

Cellar Door Reopening Protocols



Introduction

The mass COVID-19 shutdown has forced Australian wineries to rethink their entire business model and ways of operating.

This re-engineering of a Cellar Door business, designed to reduce touch-points and risks of transmission of coronavirus, will undoubtedly bring about a 'new normal' for how we conduct wine tasting activities.

These health, safety and operational protocols for reopening cellar doors (the Reopening Protocols) are based on established Australian Government health and safety guidelines, and provide a list of common procedures for implementation across all states and territories to achieve basic hygiene and social distancing as required by public health directives, to allow businesses to continue to operate safely through this recovery period.

Staff should be as familiar and confident with COVID health and hygiene requirements as they are with RSA requirements.

Australian Grape & Wine acknowledges that each State and Territory will be implementing the easing of restrictions differently. This means that in addition to following the Reopening Protocols, businesses must understand their legal obligations and implement the measures unique to the jurisdiction that they operate in.

Who we are

Australian Grape & Wine is Australia's national association of grape and wine producers. Our activities focus on providing leadership, strategy, advocacy and support that serves Australian wine businesses now and into the future. We represent the interests of the more than 5,000 grape growers and 2,500 winemakers working in Australia.

Our role is to help forge a political, social and regulatory environment that enables profitable and sustainable Australian grape and wine businesses. These businesses make a significant contribution to growing regional economies by driving growth in jobs, regional exports, food and wine tourism as well as providing profitability and jobs to the service industries that support the wine sector.

Australian Grape & Wine is recognised as a representative organisation for grape and wine producers under the Wine Australia Act 2013, and is incorporated under the SA Associations Incorporation Act 1985. We work in partnership with the Australian Government to develop and implement policy that is in the best interests of grape growers and winemakers across Australia.

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Education & Training

COVID-19 Hospitality - Best Practice Training.

As wineries prepare to reopen cellar doors, owners/operators will need to understand their obligations and best practice operations for themselves and their employees.

Australian Grape & Wine has collaborated with the Restaurant & Catering Association to access their “[COVID-19 Hospitality Best Practice](#)” micro-credential, to equip wine businesses with an online training tool that will assist in preparing wineries for reopening cellar doors.



The topics covered from this credential are:

1. Social Distancing understanding
2. Creating a Social Distancing Plan (SDP) to suit your organisation
3. Staff induction for working during COVID-19
4. Working during COVID-19
5. Managing customers during social distancing, and
6. Cleaning premises and equipment during COVID-19

Certification of this training should be displayed at the entrance to the cellar door.

To ensure cellar door staff are confident with COVID-19 health and hygiene principles, we recommend all cellar door staff complete this training. [Enrol here](#).

Australian Grape & Wine acknowledges some state and territory governments may have mandated training programs specific to their state. If this is the case in your state, please ensure your cellar door staff have access to this.

The Australian Government has created [educational materials and posters](#) regarding social distancing and personal hygiene. For consistency and consumer awareness, it is recommended all Australian businesses use these posters.



Cellar Door Operations

CONDITIONS OF ENTRY

Cellar doors must comply with distancing and occupancy limits as per State and Territory requirements. The following points are recommended to ensure cellar doors are operating within the framework of social distancing and the safe operations for employees and customers:

Tracking and distancing measures for each person before allowing entry:

- Require that all cellar door visits be by appointment only, **until distancing restrictions are lifted**. Details of customer (group) including names, a contact email address and contact number of booking arranger to be taken at time of booking. Cellar door managers should warn that people who exhibit symptoms such as fever or coughing will be refused entry, and that these people should stay at home.
- Send a confirmation of booking email confirming the time of booking, number of people attending, maximum stay time and the safety requirements for COVID-19. This is an opportunity to notify the booking arranger that management will reserve the right to refuse entry to people showing symptoms of sickness such as coughing or fever. Groups who fail to comply with health and hygiene related requests may have their booking cancelled immediately.
- Walk-in patrons should only be accommodated if there is no clash with a pre-existing booking. Contact details for walk-in patrons should be obtained.
- Encourage patrons to download the Australian Government's COVIDSafe app if possible or collect contact details to enable simpler traceback if necessary.
- Booking times must be coordinated to ensure that the numbers attending can maintain required distancing measures and to allow time for additional cleaning between groups.
- Apply a maximum stay time to allow for successful staggering of appointments.
- Ensure staff are familiar with the requirements above and are aware that the principals should be applied in a similar manner to Responsible Service of Alcohol guidelines. Patrons who do not comply with a business' guidelines in terms of being symptom free or maintaining social distancing either from other patrons or staff can and should be denied further services and asked to leave.

Refusing Entry to Patrons:

- Refusal to agree to tracking requirements – either via the COVIDSafe app or by providing names and contact details.
- Everyone has an obligation to stay at home while displaying any symptoms such as fever or coughing. Businesses have the right to refuse entry and insist that anyone with these symptoms leaves the premises.
- Placing signs at entry points requesting that customers do not enter the premises if they are unwell or have COVID-19 symptoms.

CUSTOMER INTERACTION

Queuing and interaction between patrons:

- Place visual cues such as floor markings, to ensure customers maintain the 1.5m distance while waiting to pay or be seated.
- Set up different areas for ordering and collection of wine purchases where possible.
- Use separate doors for entry and exit, if practicable, to avoid contact between people.
- If standing tastings are allowed, create allocated "tasting stations" spaced along the bar to meet social distancing rules.
- If standing at the bar is not allowed, provide and configure seating to comply with physical distancing requirements. Ensure tables are spaced more than 1.5m apart so that distancing of 1.5m between parties is maintained, including when customers approach or leave tables.

WINE TASTING

Capacity:

- Best practice is accepting patrons only via bookings online/prior calls for cellar door tastings.
- Limit one person for every 4sqm of internal floor space per room including staff. The maximum should not be greater than permitted by state regulation.
- Signage at each door clearly stating maximum number of people allowed inside each room at any one time.

Distance:

- Staff should maintain 1.5 metres from other staff and customers at all possible times
- Tables, chairs, stools and booth seating must be sanitized after every use.
- A group travelling together will not need to be 1.5 metres apart from each other.
- Social distance between customers is a minimum 1.5m between patrons standing at a bar or seated at different tables whether inside or outside.
- Monitor number of customers on premises at one time to ensure physical distancing requirements are maintained and to comply with any capacity restrictions imposed by state and local authorities.

Tasting glasses/utensils:

- Non-disposable glassware/utensils permitted when cleared after each tasting and washed using a commercial grade dishwasher or glasswasher only, OR;
- Disposable glassware/utensils, OR;
- Single use tasting glasses (ie a fresh glass for each wine), to ensure the top of an opened wine bottle does not come into contact with a used wine glass. OR;
- Offer tastings as pre-poured wine flights or paddles.

Hygiene:

- Hand sanitisers mandatory at all entry points and freely available throughout the business, based upon capacity, for customer and staff use.

Toilets:

- Limit one person for every 4sqm of floor space.
- Signage at doors clearly stating maximum number of people allowed inside toilets at any one time.

Water:

- Drinking water can only be provided as takeaway water bottles.
- No shared water jugs.

Food/Wine matching:

- No shareable items on menus.
- No buffets or shared 'serve yourself' sections such as cheese/olives etc.
- No open food displays or food on display meant for consumption.
- No condiments left on tables (including salt and pepper), all serves of condiments should be disposable and not stored or disseminated from a common container.

Souvenirs/local produce:

- Customers should refrain from touching souvenirs items or local produce for sale (eg Olives/Jams/Cheese etc) unless collecting for purchase.
- Clear signage reflecting these requirements.

Ancillary:

- No communal water stations.
- Single use disposable spittoons (such as 'milkshake containers' to be used). No permanent spittoons.
- No BYO alcohol bottles or containers.
- Tasting sheets/information either laminated to facilitate easy cleaning or disposable after each use or chalk board as appropriate.

COMPLETING SERVICE AND PAYMENT

Payments:

- Electronic payment only etc Tap&Go, ApplePay etc.
- Remove pin requirement for Tap&Go purchases over \$100.
- Try to make provision for customers leaving the Cellar Door to do so via a different entrance to those entering as per above.

EMPLOYEE HYGIENE AND SANITIZATION REQUIREMENTS

Usual cleaning schedules will need to be increased:

- Minimise employee bare-hand contact with food through use of utensils or disposable gloves.
- Reinforce that meticulous hand hygiene is essential for all employees to ensure their own safety.
- Use only sanitization materials that are approved for use in contact with food as described on the label.
- Frequently touched surfaces (such as handrails, scanners, plant controls, machinery and doors) should be cleaned regularly using appropriate detergent solutions. Once cleaned, they should ideally be disinfected regularly using appropriate disinfectant solutions.
- Personal items used in the workplace such glasses and phones should be cleansed and ideally disinfected frequently (e.g. by using isopropyl alcohol wipes).
- Workers must wash their hands between each wine tasting experience/session before serving another customer.
- Workplace amenities including kitchens, lunch rooms, communal areas, change rooms, toilets and vending machines, should be cleaned industrially and the frequency of this cleaning should increase.

Wine tasting areas and equipment, and front of house areas able to be accessed by customers, should be cleaned in line with Safe Work Australia's guidance on Cleaning and COVID-19 and the frequency of cleaning should be increased.

Take steps to reduce the number of touch points for workers. For example, leaving access doors open, where appropriate and safe. Sanitiser must be available at entry and exit points so workers can use it when arriving and leaving.

Gloves and alcohol-based hand sanitiser must be made available. The workplace should provide closed bins for workers to allow hygienic disposal of waste and rubbish such as used tissues, immediately (or if away from amenities, as soon as possible) after use. Hand washing facilities or alcohol-based hand sanitiser should be available for workers to use after they dispose of their waste.

Staff management

- Ensure that staff do not attend work if they feel unwell and display any symptoms of COVID-19.
- In addition to coughing or fever other symptoms include, but are not restricted to: runny nose, headache, muscle or joint pains, nausea, diarrhoea, vomiting, loss of sense of smell, altered sense of taste, loss of appetite and fatigue.
- Consider splitting customer-facing teams and other teams into separate groups that do not cross over to minimise the risk of all staff being exposed if there is a suspect contact.

Biosecurity

To avoid the possible contamination of vines, all vineyards (particularly those in easy access from the cellar door) are a restricted area for specific personnel only. They are not open for the public to walk through. See Vinehealth Australia for more information, tools and resources to protect your vineyard.

Managing an outbreak in your business

Anyone who is unwell should not be at a workplace. If anyone develops symptoms at work such as fever, cough, sore throat or shortness of breath, you should ask them to go home and seek medical advice as soon as possible.

It is important to remember that if a person becomes sick with these symptoms at work they may be suffering from a cold, the flu or other respiratory illness and not COVID-19.

If, after seeking medical advice your worker is confirmed as having COVID-19, your state and territory public health unit will trace and contact the people the infected worker was in close contact with and provide them with instructions to quarantine. Maintaining proper shift and guest records will allow easier tracing and help prevent regional outbreaks.

What action should I take if I suspect someone at my workplace has the virus or has been exposed?

You are not expected, and should not try, to diagnose workers. However, you have a work health and safety duty to minimise the risk of workers, and others in the workplace, being exposed to COVID-19 so far as reasonably practicable.

If you reasonably suspect someone has the virus, or has been exposed, this creates a health risk at your workplace, and you will need to follow the steps below. Do not wait until confirmation that a worker has COVID-19. You must act promptly to take reasonable steps to manage the risks.

This information is provided to assist you in the workplace. However, you must always follow the advice of your state and territory public health unit and WHS regulator, even if it is different to this guidance.

Steps to take when the person you are concerned about is at the workplace now

If someone is confirmed as having COVID-19 or is getting tested for COVID-19, they should already be at home. However, there may be circumstances where a person in your workplace is displaying COVID-like symptoms or shares information (e.g. they have been in close contact with someone that has the virus) that causes you to have reasonable concerns about their health and the health of others in your workplace.

The person could be a worker, contractor, a client, customer or other visitor to your premises. Where this occurs:

1. Isolate the person

If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help. Otherwise, you must take steps to prevent the person from potentially spreading the virus by isolating them from others. You must also provide appropriate personal protective equipment (PPE) to the affected person, such as disposable surgical mask, and hand sanitizer and tissues, if available. Also provide protection to anyone assisting the person.

2. Seek advice and assess the risks

Next, to determine if it is reasonable to suspect the person may have COVID-19, talk to the person about your concerns and see what they say.

Seek government health advice by calling your state or territory helpline. Follow the advice of your state and territory public health unit. You can also contact the National Coronavirus Helpline on 1800 020 080, which operates 24 hours a day, seven days a week. The National Helpline can provide advice on when and how to seek medical help or about how to get tested for COVID-19.

Ensure that you have current contact details for the person and make a note about the areas they have been in the workplace, who they have been in close contact with in the workplace and for how long. This will inform you about risks to others and areas to clean and disinfect. This information may also assist your state and territory public health unit if they need to follow up with you at a later time.

Your state or territory WHS regulator may also be able to provide specific WHS advice on your situation.

3. Transport

Ensure the person has transport home, to a location they can isolate, or to a medical facility if necessary.

Wherever possible, if a person is unwell or travelling to a location for mandatory isolation, they should use a personal mode of transport to minimise exposure to others. They should not use public transport unless there is no other option.

If the person needs to use a taxi or ride share service (or public transport) then the person should avoid contact with others including the driver to the extent possible. This includes:

- wearing a surgical mask, if available
- avoiding direct contact with the driver, including sitting in the back seat to achieve as much separation as is reasonably possible
- practicing good hand hygiene and cough/sneeze hygiene, and
- paying by card or mobile device.

4. Clean and disinfect

Close off the affected areas and do not let others use or enter them until they have been thoroughly cleaned and disinfected. Open outside doors and windows if possible to increase air flow.

All areas, for example offices, bathrooms, kitchens and common areas and equipment or PPE that were used by the person concerned must then be thoroughly cleaned and disinfected, or disposed of.

Cleaners must wear appropriate PPE, for example disposable gloves or gloves appropriate to the cleaning chemicals being used, and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaners should also wear a disposable apron.

Your state and territory public health unit may also provide you with further information about how and where to clean. You must follow those instructions.

5. Identify and tell close contacts

The state or territory public health unit will identify close contacts of a confirmed COVID-19 case and provide them with instructions, for example, in relation to quarantine requirements.

In the meantime, for the purposes of undertaking a workplace risk assessment and to assist your state and territory public health unit, consider who the affected person may have had recent close contact with. If instructed by health officials, tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine. You must maintain the privacy of all individuals involved.

Seek information about the areas that close contacts have been in the workplace, who they have been in close contact with in the workplace and for how long. This will inform you about possible risks to others, and additional areas that may also need to be cleaned and disinfected.

6. Review risk management controls

Review your COVID-19 risk management controls, in consultation with your workers and their representatives, and assess and decide whether any changes or additional control measures are required.

You must continue to meet your WHS duties at all times. This may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others in the workplace (such as customers) contracting COVID-19.

Do I need to close my workplace for cleaning?

There is no automatic requirement to close an entire workplace following a suspect or confirmed case of COVID-19. It may be unnecessary if the person has only visited parts of your workplace or if government health officials advise you the risk of others being exposed are low.

Whether you need to suspend operations in your workplace will depend on factors such as the size of the workplace, nature of work, number of people and suspected areas of contamination in your workplace.

See more information about [Cleaning to prevent the spread of COVID-19](#).

Important notice & disclaimer concerning Australian Grape & Wine Cellar Door reopening protocols

In an effort to increase health and safety awareness amidst the COVID-19 crisis and to improve health and safety practices for Australian cellar doors, Australian Grape & Wine is proud to offer these protocols of health and safety related to the reopening of cellar doors. These protocols offer a series of general best practices related to the reopening of cellar doors and COVID-19 which were drawn from guidance from federal agencies, including the [Australian Federal Government](#), the [Australian Government Department of Health](#) and [Safework Australia](#).

In addition, we have received input from regional associations and are coordinating and sharing content with various state associations.

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Each user of these protocols should rely on his or her own judgment, or as appropriate, seek the advice of a competent professional for assistance.

UPDATING OF TASTING ROOMS REOPENING PROTOCOLS

Users of the Australian Grape & Wine Cellar Door Reopening Protocols should be aware that the information contained may be superseded at any time by the issuance of new editions or may be amended from time to time through the issuance of amendments, updates or corrections.

All documents are dated with the date of last revision, information contained in the documents is relevant to the date of last revision.

OTHER WEBSITES

Additionally, users can find links to other websites and materials in these protocols. While Australian Grape & Wine endeavours to provide only links to useful websites, Australian Grape & Wine has no control over the content and nature of these other websites and the links to other websites do not imply a recommendation for all of the content found on those sites.

CONTACT INFORMATION

All questions relating to these reopening protocols should be directed to Australian Grape & Wine at info@agw.org.au.