

> HELPING BUSINESS GET BACK TO WORK



30 June 2020

COVID-19 Safety Plan

Effective 1 July 2020

Conference and function venues

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 attendees that they can safely visit your business. You may need to update the plan in the future, as restrictions or 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

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your attendees and workers safe

REQUIREMENTS	ACTIONS
Wellbeing of staff and attendees	
Exclude staff and attendees who are unwell from the premises.	Ensure all staff or guests on premises are aware that they should not attend work or an event if they feel unwell. Where applicable use a temperature check.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Staff training provided per Accor's ALLSAFE learning modules and on the job coaching through management team.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	All staff are aware of their leave entitlements and relevant requirements for isolation should they come in contact with COVID 19 known sources/cases.
Display conditions of entry (website, social media, venue entry).	Conditions of entry displayed at main entrance for all guests as well as displayed on social media channels and website per our ALLSAFE program.

Wellbeing of staff and attendees	
Consider including arrangements and options for virtual attendance, such as a live stream, for high-risk people.	Live stream and virtual attendance is available through the venues IT capabilities and offered as a solution to group organisers.
If you are serving alcohol at your function or conference, consider ways to encourage responsible use, such as limiting bar tabs or drink packages.	As per our liquor licence regulations.

REQUIREMENTS	ACTIONS
---------------------	----------------

Physical distancing	
Capacity must not exceed one person per 4 square metres of space (excluding staff).	Measurements taken as per CAD drawings and relevant spaces have been confirmed with 4x4sqm rule spacing. See C&E Sales team if you are unsure of spacing requirements.
For conferences, consider allocating people to topic-specific streams to minimise co-mingling between groups, and allocating specific seating areas to these streams for larger plenary sessions.	For discussion with event manager at time of enquiry.
For functions, consider allocated seating and encourage people to remain seated as much as possible, to minimise co-mingling between seated groups.	All guests will be allocated a seat. COVID safety officer will monitor any co-mingling and ask guests to return to their seat to avoid close contact.
Seating must be separated by 1.5 metres. Household or other close contacts do not need to physically distance.	Seating will be 1.5 metres apart for corporate events. Social events will be on case by case basis.
If a conference has multiple sessions, consider staggering the start and finish times of different sessions to minimise crowding around the venue.	For discussion at time of event coordination with client.
Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as for ticketing or for food or drinks. Use separate doors or rope barriers to mark the entry and exit wherever practical.	Markers are available on floor to encourage social distancing. Ropes and other barriers used to support social distancing of 1.5m. COVID Safety Officer to supervise and support guests and staff.
Consider strategies to decrease co-mingling between groups during networking events such as restricting these to allocated stream groups or conducting virtually.	Stagger times of breakouts. Encourage virtual attendance. Restrict number of people in areas based on 4x4 rule. Set specific breakout areas with seating plans to support 4x4 rule in line with each stream group.
Ensure alcohol at any event is only served to seated attendees.	Alcohol to be consumed to seated guests only. Table service - no walk up bar.
High energy dance, as well as singing and wind instruments, can spread COVID-19 if a participant is infected. Additional planning around these activities should be undertaken from a work health and safety perspective, including ensuring 3 metres distance from the audience. Group singing or chanting is particularly high risk and so should continue to be avoided.	Our venue will not allow these activities.
If you want to have dancing at the function, make sure to choose a venue that has a dancefloor area with enough space between guests. Think about strategies to avoid crowding on the dancefloor and ensure people do not take alcoholic drinks on the dancefloor. Dancefloors at weddings must be restricted to the wedding couple and wedding party only.	Our venue will not allow these activities.

Physical distancing	
Promote online ticket purchasing and electronic ticket checking were possible. Consider whether conference or function registration and information packs can be provided online, such as through an app or via post.	Pre-registration available or QR Code of guests available at arrival of event.
Consider presenting conference posters virtually, such as through an app or website, to prevent crowding in these spaces at the event.	For discussion with Event organiser at time of contract.
Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in office or meeting rooms.	Staff canteen is set up with physical distancing in mind. Staggered meal breaks to ensure they do not break in groups.
Use telephone or video for essential staff meetings where practical.	Available where necessary via Microsoft Teams, Zoom and WhatsApp.
Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	Where applicable.
Review regular deliveries and request contactless delivery and invoicing where practical.	Contactless delivery in place.
Have strategies in place to manage gatherings that may occur immediately outside the premises.	COVID Safety Officer to monitor any gathering and people advised to move on and to practice social distancing.
Coordinate with public transport, where reasonably practical, around strategies to minimise COVID-19 risks associated with transportation to and from the venue for larger events if crowding on public transport may occur.	On a case by case basis coordination with local bus companies and transport providers will be made to help disperse people.
Encourage private transport options to minimise crowding on public transport where practical. Consider whether parking options close to the venue could be discounted or included in the ticket price to support this.	Parking facilities are complimentary and extensive to encourage people to drive.

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	Signage and hand sanitisers in place in and around premises.
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.	All bathrooms stocked and checked every hour. Hand sanitisers installed in bathrooms.
Have hand sanitiser at key points around the facility, such as entry and exit points.	Hand sanitisers installed at key points around venue.

Hygiene and cleaning	
Avoid self-serve or buffet-style food service.	No self-serve or buffet-style food service available.
Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.	Per ALLSAFE procedures.
Menus should be laminated (clean between use), displayed or be single use.	Event menus are signal use only.
Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	Cleaning measures in place as per ALLSAFE procedures. High traffic areas cleaned every 30 minutes.
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.	Cleaning products as per ALLSAFE in place and managed by Executive Housekeeper.
Develop strategies to address cleaning of very high-touch surfaces such as door knobs and chair arms. Consider having disinfectant wipes available for patrons to use.	High touch areas cleaned every 30 minutes during peak periods.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	All staff cleaning wear gloves and wash hands thoroughly between venues/rooms/areas.
Encourage contactless payment options.	Signage to support contactless payment as preference for hotel and all outlets. Pre-payments required for events.

REQUIREMENTS	ACTIONS
Record keeping	
Keep a record of name and a mobile number or email address for all staff, attendees and contractors for a period of at least 28 days. For group bookings, one contact is sufficient to support contact tracing. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.	Pre-registration available or QR Code at arrival to event to ensure all attendees are tracked.
Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.	Staff all encouraged to download COVIDSafe app.
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.	Contact to be General Manager and Front Office Manager as first port of call.