

> HELPING BUSINESS GET BACK TO WORK



15 June 2020

COVID-19 Safety Plan

Hotels and accommodation (including backpackers, hostels and dormitory style accommodation)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business.

You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS	
Business name:	The William Inglis Hotel MGallery by Sofitel
Plan completed by:	Belinda Thomson
Approved by:	David Criss

> GUIDELINES FOR BUSINESS

Guidelines for your workplace and the actions you will put in place to keep your customers and workers safe

REQUIREMENTS	ACTIONS
Wellbeing of staff and customers	
Advise staff and visitors who are unwell with respiratory symptoms or fever to immediately get tested and place themselves in isolation until they have received their results.	All visitors and guests are to complete a declaration form advising of their current wellbeing and status of their recent travel and interactions with potential COVID 19 cases. or hotspots.
Consider how customers could be isolated while awaiting their results, if they are sharing accommodation with others.	Guests will be isolated in their hotel room and not allowed to leave for unless for medical treatment. Hotel staff will not enter the room of a suspected COVID 19 patient and will communicate via phone.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Staff have been advised on how to manage their wellbeing and Accor's ALLSAFE is in place and visible throughout back of house areas.

Wellbeing of staff and customers	
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Staff are aware of their leave entitlements and are encouraged to stay at home if unwell or if required to self-isolate. Staff have been advised to communicate with us if they have also been in a hot spot or been in contact with someone suspected of COVID 19.
Consider whether appropriate cancellation or flexible booking is available where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).	Flexible booking arrangements are in place for all guests and future events including postponement and refunds where applicable.
Display conditions of entry and communicate key health messages and changes to staff, customers, visitors, residents and agencies (website, social media, email, reception).	Accor ALLSAFE signs and display materials are visible for guests and staff. Digital displays have also been updated accordingly with Accor ALLSAFE protocols.
Consult with your Local Emergency Management Committees (LEMC) to determine if there are any travel restrictions to remote or vulnerable communities in the area, and how this can be communicated to customers.	Travel restrictions are enforced as per NSW Government communication and updated accordingly when things change.
Ensure COVID-19 Safety Plans are in place, where relevant, for: <ul style="list-style-type: none"> • Restaurants and Cafes • Swimming Pools • Gyms • Beauty, nail, tanning and hairdressing salons 	COVID 19 Safety plans are in place for all areas of the hotel including: <ul style="list-style-type: none"> * Restaurant & Cafe * Swimming pool and gym * Day Spa

REQUIREMENTS	ACTIONS
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Physical distancing	
Calculate the floor area in open plan communal areas, such as kitchens/ BBQ areas, shared dining areas or showers, to determine the maximum number of people who can safely occupy the space (one person per 4 square metres). Display signs at entrances with the maximum safe capacity and have strategies in place to reduce crowding and contact between different household units or groups, such as a bookings system.	Measurements have been completed and signs are displayed in visible areas.
If your facility has dormitory or shared accommodation, ensure beds are spaced apart by at least 1.5 metres. If an adult resident or guest is required to self-isolate they must not share a room with anyone else. Consider how a single room might be used in this situation.	N/A
Where practical, use separate doors for entry and exit, separate check-in, order and baggage storing points.	N/A
Use contactless check-in where, reasonably practical, to reduce the movement of customers and the number of surfaces touched. If signatures are required, clean pens between customer use with a disinfectant solution or wipe.	In place where applicable and recommended for all guests. Safety screen also in place at reception desk.
Move or remove tables and seating as required, including in waiting areas, to support 1.5 metres of physical distance. Members of the same household are not required to physically distance.	Actioned in all areas including restaurant, outside gardens and cafe/lobby area.
Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as check-in.	Where applicable for any events this will occur.

Physical distancing	
Where reasonably practical, ensure staff always maintain 1.5 metres physical distancing (including at meal breaks) and assign workers to specific workstations.	Work stations have been modified including lunch room area to support social distancing.
Use telephone or video for essential meetings where practical.	In place with Microsoft Teams, What's App and Zoom Meetings.
Stagger start times and breaks for staff members to minimise the risk of close contact, where reasonably practical.	In place where possible.
Review regular deliveries and request contactless delivery and invoicing where practical.	In place.
Have strategies in place to manage gatherings that may occur immediately outside the premises, such as pick up or drop off zones.	N/A

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practice and ensure hand hygiene facilities are available to customers and staff.	Available and communicated both verbally and via signage both front and back of house.
Ensure bathrooms are well stocked with hand soap and paper towels and have posters with instructions on how to wash hands.	In place.
Make hand sanitiser available at key points around the facility and encourage frequent use.	In place.
Consider strategies to reduce the number of surfaces touched by customers.	Where applicable.
Clean public areas frequented by staff or customers at least daily with detergent/disinfectant. Frequently touched areas and surfaces must be cleaned several times per day with a detergent/disinfectant solution or wipe.	In place and actioned every 30 minutes.
Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.	In place in accordance to Accor ALLSAFE procedures.

Hygiene and cleaning	
Ensure items used in the preparation of food or for eating are washed thoroughly with hot water and a detergent solution between use, or preferably with a dishwasher if available. Where possible, residents should not share dishes, drinking glasses, cups or eating utensils.	In place.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	In place.
Limit the use of cash transactions by encouraging contactless payment options.	Recommended where possible.

REQUIREMENTS	ACTIONS
Record keeping	
Keep a record of name and a mobile number or email address for all staff, customers and contractors for a period of at least 28 days, including a room number where relevant. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.	In place via TimeTarget Payroll and roster system for staff. All guests register at check-in. Event guest register in place for any events.
Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.	Communicated to staff and recommended to download.
Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.	Noted.

Belinda Thomson