

# COVIDSafe Plan

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## How to develop or review your COVIDSafe Plan

### About this template

- This COVIDSafe Plan template has been developed for businesses to maintain a COVIDSafe workplace and prepare for a suspected or confirmed case of COVID-19 in the workplace.
- To comply with public health directions.
- All Victorian businesses with on-site operations must complete and document a COVIDSafe Plan.
- COVIDSafe Plans should be developed in consultation with workers and relevant Health and Safety Representatives (HSRs).
- In addition to completing a COVIDSafe Plan, you must meet your obligations under the Occupational Health and Safety Act 2004.
- You must modify your COVIDSafe Plan if you are directed to do so by an Authorised Officer or WorkSafe Inspector.

In addition to the general restrictions for all businesses, some industries are subject to additional obligations due to a higher transmission risk. For more information see: [coronavirus.vic.gov.au/additional-industry-obligations](https://coronavirus.vic.gov.au/additional-industry-obligations).

### Understand your responsibilities



This symbol indicates mandatory public health requirements. Your COVIDSafe Plan must detail how you will meet these requirements.

- All other guidance is strongly recommended to keep workplaces COVIDSafe.
- Some requirements and recommendations may not apply to your business and should be marked N/A (not applicable).
- Businesses with multiple worksites must complete a plan for each worksite.

### When to review your COVIDSafe Plan

You should review your plan regularly, especially when restrictions change. You do not have to submit your plan to the Victorian Government. You must modify your plan if directed to do so by an Authorised Officer or WorkSafe Inspector. Compliance with COVIDSafe Plans is monitored by virtual and physical inspections.

## Share your COVIDSafe Plan with employees

Employees must comply with the COVIDSafe Plan. Where possible, discuss the plan with employees before it is finalised. Employers should share the completed plan with employees and occupational health and safety representatives.

For further guidance on preparing your COVIDSafe Plan or any other questions, visit [coronavirus.vic.gov.au](https://coronavirus.vic.gov.au) or call the Business Victoria Hotline on 13 22 15.

## Your COVIDSafe Plan

Business name: **Sofitel Melbourne on Collins**

Address: **25 Collins Street 3000 Melbourne**

Plan completed by: **Michael Robertson**

Job title: **Quality & Risk Manager**

Plan approved by: **Clive Scott, General Manager**

Date reviewed: **15/08/2022**

Next review: **15/09/2022**



# 1. Physical distancing



RECOMMENDATIONS & REQUIREMENTS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You must apply the relevant density quotient to arrange shared work areas and publicly accessible spaces. How will you do this?</p> <ul style="list-style-type: none"> <li>• <a href="#">Density quotients</a> can change. One person per four square metre or one person per two square metres may apply to your workplaces or venue.</li> <li>• You must <a href="#">display signage</a> showing the maximum number of people allowed in the space.</li> <li>• Shared work areas are only accessible to workers and should only include workers in the density limit.</li> <li>• Publicly accessible spaces should include members of the public and may include workers if they share the space on an ongoing basis.</li> </ul> <p>For more information about restrictions for your workplace, density quotients and signage visit: <a href="https://coronavirus.vic.gov.au/business">coronavirus.vic.gov.au/business</a></p>	<p>Comply with relevant density quotient and signage requirements in the Workplace Directions.</p> <p>We have calculated the <b>maximum capacity</b> per space as per government requirements.</p> <p>We displayed posters at the entrance of each public space.</p> <p>Our employees have been instructed to inform us if they are working at a different location than SMOC to ensure that we are across any potential site of exposures.</p> <p>We have enforced a Workforce bubble policy to avoid any overlapping between group of employees (Group, Group B and Group C)</p>	<p><b>Hotel Manager</b></p>
<p>You may need to reduce the number of workers or the number of members of the public at your work premises in accordance with current directions. How will you do this?</p>	<p>Our employees are essential workers and have to come onsite to complete their job. They provide the necessary operational services to our guests and keep the hotel running. Members of the public are reduced from dining in the restaurant for Breakfast only and when density quotients are applicable as per Victorian Government Guidelines.</p>	<p><b>Hotel Manager</b></p>
<p>Where possible aim for workers and visitors to maintain physical distancing of 1.5 metres in the workplace. How will you do this?</p>	<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> <p>We also have several locations for our employees to scan in and scan off: - Level 1</p>	<p><b>Head of department</b></p>

RECOMMENDATIONS & REQUIREMENTS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
	<ul style="list-style-type: none"> <li>- Level 34</li> <li>- C&amp;E kitchen</li> </ul> <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><b>Floor markings</b> have been installed where guests or employees are usually lining up such as:</p> <ul style="list-style-type: none"> <li>- the reception</li> <li>- the restaurant</li> <li>- uniform room</li> <li>- scanning machine P2</li> <li>- Back of house lifts</li> <li>- rest rooms, including conference and event floor</li> </ul> <p>Our workstations have dividers (barriers) that protect our employees who work in the same area.</p> <p>The <b>delivery protocols</b> have been updated to ensure the social distancing is maintained at all times throughout the delivery process:</p> <ul style="list-style-type: none"> <li>- Contactless delivery</li> <li>- Signage in place to sanitise hands before handling the goods</li> <li>- Sanitising of the goods before storage</li> <li>- Only authorised staff to enter the delivery zone</li> <li>- PPE mandatory</li> </ul>	
<p>You should give training to workers on physical distancing while working and socialising. How will you do this?</p>	<p>Our employees are trained via the below channels:</p> <ul style="list-style-type: none"> <li>- Online ALLSAFE training modules (Accor Group internal training modules)</li> <li>- Online Government training modules</li> <li>- Face to face training</li> <li>- Induction</li> </ul> <p>These training modules include the importance of maintaining social distancing at any time.</p>	<p><b>HR Director</b></p>



## 2. Face masks



REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You must ensure all workers adhere to current face mask requirements. How will you do this?</p> <p>For more information visit: <a href="https://coronavirus.vic.gov.au/face-masks">coronavirus.vic.gov.au/face-masks</a></p>	<p>We are following the Victorian Government Guidelines for face mask requirements.</p> <p>We communicate by email to all our employees about the latest changes in the face mask requirements.</p>	<b>Managers</b>
<p>You should give training and information on how to correctly fit, use and dispose of PPE. How will you do this?</p>	<p>Our employees are trained via the below channels:</p> <ul style="list-style-type: none"><li>- Online ALLSAFE training modules</li><li>- Online GOV training modules</li><li>- Face to face training</li></ul> <p>These training modules include how to wear a face mask and how to safely dispose of a mask</p>	<b>HR Director</b>
<p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"><li>• adhere to extra face mask requirements</li><li>• appoint Covid Marshals</li><li>• Conduct surveillance testing for COVID-19.</li></ul> <p>How will you do this?</p> <p>For more information visit <a href="https://coronavirus.vic.gov.au/additional-industry-obligations">coronavirus.vic.gov.au/additional-industry-obligations</a></p>	<p>We have put in place PPE boxes to safely dispose of used face masks and used gloves.</p>	<b>Hotel Manager</b>



### 3. Hygiene



REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You <b>must</b> clean and disinfect shared spaces at least twice a day. This includes high-touch communal items, e.g. doorknobs, telephones, toilets and handrails. How will you do this?</p> <p>For more information visit: <a href="https://coronavirus.vic.gov.au/cleaning">coronavirus.vic.gov.au/cleaning</a></p>	<p>Our public area cleaning team clean and sanitise all high touch points every 4 hours</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, at entry points to each conference and event room, on digital screens and videos played on our back and front of house screens.</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 or contactless.</p> <p>We have removed non-essential items in our guest rooms as well as in conference and event spaces to reduce the number of high touch points.</p> <p>Ambassadors have been advised to not share their work tools such as 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 and conference floor to ensure seating is spaced in accordance with government requirements and removed non-essentials items such as books and cushions, to minimise as much as possible high touch points.</p> <p>High touch points are cleaned and sanitised every 4 hours in our public areas and every 4 hours in our back of house areas.</p>	<p><b>Managers</b></p>

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
You should display a cleaning log in shared spaces. How will you do this?	There is cleaning log in all our shared spaces completed by our cleaning team.	<b>Housekeeping department</b>
You should put soap and hand sanitiser throughout the workplace and encourage regular handwashing. How will do you this?	<p>Hand sanitiser stations are located next to each high touch points across the hotel, including conference and event spaces.</p> <p>Our public area cleaning team clean and sanitise all high touch points every 4 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>Supplies of cleaning products are regularly restocked. Each department is responsible for its own stock and can order via the housekeeping department.</p>	<b>Housekeeping department</b>



## 4. Record keeping

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You must encourage workers to get tested and stay home if they have any symptoms (even mild ones) or have been identified as a close contact. How will you do this?</p> <p>For more information visit: <a href="https://coronavirus.vic.gov.au/vaccine">coronavirus.vic.gov.au/vaccine</a></p>	<p>We have a strict policy in place: if our employees have any flu-like symptoms, even the mildest ones, they must not come to work and get tested and isolate until receiving a negative result and be symptoms free.</p> <p>We have sent several reminders via email to all employees and we have posters around the hotel as a reminder.</p> <p>Managers are briefed to send their team members home if they have any flu-like symptoms.</p>	<p><b>Managers</b></p>

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>It's strongly recommended that you develop a business contingency plan to manage any outbreaks. How will you do this?</p> <p>This includes having a plan:</p> <ul style="list-style-type: none"> <li>• to respond to a worker being notified they are a positive case or a close contact while at work</li> <li>• to clean the worksite (or part) in the event of a positive case</li> <li>• to contact the Department of Health on 1800 675 398 and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts</li> <li>• to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with COVID-19 at your workplace</li> <li>• if you have been instructed to close by the Department of Health</li> <li>• to re-open your workplace when cleared by the Department of Health and notify workers to return to work.</li> </ul> <p>For additional resources:  <a href="https://business.vic.gov.au/emergency-planning">business.vic.gov.au/emergency-planning</a></p>	<p>The hotel has put in place procedures for different scenarios:  SCENARIO 1: If an ambassador is feeling unwell at home  SCENARIO 2: If an ambassador is feeling unwell at work  SCENARIO 3: If an ambassador is diagnosed with COVID-19  SCENARIO 4: If an ambassador has been in CLOSE contact with a confirmed case  SCENARIO 5: If an ambassador has been in CLOSE contact with a suspected case  SCENARIO 6: If an ambassador has been a CASUAL contact with a confirmed or suspected case</p> <p>We will follow guidelines and advice from the Department of Health to determine if some areas or total closure of the hotel is needed. Cleaning to be completed by IKON if confirmed case.</p> <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&amp;C Director or General Manager will notify WorkSafe of a confirmed COVID-19 diagnosis by calling this number: 13 23 60. 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>	<p><b>Hotel Manager</b></p>



## Enclosed spaces and ventilation

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You should reduce the time workers spend in enclosed spaces. How will you do this?</p>	<p>The lobby is an open area with a constant air flow.</p> <p>The public areas, outlets, conference and 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> <p>All our secondary air-conditioning units have Ultra Violet lights that improve the environmental hygiene and indoor air quality in the building.</p> <p>The use of Ultra Violet lights help tame dangerous airborne particulates. UV-C light is germicidal. It deactivates the DNA of bacteria, viruses, and other pathogens and, as a result, destroys their ability to multiply and cause diseases.</p>	<p><b>Chief Engineer</b></p>
<p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"> <li>ask workers to declare in writing before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to quarantine or isolate.</li> <li>conduct surveillance testing.</li> </ul> <p>How will you do this?</p> <p>For more information visit: <a href="https://coronavirus.vic.gov.au/additional-industry-obligations">coronavirus.vic.gov.au/additional-industry-obligations</a></p>	<p>All our employees are still required to wear face masks.</p> <p>All our employees have been double vaccinated or have been given a medical exemption.</p> <p>Also, we have put posters across the hotel to inform that if they feel unwell with flu-like symptoms, to not enter the building.</p>	<p><b>Manager</b></p>



## 6. Workforce bubbles

REQUIREMENT AND RECOMMENDATIONS	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
<p>You are strongly recommended to consider rostering groups of workers on the same shifts at a single worksite. Try to avoid overlapping of workers during shift changes where practical. How will you do this?</p>	<p>We have put a Workforce bubbles policy in place.</p> <p>The aims of these guidelines are:</p> <ul style="list-style-type: none"> <li>• To minimise the spread of COVID-19 if there is an outbreak at the hotel</li> <li>• To have minimal staff who need to quarantine in case of an outbreak at the hotel and to have enough workforce available to keep operating the operations</li> <li>• To comply with the Victorian Government Health Advice</li> </ul> <p>We will be doing the below:</p> <ol style="list-style-type: none"> <li>1. Adjust rosters and develop procedures to ensure workers do not work across multiple sites.</li> <li>2. Stagger start and finish times, shifts and break times, to reduce use of common areas at the same time.</li> <li>3. Encourage workers to minimise time in shared facilities when taking breaks.</li> <li>4. Ensure groups of workers do not mix across different shifts.</li> </ol>	<p><b>Hotel Manager</b></p>
<p>If your industry is subject to additional industry obligations, you may also be required to:</p> <ul style="list-style-type: none"> <li>• limit or stop workers working across multiple sites where practical</li> <li>• keep records of workers who are working for different employers across multiple premises.</li> </ul> <p>How will you do this?</p> <p>For more information visit:  <a href="https://coronavirus.vic.gov.au/additional-industry-obligations">coronavirus.vic.gov.au/additional-industry-obligations</a></p>	<p>All our employees have been double vaccinated or have been given a medical exemption.</p> <p>Our employees have been instructed to inform us if they are working at a different location than SMOC to ensure that we are across any potential site of exposures.</p>	<p><b>HR Director</b></p>