue or retreat to a designated area and what to do in the event of sickness;
- information on physical distancing;
- information on the use of face coverings and medical masks in the event of sickness;
- Inform clients about protective measures against coronavirus by placing information panels at different points in the premises; POSTERS and Leaflets

3. Recommendations

- a. MCILI in close collaboration with MHMS and HCC must survey the business outlets to ensure minimum conditions prescribed above are in place during the length of the SOPE. In this role, MCILI will work with commerce, trade and industry bodies to disseminate information contained in these guidelines.
- b. Where a business or commercial establishment do not comply with the minimum conditions contained in this guideline, MCILI together with MHMS and HCC will implement awareness sessions with the offending establishment at the cost of the business concerned.