

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**



## Your COVID-19 Safety Plan

### Functions and conferences

#### Business details

Business name	The William Inglis Hotel MGallery by Sofitel
Business location (town, suburb or postcode)	Warwick Farm
Completed by	Belinda Thomson
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Date completed	7 December 2020

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#### Wellbeing of staff and attendees

**Exclude staff and attendees who are unwell from the event. Ensure attendees and staff are aware they should only attend if they are feeling well and do not have any respiratory or COVID-19 symptoms.**

Ensure all staff or guests on premises are aware that they should not attend work or an event if they feel unwell or have been in contact with anyone showing COVID 19 symptoms. Where applicable temperature check staff.

**Provide staff with information and training on COVID-19, including when to get**

**tested, physical distancing, wearing masks and cleaning.**

Training has been provided and is regularly communicated on the safety protocols around COVID 19 including the use of PPE and cleaning. Accor's ALLSAFE procedures are in place.

**Make staff aware of their leave entitlements if they are sick or required to self-isolate.**

Staff are aware of their leave entitlements on COVID 19 and any isolation requirements should they come in contact with any known sources/cases.

**Display conditions of entry (website, social media, venue entry).**

Conditions of entry are displayed on the hotels website. QR codes are utilised for all events and entry on to premises and event spaces. ALLSAFE program displayed on social media and website per Accor policy.

**Think about ways attendees can be involved through a video broadcast or live stream, if they cannot attend due to illness or travel restrictions, or are a vulnerable person and wish to avoid gatherings. Consider options to stream the event.**

Hybrid meetings with the use of live stream is available and is communicated to clients as an option for guests that cannot or do not wish to attend in person.

**Consider including arrangements and options for virtual attendance, such as a live stream, for attendees who are at high-risk of developing COVID-19 complications such as elderly people or people with conditions affecting their immunity.**

Hybrid meetings and events is in use and available for clients/guests to utilise if coordinated in advance with hotel and organiser.

**If you intend to serve alcohol consider ways to encourage responsible use, such as limiting bar tabs or drink packages.**

Drink packages are recommended for all events and bar tabs are capped based on a particular dollar amount per person. Hotel team have RSA certification and security in place for events based on risk analysis.

## **Physical distancing**

**Capacity at functions and conferences must not exceed one person per 2 square metres of publicly accessible space. The density limit does not apply if there are 25 customers or less at the premises.**

Measurements taken as per CAD drawings and relevant spaces have been confirmed with 2x2sqm rule spacing. Conference & Event chart capacities have been shared with all Department heads.

**For conferences, consider allocating people to topic-specific streams to minimise mingling between groups, and allocating specific seating areas to these streams for larger plenary sessions.**

For discussion with client and event manager at time of enquiry. Recommendations in place and space available for specific streams to occur.

**Support 1.5m physical distancing where possible, particularly at points of mixing or queuing such as food and drink stations, toilets and entrance and exit points. There should be 1.5m physical distance between seated groups where practicable, including in non-ticketed areas.**

Seating will continue to be 1.5m apart for all events. Signage will be visible for all events and in and around hotel.

**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 planning with client and event manager. Use of different entry points available for events and organisers.

**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.**

Floor markers available and in use in and around venue. COVID Marshalls available per event. Ropes and barriers in use to support social distancing of 1.5m in particular around food and drink areas.

**Consider strategies to decrease mingling between groups during networking events**

**such as restricting these to allocated stream groups or conducting virtually.**

Breakout times staggered and recommendations discussed with client and event manager at time of booking. Numbers restricted per area to 2x2sqm and COVID marshalls in place to support 1.5m distancing.

**In indoor areas, alcohol can only be consumed by seated customers. Alcohol should not be taken onto dancefloors.**

Covid marshalls in place to ensure guests are consuming alcohol while seated only.

**Capacity on dancefloors must not exceed one person per 4 square metres to a maximum of 50 people indoors, or 500 people outdoors.**

Designated dance floors based on 4 x 4 sqm rule to a maximum of 50 guests indoors and 500 guests outdoors in place and discussed with event manager prior to finalising event coordination stage.

**Promote online ticket purchasing and electronic ticket checking where possible. Consider whether event registration and information packs can be provided online, such as through an app or via post.**

Online ticket platform Eventbrite used for any ticketed events and in place currently. Promotion of ticket purchase is currently advertised via hotel social platforms and website.

**Consider presenting event posters virtually, such as through an app or website, to prevent crowding in these spaces at the event.**

Event posters can be presented virtually as per client request and through IT capability. Alternatively, timed sessions and social distancing markers are in place in and around posters.

**Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in office or meeting rooms. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.**

Back of house areas continue to be per the Accor ALLSAFE standards and social distancing practices are in place. Face masks are work in operations roles.

**Use telephone or video for essential staff meetings where practical.**

Microsoft Teams and Whats App groups in place to communicate and hold staff meetings.

**Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.**

As per the need of operations and in place already.

**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 visitors if applicable.

**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 on site are complimentary and extensive which encourages people to drive.

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## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

Signage and hand sanitisers in place in and around hotel and 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.

**Avoid self-serve or buffet-style food service.**

Buffet style food will be served by hotel staff only to avoid touch points and contact.

**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 single use only.

**Clean frequently used areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.**

Cleaning measure in place as per ALLSAFE procedures. High traffic areas are 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 wash hands thoroughly with soap and water before and after cleaning.**

Staff wear gloves and wash hands thoroughly between venues/rooms/areas.

### **Encourage contactless payment options.**

Signage in place to support contactless payment as preference for hotel and all outlets. Pre-payment of ALL events is required.

**In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

Noted above and communicated to operations and maintenance teams to adhere to recommendations above where appropriate. Major event spaces have good ventilation naturally due to design of rooms.

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## **Record keeping**

**Functions and conferences should consider registering their event through [nsw.gov.au](https://nsw.gov.au)**

Any major events to be communicated with [nsw.gov.au](https://nsw.gov.au) registration portal.

Keep a record of the name, contact number and entry time for all staff, dine-in customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

*Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.*

QR Code in place as per the [nsw.gov.au](https://nsw.gov.au) guidelines.

**Ensure records are used only for the purposes of COVID-19 contact tracing and are**

collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](https://nsw.gov.au)

QR Code in place as per the [nsw.gov.au](https://nsw.gov.au) guidelines and not used for any other purpose.

**Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.**

The COVIDSafe App is supported by the owners and management of the hotel and communicated to the team accordingly.

**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 or Front Office Manager as first port of call.

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes