



Covid Terms and Conditions

We understand that this is a stressful time for our customers. Here at Cosma Catering our first priority is to ensure that staff, customers, suppliers and the guests attending your event are safe.

We are working closely with our venues and suppliers to manage and minimise the impact to customer event plans, and we will continue to monitor this ongoing situation carefully.

Guidance on whether to proceed, restrict, modify or postpone your event will be based on the timing of your event, the availability of community resources and ongoing event-specific risk assessment in coordination with the relevant healthcare and government authorities.

Frequently asked questions

What if I *already* have an event booked?

Consider following the below tips for a seamless event:

- For the latest updates regarding the COVID situation in Australia refer to the [Australian Department of Health](#). From here you can find out more information about the current situation in each state and territory and the rules relating to what you can and can't do.
- Our team continue to closely monitor updates as the situation develops. We remain well informed to discuss all available options and support our customers every step of the way.
- In all cases follow the [World Health Organisation](#) guidelines on how to take care of your health. Anyone who has suspected symptoms or feels unwell should not attend the event.
- Note 2021 is starting to book up quickly in accommodating the postponement of existing events. We recommend securing your event well in advance to guarantee your event needs can be met.

What happens if I need to cancel or change my booking?

- If your booking is still scheduled to take place as normal and you choose to cancel your booking for any reason then you will be liable for any cancellation fees that were agreed upon at the time of booking; 50% non refundable deposit.
- However, many of our suppliers are now offering additional adjustments to booking policies including free date changes and a 12-month open-date policy to give you extra peace of mind.

What happens in the unlikely circumstance that a supplier needs to cancel my booking due to COVID-19?

- The supplier that we have booked on your behalf has the right to cancel your upcoming booking if they do have any safety concerns.
- If the supplier chooses to cancel the booking for any reason and cannot offer an alternative event date within a reasonable timeframe you would be offered a full refund.

I have an event scheduled but due to the Government enforcing new laws last minute, my event cant go ahead. What happens now?

- If any food has already been ordered, prepared, is within 4 days of your event or has arrived to Cosma then the client is liable for the costs.
- Cosma will offer all clients two options with the food
 - Package all the food that was ordered/prepped on the clients behalf and send it to them directly
 - Donate the food on the clients behalf to Cosma's choice of charity organisation.
- An additional \$220 inc. GST will be kept for time spent on the event. The total amount owed to the client will be what is left after food costs + additional time spent.
- Staff wages that have been quoted as part of your function will also have to be paid in full. Our staff have suffered wage loss over the last year and many of them are not eligible for job seeker or keeper. Cosma has made the decision to ensure that all staff will be paid regardless of whether the job goes ahead.
- Cosma will then calculate the different in monetary sum and offer the client to postpone their function within a reasonable time or refund 50% of what remains for their function
- By agreeing to our terms and conditions and paying a deposit, our clients have agreed to our Covid terms and conditions

BOOKING DETAILS

Unless otherwise agreed in writing:

- Details of all arrangements must be submitted at least 14 days before the event date, including notification of final guest numbers.
- An increase in guest numbers after this date may be accommodated subject to availability, however cannot be guaranteed. A price amendment will apply.
- If guest numbers reduce below the minimum guest numbers provided at the time of booking, deposits paid for all non-attending guests will be forfeited in all cases. The payment balance will be adjusted to the revised guest numbers provided. A price amendment may apply.
- A refund of the balance payment will not be offered for a decrease in guest numbers within 14 days of the event date.

The Erez and Arieah trust trading as Cosma Catering PTY. LTD. Is dedicated to providing our employees, customers, contractors, delivery drivers and members of the public safe. Throughout this period we will continue to monitor and implement safety strategies and protocols as deemed necessary and in compliance with the Department of Health and Human Services requirements.

In the event of a COVID-19 infection in the workplace, the following procedures are required to be followed:

- The DHHS must be alerted immediately by calling 1300 651 160
- All contract tracing reports must be presented to Leigh Shani (Director) who will pass the paperwork on to DHHS.
- In the event that an employee is the infected person, they must return home and isolate immediately.
- The infected person is required to list any areas and personnel they may have been in contact with
- All those in the shift in the vicinity of the infected person will be required to provide details of their movement during the shift.
- Any employee that worked within the vicinity of the infected employee will be required to return home and self isolate.
- Any areas / deliveries / food / packaging / vehicle in which the infected person may have been around / touched / delivered to will be immediately shut down and deep cleaned in accordance to DHHS guidelines prior to recommencement of use.
- Cosma Catering will temporarily close for deep cleaning in general
- Cosma Catering will reopen once they have been given approval from DHHS
- All employees who had near contact are required to provide a negative test after 11 days of contact in order to return to work.

For more information, please refer to:

Department of Health + Human Services
www.dhhs.vic.gov.au / 1300 650 172

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COVID – 19 WORKPLACE HEALTH AND SAFETY POLICY

3rd August 2020

Cosma Catering PTY LTD is dedicated to providing our employees, customers, contractors, delivery drivers and members of the public safe. Throughout this period we will continue to monitor and implement safety strategies and protocols as deemed necessary and in compliance with the Department of Health and Human Services requirements.

Under Stage 4 restrictions and in compliance with the DHHS stage 4 restrictions "Guide for Business" we will remain open for on-site work under the basis of:

- Food premises selling fresh produce, bread, milk, dairy
- Food premises providing contactless delivery to those in isolation and/or quarantine
- Contactless delivery
- Bakery
- Grocery Store

In order to remain open for trading, all employees and visitors must undertake the following procedures:

Daily Health and Safety Procedures for all employees and visitors:

- Do not come in if you are feeling unwell
- Wash and sanitise your hands upon entering the premises, using the bathroom and eating.
- Sanitise regularly as a precaution
- Wash hands regularly, sneeze into elbows and avoid touching your face and practise good hygiene
- Wear a mask at all times unless you have a medical reason for not wearing a mask and have discussed it with Leigh.
- The back gate (entrance to the premises) will be locked at all times. Only people wearing masks can enter. They must sign into the contract tracing document.
- Maintain 1.5m distance between yourself and others where possible (social distancing)
- Do not share food, drinks, cigarettes with one another.
- All utensils used for tasting must be put through the dishwasher.
- All dishes (that can fit) must be put through the dishwasher. Hand washing dishes is not sufficient.
- Disinfect the van steering wheel and keys after use.
- Sanitise and disinfect the benches at the end of the night
- If you are onsite and have become unwell, please speak with Leigh (0400 123 005) and stay home and arrange to be tested immediately. All staff are required to have at least 2 tests (Day 4, Day 11) prior to returning to work once they have tested positive.
- Cosma Catering will be closed every Saturday afternoon for a deep clean

With the changes, we will continue to maintain a clean work environment including regular disinfecting and cleaning our main kitchen, cleaning all shared areas and regularly touched surfaces.

We ask that all employees avoid direct contact with contractors where possible and ensure that if contractors enter the kitchen they have their details recorded.

No cash is kept on the premises and Cosma Catering will not accept any cash for any transactions.

Health and Safety Procedures when dropping off deliveries

- All staff must wear a mask at all times. This includes when in their vehicle
- All staff must wear disposable gloves and change them often
- Hands are to be sanitised between deliveries
- Avoid contact with others at all times.
- Staff are not permitted to enter any elevators, private homes, shared spaces or foyers.
- Contactless delivery involves:
 - Sending a text prior to delivery
 - “Hello, your order from Cosma Catering is on its way. Please ensure all gates are open + unlocked. If you live in an apartment please come downstairs and await our delivery as we are not entering elevators at this stage. We will send a second text message once the food has been delivered. Please ensure a safe distance if you do come into contact with our drivers.”
 - A second text is sent once the food has been delivered
 - “Hello, your order from Cosma Catering has been delivered. Thank you for ordering and enjoy your food !”
- No boxes / bags are to return back into the delivery drivers cars once they have dropped the food off
- Drivers are required to put a time next to their delivery schedule and their signature as part of their contact tracing
- All drivers are to return delivery route paperwork to the kitchen on their next shift so that Cosma has a record of the delivery for DHHS should the need arise.

Healthy and Safety Procedures when receiving deliveries

- Delivery drivers will be required to call to access the premises
- All delivery drivers must wear a mask at all times
- Avoid physical contact and ensure both the driver and the person receiving the delivery sanitise their hands well
- Remain and ensure social distancing at all times
- Use COSMA pens to sign the delivery – do not use the drivers pen

Changes to the workplace

With the changes in restriction, we will continue to monitor and implement changes when necessary to our work place Covid – 19 plan. In the unlikely event of an infection in the work place; each employee will be contacted directly and the Covid 10 emergency plan with be actioned.

Any questions in relation to the Workplace Covid - 19 safety plan please contact Leigh.

Thank you

Leigh Shani

Director

Cosma Catering PTY LTD