

EVENT

HOSPITALITY & ENTERTAINMENT



EVENT COVID SAFE PLAN – (HOTEL)

INTRODUCTION

At EVENT we are committed to providing and maintaining a work environment which is safe and supports health and wellbeing by minimising risks for our staff, guests, customers, contractors and visitors.

SCOPE

The intent of this document presents what EVENT will do to keep our staff, guests, customers, contractors, visitors and our community safe. Each department has its own customised standard procedures; however, a summary is presented in this document.

EVENT recognises that the COVID-19 pandemic is a public health emergency, that all actions in respect of COVID-19 should be founded in expert health advice and that the following principles operate subject to the measures agreed and implemented by Governments through the National Cabinet process.

EVENT has adopted both the [Ten Principles](#) recommended by Safe Work Australia, and [Alert Level](#) requirements from Work Safe New Zealand.

This document will continually be updated to ensure it represents the most up to date [Road Maps/Alert Levels](#) information based on recommendations from State, Territory, Federal and Governing bodies.

HEALTH & SAFETY – STAFF & GUESTS

1. EMPLOYER RESPONSIBILITIES

To keep workers safe and limit the spread of COVID-19, EVENT will ensure the following at their workplace:

- ▲ allow workers to [work from home](#), where possible;
- ▲ ensure physical distancing by keeping a distance of at least 1.5 metres between people;
- ▲ encourage all workers to frequently [wash their hands](#) for at least 20 seconds with soap and water or by using an alcohol-based hand sanitiser and to practice good hygiene;
- ▲ be aware of how to spot [COVID-19 symptoms](#) (fever, cough, sore throat and shortness of breath) and make sure workers do not come to work if they are unwell;
- ▲ make sure your workplace is regularly [cleaned and disinfected](#); and
- ▲ have [signs and posters](#) around the workplace to remind workers and others of the risks of COVID-19 and the measures that are necessary to stop its spread.

1.1 Physical/Social Distancing

EVENT will promote and enforce the Government guidance, for staff, guests, contractors and visitors will be reminded of the Government requirements that people [Physical distancing \(also referred to as 'social distancing'\)](#) themselves from others. The 'Current' Government advice is that everyone must practice social distancing, which 'currently' is at least 1.5 meters from others, where possible. In addition, in a given space, there must be provisions to allow 2 or 4 square meters of space per person where possible, under each State, Territory, Country requirements. All hotel outlets will comply with, or exceed, local or state mandated occupancy limits. There will be key [Collateral and Signage](#) displayed throughout EVENT properties, to ensure that Physical/Social Distancing measures are followed.

1.2 Hygiene/Hand Washing.

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. EVENT will promote hygiene requirements, for staff, guests, contractors and visitors, which will be communicated through [Collateral and Signage](#), and [Safety Messaging](#).

EVENT

HOSPITALITY & ENTERTAINMENT



Everyone must wash their hands:

- ▲ before and after eating,
- ▲ after coughing or sneezing,
- ▲ after going to the toilet, and
- ▲ when changing tasks and after touching potentially contaminated surfaces.

1.3 Training.

All staff will receive training on [EVENT_COVID-19](#) Return to work requirements. The intent of this training, is to outline the Workplace Safety processes, procedures and guidelines, that have and change since the pandemic.

Department specific training with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security. This training will consist of online (practical) and onsite training.

Staff will also complete any Industry and or Government mandated specific training requirements, as required.

1.4 Personal Protective Equipment (PPE)

Staff will be consulted on any changes to [PPE](#) requirements, for the tasks they are required to complete. Appropriate PPE will be worn by all staff based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all [PPE](#) will be mandatory. Every employee entering their workplace will be provided the appropriate PPE relevant to their roles and responsibility.

The below tasks and or activities require the use of disposable Gloves within the workplace:

- ▲ Food handling
- ▲ Conducting cleaning tasks

The below 4-phase guide for Mask use within the workplace:

1. **Mandatory** - Use of face masks for all team members working in a State/Territory/Country that has mandated the wearing of face masks.
2. **Highly Recommended** - Use of face masks for all team members working in Hotels in Government listed 'Hotspot' areas.
3. **Recommended** - Use of face masks for all frontline Hotel members not in Government listed 'Hotspot' areas.
4. **Optional** - Use of masks in all other markets, if workers chose to do so.

Masks will be made available for workers in all locations.

1.5 Collateral and Signage

There will be both customer and staff facing [Collateral and Signage](#) that has been created as a 'reminder' of the health and safety requirements.

Front of the House Signage.

There will be health safety, and hygiene [Collateral and Signage](#) reminders throughout the property including the best practice way to wear, handle and dispose of masks. In house digital displays and in room television will also be used to convey messaging and communication.

Back of the House Signage.

Signage will be posted throughout the property reminding staff of the correct way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces.

EVENT

HOSPITALITY & ENTERTAINMENT



1.6 Cleaning and Sanitising

EVENT will undertake extensive cleaning operations and additional practices to ensure that effective cleaning and sanitisation occurs, in accordance with [Government Guidance](#). These include:

- ▲ Review, implementation and ongoing review and adaptation of internal cleaning processes to ensure compliance with current advice; [Cleaning and Disinfect Your Workplace- COVID-19](#).
- ▲ Review of Third Party Cleaning Contractors, and ongoing discussion with providers about current Government guidelines, and requirements; and
- ▲ Potential procurement of suitable disinfectant and cleaner, approved providers.

EVENT will reference check any disinfectant products that claims to be specifically product labelled to be used against COVID-19, IAW [TGA](#) approved products.

1.7 Contractor Management

EVENT will engage all Contractors and suppliers to ensure they have implemented processes and procedures in place, as reasonably practicable, to monitor their employees' fitness to work and their ability to attend work safely. This cooperation will ensure that as COVID-19 restrictions lift, that are able to cooperate with the systems and processes we have in place to ensure the safety and wellbeing of our respective customer, employees and guests.

1.8 Risk Management

EVENT will promote and encourage staff to download the [COVIDSafe App](#) to assist the Australian Government speeds up contacting people exposed to coronavirus (COVID-19). EVENT will ensure that inspections and checklists are completed within the workplace, to ensure compliance and demonstrate our commitment to safety.

- ▲ [EVENT – Return to Work Checklists \(General Manager\)](#)
- ▲ [EVENT – Manager Monthly Checklist](#)
- ▲ [EVENT – Site COVID-19 Inspection Checklist](#)

1.9 COVID Safe Plans/Checklists

EVENT will follow all State, Territory, Federal and Government requirements, implementing the 'Current' industry approved COVID Safe Plans/Checklists required to operate under a COVID Safe business. EVENT will ensure that inspections and checklists are completed within the workplace, to ensure compliance and demonstrate our commitment to safety.

- ▲ [Queensland](#)
- ▲ [New South Wales](#)
- ▲ [Victoria](#)
- ▲ [South Australia](#)
- ▲ [Western Australia](#)
- ▲ [Northern Territory](#)
- ▲ [Tasmania](#)
- ▲ [Australian Capital Territory](#)

2. STAFF RESPONSIBILITIES

2.1 Hygiene/Hand Washing.

Staff to ensure they practice good hygiene, and conduct frequent handwashing with soap to help combat the spread of virus. All Event staff have been instructed to [wash their hands](#), or use [sanitiser](#) when a sink is not available, this should be conducted for 20-seconds, and after any of the following activities:

- ▲ before and after eating,
- ▲ after coughing or sneezing,
- ▲ after going to the toilet, and
- ▲ when changing tasks and after touching potentially contaminated surfaces.

EVENT

HOSPITALITY & ENTERTAINMENT



2.2 Personal Protective Equipment (PPE).

Appropriate [PPE](#) will be worn by all staff based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all [PPE](#) will be mandatory. Gloves and Masks will be provided to staff whose responsibilities require them as determined by medical experts, and local Government requirements.

The 'current' advice from the [Australian Government Department of Health](#) does not generally recommend the wearing of face masks by healthy people in the community. However, there may be occasions when it is recommended that the general public wear face masks where there is community transmission and physical distancing is difficult to maintain. However, Masks are mandatory in Government mandated locations (refer to State/Territory Health), and/or Mandated Government locations.

2.3 Training

All staff will receive training on **EVENT COVID-Safe** return to work requirements. The intent of this training is to outline the Workplace Safety processes, procedures and guidelines, that have and change since the pandemic.

Department specific training with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security. This training will consist of online (practical) and onsite training.

All staff will receive training on **EVENT COVID-Safe** safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

2.4 Employee Time & Attendance

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between staff. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitiser will be available at each EMP Live Wall Clock location and staff will be required to sanitise their hands after clocking in. Management teams will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

3. THE STAFF DAILY JOURNEY

Safety & Hygiene are at the forefront of the working life and building additional steps in to your everyday life is required to ensure you and the others around you remain safe and well.

The impact of COVID-19 has changed the way we conduct ourselves in everyday life and changes have been implemented at the workplace.

- ▲ You will be required to [sanitise](#) your hands prior to entering (Sanitise station available at staff entry)
- ▲ Once entering the hotel you proceed to the staff changing rooms (if applicable) and get ready for work. Once finished you will be required to wash your hand as per the [handwashing guidelines](#) and [sanitise](#) (Sanitise station available)
- ▲ Proceed to the EMP Live Wall clock and sign in for your shift.
 - **When you sign in for your shift you will receive the following notification '[Fit For Work Declaration](#)'**
- ▲ [Sanitise](#) after clocking in. (Sanitise station available)
- ▲ You will notice increased [Collateral and Signage](#) around the building both FOH & BOH which highlights the importance of [physical/social distancing](#), [hand washing](#) and [sanitisation](#).
- ▲ On commencing for the day you will be required to clean your hands regularly with soap and water followed by hand sanitiser.
- ▲ You must cover your nose and mouth with a tissue or bent elbow when coughing or sneezing, dispose of tissues immediately after use and wash your hands or apply hand sanitiser.
- ▲ Avoid touching your face, nose and mouth and shaking hands.
- ▲ If you are unwell, stay at home.

EVENT

HOSPITALITY & ENTERTAINMENT



4. THE GUEST EXPERIENCE

4.1 Guest Arrival Valet, Taxi or Ride Share

- ▲ Guests will enter the properties through doors that are either automated, propped open and or manually operated by an employee.
- ▲ Staff will be provided appropriate PPE to ensure vehicle doors can be opened for guests.
- ▲ If luggage services are required, trollies and luggage carts will be sanitised after each use.
- ▲ Valet Parking services are available to be offered as a service, once approved by Area GM Hotels and Risk Team, with the below requirements met.
 - [Vehicle Cleaning Checklist](#)
 - SOP – Valet service (upon request)
 - [Vehicle Cleaning Card](#)
- ▲ Guests are still able to self-park in the car park and car keys will be stored in sealed bags if required (i.e. guest is blocking other vehicles).
- ▲ Hand sanitiser station will be present at the entrance of all properties.

4.2 Lobby/Reception

- ▲ Ensuring Physical/Social distancing is maintained delineations will be marked to provide 1.5m distance between guests/clients. This will include, check in/out, lifts, restaurant, bar, coffee shops and conference and event spaces.
- ▲ Guests/client will be provided a registration card and sanitized pen to fill in their details. This pen will be taken by the guest for use within their rooms. They can retain this when they leave or HSK will collect on the checkout day for sanitising.
- ▲ If credit card terminals are to be used, each terminal is to be spray with Oxivir or equivalent disinfectant, [TGA](#) approved after each guest use.
- ▲ Room keys will have gone through sanitisation process prior to being issued to the guest. A collection box/drop box will be present of all check out guests.
- ▲ Express check out, a preferred option for departing guest to minimize the contact time. (Collateral offering this service to be communicated on larger scale).

4.3 Hotel Guest Lifts

- ▲ Regular cleaning schedule in place due to high touch point area. Buttons, rails to be cleaned and sanitised for guest use no less than every four hours, as per [cleaning checklists](#).
- ▲ A hand sanitiser station will be available for guests to use prior to entering the lift, another unit will be located in either the lift cart and or on each lift landing.
- ▲ Restrictions on number of guests in the lift are to be communicated via signage on the lift landings and delineated on the floor with markings, this will be at GM discretion.
- ▲ Optional, in lift communication display on the monitors highlighting best practice in hygiene mixed with standard marketing.

4.4 Gym

- ▲ Capacity limits in accordance with [Government requirements](#), this may also include COVID Marshall.
- ▲ Signage displayed on the cleaning frequencies and the correct procedure for guest cleaning.
- ▲ Cleaning schedule to clean equipment at least 4 times in 24 hours, as per [cleaning checklists](#).
- ▲ Cleaning wipes and spray sanitiser bottles provided for use with instruction.
- ▲ Closed lid pedal bins for used cleaning equipment.
- ▲ Hand sanitiser station available for guest use.

EVENT

HOSPITALITY & ENTERTAINMENT



4.5 Pool

- ▲ Capacity limits in accordance with [Government requirements](#), this may also include COVID Marshall.
- ▲ Normal testing procedures remain in place for pool chemicals.
- ▲ Surfaces in pool area to be cleaned and sanitised in line with public area procedures, as per [cleaning checklists](#).
- ▲ High touch point areas such as pool gate handles, shower handles, assistance railing and furniture to be cleaned and sanitized.
- ▲ Pool furniture will be set out to ensure 1.5m physical distancing measures can be achieved.

5. CLEANING AND SANITISING PROCEDURES

The combination of Cleaning and disinfecting is the most effective way to protect against the risk of exposure to COVID-19, as this removes the virus. Workplaces must be cleaned at least daily, with [Frequently Touched](#) areas prioritised during cleaning.

Cleaning means physically removing germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution.

Disinfecting means using chemicals to kill germs on surfaces. In all instances properties should use Oxivir or equivalent hospital grade disinfectant.

Cleaning operations have been increased, and additional practices to ensure that effective cleaning and sanitisation occurs, in accordance with [Cleaning and Disinfect Your Workplace- COVID-19](#)

5.1 Public Area

5.1.1 Cleaning & Sanitizing Procedures

- ▲ Staff to sanitise the following areas at least once per every four hours, as per [cleaning checklists](#).
 - Guest and staff lifts including buttons, rails and mirrors.
 - Entry doors to property, front entrance, bar entrance, restaurant entrance.
 - Stair or escalator handrails.
 - Employee staff room tables and counters.
 - Employee and guest smoking areas.
 - External seating.
 - Rubbish bins.
- ▲ All Front of House (FOH) restrooms to be sanitised at least once per every four hours, as per [cleaning checklists](#).
- ▲ Checklist showing that toilets and common spaces have been cleaned clearly visible to guests.

5.1.2 Physical Distancing Procedures

- ▲ As per 'Current' [Government requirements](#).

5.1.3 Guest Considerations

- ▲ No department specific requirements.

5.2 Housekeeping

5.2.1 Cleaning & Sanitising Procedures

- ▲ Carts, trolleys and equipment to be sanitised at the start and end of each shift using Oxivir or equivalent disinfectant, [TGA](#) approved after each guest use.
- ▲ Carts/ trolleys to be stocked with items required for the day.
- ▲ Where applicable stock should remain in original packaging and only be dispensed when required
- ▲ Back of house bathrooms will be cleaned and sanitised at least once every four hours, as per [cleaning checklists](#).
- ▲ House phones in unsupervised/controlled areas to be removed.
- ▲ Minimise contact with guests while cleaning hotel guest rooms; room attendants will offer to return at an alternate time for occupied rooms.

E V E N T

HOSPITALITY & ENTERTAINMENT



5.2.1 Guest Considerations

- ▲ All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
- ▲ Disposable collateral to be disposed and changed after each guest.
- ▲ Newspapers and magazines to be provided through PressReader for guests to access on their own devices (optional)
- ▲ Bed runners and display cushions are allowed to be displayed, but must be sprayed with Oxivir or equivalent disinfectant, [TGA](#) approved after each guest use, and cleaned as per [cleaning checklists](#).
- ▲ Lounge, armchairs, desk chair and other frequent use furniture to be sprayed with Oxivir or equivalent disinfectant, [TGA](#) approved after each guest use.
- ▲ Extra pillows and blankets stored in the guest room closets, must be stored in airtight sealed bags.
- ▲ All guest amenities to be single use and sanitised before placing in the room. All large format amenities to be removed from the business.
- ▲ Specific sanitation consideration will be paid to the following guest room areas, as per [cleaning checklists](#).
 - Desks, counter tops, tables and chairs
 - Phones, clocks and remotes
 - Air Conditioning Panels
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers, irons and other amenities

5.3 Front Office

5.3.1 Cleaning & Sanitising Procedures

- ▲ Sanitise all guest touchpoints after each transaction including Credit Card terminals, pens and registration countertops, as per [cleaning checklists](#).
- ▲ Room keys to be sanitised before stocking.
- ▲ Offices, switchboard, reception desks to be deep cleaned and sanitised upon a shift change.

5.3.2 Physical Distancing Procedures

- ▲ Introduce stanchions and floor markings to provide appropriate 1.5m intervals, As per 'Current' [Government requirements](#).
- ▲ Staff every other workstation, where practical.
- ▲ Lobby host (Physical Distancing Champion) to provide guidance to arriving and departing guests to ensure physical distancing measures are followed.
- ▲ Implement peak period queuing procedures, including a Lobby host (Physical Distancing Champion), when the number of guests exceeds the lobby capacity.

5.3.3 Guest Considerations

- ▲ Lobby furniture arranged to ensure physical distancing is maintained, restaurant and front entry doors to be propped open to minimise guest contact
- ▲ Removal of registration cards – paperless check-in
- ▲ All EVT Hotels to be “cashless”
- ▲ Express check out service to be offered as preference for all guests

EVENT

HOSPITALITY & ENTERTAINMENT



5.4 Concierge

5.4.1 Cleaning & Sanitising Procedures

- ▲ Sanitise high touch front services spaces and equipment including, concierge/porter desks, luggage storerooms, luggage carts, porte cocheres and drop-off/ pick-up waiting areas, offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitised at least once every four hours or upon a new employee using the equipment, as per [cleaning checklists](#).
- ▲ Scooters, wheelchairs and other guest amenities to be sanitised after each use.
- ▲ Baggage doors sanitised every four hours, with Oxivir or equivalent disinfectant, [TGA](#) approved product.
- ▲ Luggage trolley carpets to be covered with a cleanable, non-porous or disposable surface.
- ▲ Back of House (BOH) lift buttons to be sanitised at least once per every four hours, as per [cleaning checklists](#).

5.4.2 Physical Distancing Procedures

- ▲ Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols.
- ▲ Guest amenity deliveries will be consistent with in Room Dining (IRD) protocols and delivered with contactless procedures whenever possible.

5.4.2 Guest Considerations

- ▲ Valet Parking services are available to be offered as a service, once approved by Area GM Hotels and Risk Team, with all requirements met.
- ▲ Self-service ice machines to be suspended and signage posted indicating ice is available through IRD.

5.5 Restaurant, Bar & Conferencing & Events

5.5.1 Cleaning & Sanitising Procedures

- ▲ Hotel reception desks, outlet host desks including all associated equipment to be sanitised at least four times a day/night. Suggested time 7am, 11am, 3pm, 7pm, as per [cleaning checklists](#).
- ▲ Buffet stations must be operated in accordance with [Hotel Breakfast Buffet Policy](#) service stations, beverage stations, counters, handrails and beverage service trays to be sanitised at least twice for each service period. This includes breakfast, lunch & dinner service -
- ▲ POS terminals to be assigned to a single server where possible and sanitised between each user and before and after each shift. If multiple servers are assigned, staff will sanitise their hands after each use
- ▲ Dining tables, bar tops, stools and chairs to be sanitised after each sitting
- ▲ Condiments to be served in single use containers (either disposable or washed after each use).
- ▲ Menus recommended being single use and/or disposable. If reusable menus to be in plastic sleeve and sprayed with Oxivir or equivalent disinfectant, [TGA](#) approved product.
- ▲ Storage containers to be sanitised before and after each use.
- ▲ Food preparation stations to be sanitised at least four times a day, see point (1) for suggested timing.
- ▲ Kitchens to be deep cleaned and sanitised at least once per day (at the end of dinner service).
- ▲ Food and beverage items being prepared to be transferred to other staff or guests using contactless methods (leaving on expediting tables, pass, bar bench etc)
- ▲ Crockery and Cutlery are to be washed in a dishwasher on the highest setting possible, if a dishwasher is not available, hand wash in hot soapy water.

5.5.2 Physical Distancing Procedures

- ▲ Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage), as per 'Current' [Government requirements](#).
- ▲ Peak period queuing procedures to be implemented when guests are not able to be immediately sat.
- ▲ Lobby lounge seating to be rearranged into a more spacious layout and to be monitored by Duty Manager on shift.
- ▲ Tables to be utilised with appropriate physical distancing between each group or guest (1.5m separating or as otherwise advised)
- ▲ Reduce bar stool count to provide appropriate physical distancing in the bar area.
- ▲ Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced. Signage to be used.

EVENT

HOSPITALITY & ENTERTAINMENT



- ▲ Additional quick serve coffee options to open based on demand and length of physically distanced lines (mainly restaurant & bar)

5.5.3 Guest Considerations

- ▲ Tables will not be preset with crockery and cutlery and set upon guest being seated.
- ▲ Linen napkins should be replaced with disposable paper napkins where appropriate.
- ▲ All self-serve condiments and utensils to be removed and available from cashiers or servers.
- ▲ All straws to be wrapped or appropriately accessible / removal if appropriate.
- ▲ Grab and go items to be sprayed with Oxivir or equivalent disinfectant, [TGA](#) approved product.
- ▲ Bar snacks will be served per individual guest and not shared by the table.
- ▲ All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest.

5.5.4 Additional Employee Canteen Room Procedures

- ▲ Staff are to adhere to social distancing measures, whilst in canteen.
- ▲ Utensils are to be cleaned after each use, prior to other staff members using.
- ▲ Single use cups for beverage (no refills)
- ▲ Vending machine to be sanitised twice daily, as per [cleaning checklists](#).

5.6 In Room Dining (IRD)

In room dining requirements - see the [In Room Dining Delivery SOP](#) for reference.

5.6.1 Cleaning & Sanitising Procedures

- ▲ All equipment will be sanitised prior to signing on for the shift and upon finishing a shift, as per [cleaning checklists](#).
- ▲ Staff assigned to a room service shift will sanitise their area and all equipment at least twice per shift.
- ▲ Food runners will sanitise all doors, handles and high contact surfaces at least twice per shift.

5.6.2 Physical Distancing Procedures

- ▲ Set food on room service trolleys outside guest room and notify guest when the trolley is outside of the guest's room (plate covers remain), guests will retrieve their own food tray (will leave the trolley for collection)
- ▲ Staff to inform guest once meal is finished to leave tray in the hallway for collection as soon as possible.
- ▲ If using BioPak single use delivery option, then a paper bag should be used for delivery and place outside room.

5.6.3 Guest Considerations

- ▲ Printed room services menus to be removed from rooms. Single use printed menus or digital solution to be facilitated

5.7 Conferencing & Events

Conferencing and Events requirements must follow the 'Current' [Government requirements](#), and adhere to [Conference and Events Facilitation SOP](#).

5.7.1 Cleaning & Sanitising Procedures

- ▲ All shared equipment and meeting amenities to be sanitised before and after each use, or be single use if not able to be sanitized.
- ▲ Sanitise conference room doors, tables, chairs light switch and other equipment after each group use, as per [cleaning checklists](#).
- ▲ All linen to be replaced after each use.
- ▲ Dirty linen to be placed in correct linen bag after each use.

5.7.2 Physical Distancing Procedures

- ▲ All buffet and self-serve style events are not to be provided.
- ▲ All food and beverage items to be individually plated/boxed and served.
- ▲ Tea & coffee station to be sanitized before and after each break catering break.

EVENT

HOSPITALITY & ENTERTAINMENT



- ▲ Condiments to be served in individual PCs or sanitised individual containers.
- ▲ Seating capacities and floor plans to be reviewed to ensure appropriate physical distancing that follows the [Government requirements](#) in coordination with Risk Team.
- ▲ Post signage outside of meeting and events reminding guests of appropriate physical distancing.

5.7.3 Guest Considerations

- ▲ Individual bottled water will be provided in lieu of water jugs/urns on meeting tables and water stations.
- ▲ Develop examples of physically distanced floor plans for Hotel use moving forward.
- ▲ Create modified menus to showcase styles of service and menu items that can be appropriately packed if necessary in single serving boxes.

5.8 Pool Operations

5.8.1 Cleaning & Sanitising Procedure

- ▲ Chaise lounge chairs, cabana to be cleaned with Oxivir or equivalent disinfectant, [TGA](#) approved product.
- ▲ Cabanas to be pressure washed and sanitised each night.
- ▲ Towel desk, entry gates and all other desks and counters to be sanitized at least once per every four hours, as per [cleaning checklists](#).
- ▲ Lifeguard stands (if applicable) to be sanitised upon rotation.

5.8.2 Physical Distancing Procedure

- ▲ Capacity limits in accordance with [Government requirements](#), this may also include COVID Marshall.
- ▲ Chaise lounge chairs set with appropriate physical distancing

5.8.3 Guest Considerations

- ▲ No department specific requirements

6. HOW DOES SOCIAL / PHYSICAL DISTANCING WORK

Physical distancing (also referred to as 'social distancing') refers to the requirement that people distance themselves from others. The 'Current' advice from the Department of Health is that everyone must keep at least **1.5 metres** from others (outside of their family unit) where possible. In addition, in a given space, there must be a **2 or 4 square metres** of space per person where possible, in accordance with [Government requirements](#).

- Physical Distancing.** Throughout our properties we will meet or exceed state and local health authority guidelines on proper physical distancing.
- Queuing.** Any area where guests or staff queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, lift lobbies, coffee shops and casual dining and taxi lines.
- Hotel Front Desk, Business Center and Concierge.** Agents will utilise every other workstation to ensure separation between staff whenever possible.
- Restaurants and Bars.** Restaurants and bars will reduce seating capacities to allow for a minimum of 1.5meters between each seated group/party of guests.
- Meeting and Event Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.
- Pools.** Pool seating will be configured to allow for at least 1.5meters of separation between groups of guests.
- Back of the House.** Physical distancing protocols will be used in the employee dining rooms, uniform control areas, shared office spaces and other high-density areas in order to ensure appropriate distancing between staff.

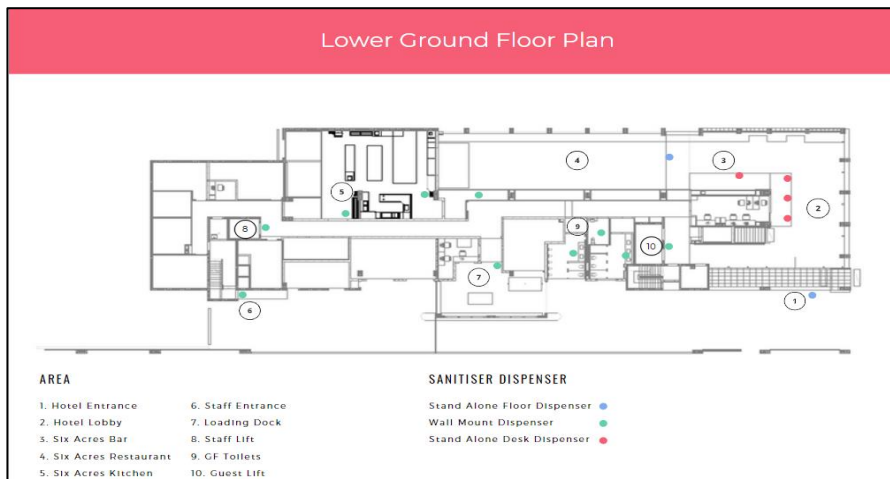
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7. SANITISATION HEAT MAP

Each hotel is required to have a Floor plan 'Heat Map' which outlines their sanitisation points for their staff, customers, guests, contractors and visitors.



8. SIGNAGE

Each hotel is required to place adequate [Signage](#) and [Safety messaging](#) throughout the Hotel, this is both customer facing and back of house.



9. INCIDENT NOTIFICATION

EVENT will follow the [EVENT COVID Suspected or Confirmed Case procedure](#), which outlines the [Australian](#) and [New Zealand](#) Government advice, on COVID-19 incident notification laws in each jurisdiction, including details on how to notify when required.

EVENT

HOSPITALITY & ENTERTAINMENT



10. REFERENCE GUIDANCE MATERIAL

- ▲ AS/NZS 4801:2001 Occupational health and safety management systems—Specification with guidance for use,
- ▲ AS/NZS 4804:2001 Occupational health and safety management systems—General guidelines on principles, systems and supporting techniques.
- ▲ OHSAS 18001:2007 Occupational Health & Safety Management Systems – requirements
- ▲ AS/NZS ISO 45001: 2018 Occupational Health and Safety Management
- ▲ Work Health and Safety Act 2011 (Cth) Health and Safety at Work Act 2015 (Cth)
- ▲ [Safe Work Australia](#)
- ▲ [Work Safe New Zealand](#)
- ▲ [Australian Government – Department of Health](#)
- ▲ [Ministry of Health New Zealand](#)
- ▲ [EVENT Coronavirus \(COVID-19\) Resources](#)
- ▲ Government Requirements
 - [Queensland](#)
 - [New South Wales](#)
 - [Victoria](#)
 - [South Australia](#)
 - [Western Australia](#)
 - [Northern Territory](#)
 - [Tasmania](#)
 - [Australian Capital Territory](#)