

COVID-SAFE PLAN

HOW WE ENSURE THE WELLBEING OF STAFF AND CUSTOMERS

- Informing all staff members of the policy to not attend shifts if they are feeling unwell with covid-19 symptoms and to immediately get tested and place themselves in isolation until they have received negative results.
- Informing incoming guests of this via booking confirmation emails
- With a plan in place to manage guests who need to isolate in rooms while awaiting results: place other guests in separate rooms if necessary, avoid physical contact with guests where possible, have cleaning staff wear appropriate protection when cleaning their room.
- Providing information and training outlined by NSW health on our responsibilities when operating under Covid-19 guidelines including when to get tested, physical distancing, wearing masks and cleaning.
- Providing information to all staff on the benefits of the vaccination, as well as information on both types of vaccine and where they are able to secure an appointment in a location close to them.

HOW WE PROMOTE PHYSICAL DISTANCING

- Ensuring 1.5m physical distancing where possible, outlining required queuing points and seating spots for guests, and staggering arrivals and departures to avoid congregation in common areas
- Promoting physical distancing between staff by staggering staff breaks.
- Avoiding congestion of people in common areas outlining queuing points and blocking off areas. - Asking guests and staff to move through common areas only when necessary
- Managing gatherings that may occur immediately outside the premises with the help of our staff and placing any queues to the side for physical distancing.

HOW WE OPTIMISE VENTILATION

- Organising regular inspection and maintenance of clean heating, air conditioning, exhaust fans and ventilation systems, including the regular maintenance and cleaning of air conditioning filters
- Avoiding the use of recirculated air and maximising the intake of outside air
- Avoiding peak activity times and the places where people gather together indoors i.e. moving people on from the hotel lobby
- Reducing the number of people in an indoor space at any one time by limiting the number of guests in each hotel room
- Improving indoor ventilation by introducing the process of opening windows and doors during housekeeping cleaning and in between guest occupation
- Working closely with building management to optimise ventilation in guest rooms and throughout the public spaces in the building
- Ensuring system settings are made to optimise air conditioning to increase mechanical - ventilation

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HOW WE IMPLEMENT HYGIENE AND CLEANING PRACTICES

- Informing staff of the requirement for masks to be used at all times, unless exempt.
- Using signage and staffing to enforce the use of face masks upon entry at all times in public areas for guests, unless exempt.
- Providing disposable face masks for anyone not wearing a mask
- Making handwashing and hand sanitizing available to every area of the hotel including each level next to the elevator, at the building entry and at the reception desk.
- Ensuring the bathrooms are routinely checked and restocked with hand soap, paper towels or hand dryers.
- Scheduling regular staff cleaning for all hard surfaces in the public areas using the required equipment and disinfectants

HOW WE ENSURE RECORD KEEPING VIA QR CODE SYSTEM

- Check-in with QR code is compulsory for all guests, staff and contractors.
- All guests, staff and contractors must show that they have checked in via the QR codes at the entry point and at reception, otherwise details must be taken manually by staff via NSW health.
- If a person is unable to provide contact details using the QR code, their contact details must be taken manually by staff and kept via the database on the reception computers.
- Each individual business area will have their own QR code for check-in to obtain contact details of guests who enter their domain.