

COVID Safe plan

Guidance on how to prepare your COVID Safe plan is available [here](#).

Our COVID Safe Plan

Business name: SOFITEL MELBOURNE ON COLLINS
Site location: 25 Collins Street 3000 VIC Melbourne
Contact person: Clive Scott – General Manager
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Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.	<p>Hand sanitiser stations are located next to each high touch points across the hotel.</p> <p>Our public area cleaning team clean and sanitise all high touch points every 2 hours and replenish the sanitiser stations and pumps as needed. This ensures that our guests and employees always have access to hand sanitiser.</p> <p>Staff have been trained on how to wash and sanitise hands properly through online training via Government online training Infection control and ALLSAFE modules via Accor Academy online portal.</p> <p>There are posters displayed within the hotel, on digital screens and videos on our back of house screens.</p> <p>All our bathrooms are equipped with foot operated bins with a lid, to dispose of waste safely and to avoid contamination.</p>
Where possible: enhance airflow by opening windows and adjusting air conditioning.	<p>The lobby is an open area with a constant air flow. The public areas, outlets, event spaces and accommodation rooms do not have windows, however the air conditioning has been adjusted by Collins Place building management to increase the air flow.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</p>	<p>All our employees are required to wear masks at all times in the hotel.</p> <p>We provide both single use and reusable masks. The reusable masks have been tailored for each ambassador, with their employee number labelled on them.</p> <p>To collect our reusable masks safely, we have put in place a specific pedal bin (contactless) with a protective lid, to put in for washing soiled masks. This bin is located on level P2 in front of the uniform room. All staff have been advised of this location and been trained in safely depositing of reusable masks and disposing single use PPE.</p> <p>Our Front Office, Driveway, Concierge, Kitchen and In Room Dining teams have been instructed to wear gloves when handling guest luggage, food handling and food service. Gloves are removed after each use and disposed safely into a foot operated bin with a lid to avoid contamination.</p>
<p>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</p>	<p>Our employees have been trained by completing the following modules:</p> <ul style="list-style-type: none"> - Online ALLSAFE training modules - Online GOV training modules - Face to face training during briefing - VIC GOV poster – Across the hotel, how to wear and remove a face mask and in our Facebook SMOC page <p>Posters are displayed across the hotel back of house areas to remind employees to stay home if feeling at all unwell, to cough/sneeze into their elbow and to wash hands regularly.</p>
<p>Replace high-touch communal items with alternatives.</p>	<p>Most of our hand sanitisers are contactless.</p> <p>Bins in all of our bathrooms are pedal bins, to be opened with the foot.</p> <p>We have removed non-essential items in our guest rooms, to reduce the number of high touch points such as pens, notepads, mini-bar items and cushions.</p> <p>Ambassadors have been advised to not share their work tools such as DECT phones and pens. If there is no alternative, employees are required to sanitise before and after each use shared items, for example a card machine terminal.</p> <p>We have also reorganised the lobby to ensure seating is spaced in accordance with government requirements and removed non-</p>

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	essentials items such as books and cushions, to minimise as much as possible high touch points.

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Cleaning	
Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).	High touch points are cleaned and sanitised every 4 hours in our public areas and every 4 hours in our back of house areas.
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	Supplies of cleaning products are regularly restocked. Each department is responsible for its own stock and can order via the housekeeping department.

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Physical distancing and limiting workplace attendance	
Ensure that all staff that can work from home, do work from home.	<p>Our Sales and Marketing team work from home with remote access. Currently, 4 people work from home.</p> <p>Other employees are essential workers. They provide the necessary operational services to our guests and keep the hotel running.</p>
Establish a system that ensures staff members are not working across multiple settings/work sites.	<p>We have updated our employee declaration form that employees are required to complete every shift to ask if they have been working in a different site at any time in the past 14 days. We remind all team members that while working for SMOC, they are not allowed to work for another hotel or work site.</p> <p>An email has been sent to Senior Management to remind them to only roster their staff to work in 1 outlet /area only.</p>
Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.	<p>We have put in place a declaration form to be completed by all staff before they start their shift, to do a health check self-assessment.</p> <p>Below are the questions:</p> <ul style="list-style-type: none"> - Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)?

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	<ul style="list-style-type: none"> - Are you required to quarantine yourself due to your travel history (including interstate travel) or due to your place of residence? - Are you required to quarantine yourself because you have been in close contact with someone who is diagnosed OR SUSPECTED with Covid-19? - Are you experiencing any of these following symptoms: Fever, Chills, Cough, Sore throat, Shortness of breath, Runny nose, Loss of sense of smell? <p>This form notifies our staff that if they answer “yes” to any of the questions above, they are not authorised to work and must return home immediately and get a Covid 19 test. They are not allowed to return to work without a clearance from their GP/ Department of Health and a negative test result.</p>
Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.	<p>We have calculated the maximum capacity per space and displayed this at the entrance to each space.</p> <p>Our desks all have dividers, so each employee is protected. All desks are spaced 1.5m apart.</p>
Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.	<p>Floor markings have been installed where guests or employees are usually lining up such as:</p> <ul style="list-style-type: none"> - the reception - the restaurant - uniform room - scanning machine P2 - Back of house lifts
Modify the alignment of workstations so that employees do not face one another.	<p>Our workstations have dividers (barriers) that protect our employees who work in the same area.</p>
Minimise the build-up of employees waiting to enter and exit the workplace.	<p>We have several work spaces, which are located in different area of the hotel, so not all employees present within the hotel are working in the same area at the same time.</p>

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	<p>We also have several locations for our employees to scan in and scan off:</p> <ul style="list-style-type: none"> - P2 - Sales & Marketing office - C&E planning office - Level 34 <p>Our employees have different rosters with a different start time and end time to minimise the amount of staff entering or exiting the building at the same time.</p>
<p>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</p>	<p>Our employees are trained via different channels:</p> <ul style="list-style-type: none"> - Online ALLSAFE training modules - Online GOV training modules - Posters – Social distancing <p>These training modules include the importance of maintaining social distancing at any time.</p>
<p>Review delivery protocols to limit contact between delivery drivers and staff.</p>	<p>The delivery protocols have been updated to ensure the social distancing is maintained at all times throughout the delivery process:</p> <ul style="list-style-type: none"> - Contactless delivery - Signage in place to sanitise hands before handling the goods - Sanitising of the goods before storage - Only authorised staff to enter the delivery zone - PPE mandatory
<p>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</p>	<p>All of our employees have a different roster with a different start time and end time.</p> <p>Employees are sent on break in intervals to avoid crowded shared spaces such as the canteen.</p> <p>Moreover, the communal area (canteen) has been reorganised to have only 1 person per table, spaced 1.5m apart.</p> <p>A sanitising station is in place, so each employee can sanitise the table and chair before use and after use.</p>

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Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the ‘four square metre’ rule .	<p>Each space has been calculated to define its maximum number of patrons at any one time.</p> <p>A poster is displayed at the entrance of each space.</p>

Guidance	Action to ensure effective record keeping
Record keeping	
<p>Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.</p>	<p>We have implemented a declaration form for contractors, clients and visitors.</p> <p>Every person arriving at the Hotel needs to scan a QR code to access an online form to complete before entering in the hotel.</p> <p>The questions are as per below:</p> <ul style="list-style-type: none"> - Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)? - Are you required to quarantine yourself due to your travel history (including interstate travel) or due to your place of residence? - Are you required to quarantine yourself because you have been in close contact with someone who is diagnosed with Covid-19? - Are you experiencing any of these following symptoms: Fever, Chills, Cough, Sore throat, Shortness of breath, Runny nose, Loss of sense of smell? - FULL NAME - MOBILE PHONE - Date - Time of the visit <p>If any of these persons answer “yes” to any listed questions, the access to the hotel will be denied.</p>
<p>Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).</p>	<p>Staff are trained to report any incidents to their direct manager including any COVID 19 incident. Their manager will log an incident report in our online portal AESC and notify the Key people directly via text message/ phone calls.</p>

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	The hotel has developed and implemented a Crisis Management Plan to address these and related pandemic risks / eventualities, in order to support ongoing essential facility operations.
Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.	<p>The hotel keeps records of all our employees' rosters and TimeTarget scan in/out records and Employee declaration forms which allows us to know who was on-site at any particular time if there is an outbreak.</p> <p>We have instituted the same procedure with clients, contractors and visitors. We also keep the declaration form records with their contact details and day/time of their visit. This allows us to be able to contact them if there is an outbreak.</p> <p>We also keep a record of all our suppliers who have come to deliver goods in the hotel loading dock area.</p>
Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.	<p>High touch areas are cleaned and sanitised every 4 hours by our public area cleaning attendants.</p> <p>In the case of an outbreak, the hotel will close the infected area (for example, if a chef has tested Covid 19 positive, the kitchen will be closed until a deep cleaning is completed by our cleaning specialist IKON).</p> <p>We will also follow guidelines and advice from the Department of Health to determine if other areas or total closure of the hotel is needed.</p>
Prepare for how you will manage a suspected or confirmed case in an employee during work hours.	<p>The hotel has put in place procedures for different scenarios:</p> <p>SCENARIO 1: If an ambassador is feeling unwell at home</p> <p>SCENARIO 2: If an ambassador is feeling unwell at work</p> <p>SCENARIO 3: If an ambassador is diagnosed with COVID-19</p> <p>SCENARIO 4: If an ambassador has been in CLOSE contact with a confirmed case</p> <p>SCENARIO 5: If an ambassador has been in CLOSE contact with a suspected case</p> <p>SCENARIO 6: If an ambassador has been a CASUAL contact with a confirmed or suspected case</p>

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Prepare to notify workforce and site visitors of a confirmed or suspected case.	We securely store the declaration form records with their contact details and day/time of their visit. This allows us to be able to contact any employees or visitors if there is an outbreak.
Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.	<p>The hotel is required to notify WorkSafe when a team member or contractor has received a confirmed COVID-19 diagnosis, and the affected person attended the workplace during the infectious period.</p> <p>The T&C Director or General Manager will notify WorkSafe of a confirmed COVID-19 diagnosis by calling this number: 13 23 60.</p> <p>WorkSafe will then record details of the incident and send us an email with a unique link for us to complete the last stage of notifying them of the full details in writing.</p> <p>It is mandatory that we complete the full details in writing within 48 hours. Once we have completed and submitted the online incident notification form, we will receive a confirmation email with a copy of our records. We are required to keep a record of the form for at least five years.</p>
Confirm that your workplace can safely re-open and workers can return to work.	<p>The workplace will reopen only after a deep cleaning and sanitising of the areas has been completed by our cleaning specialist IKON and a risk assessment has been conducted to prevent this incident occurring again.</p> <p>The hotel will then decide when it is safe to reopen with the guidance of the Department of Health and Human Services (DHHS) and WorkSafe.</p>

I acknowledge I understand my responsibilities and have implemented this COVID Safe plan in the workplace.

Name: Clive Scott

Date: 06/08/2020