





Hospitality | COVID-19 Safety Plan

Safety Plan for pubs and clubs, small bars, cellar doors, breweries, distilleries, casinos, karaoke bars, restaurants, cafes, food courts and other food and drink premises, function centres, strip clubs, commercial vessels and party buses.

Follow the steps below to ensure your business, staff and customers stay COVID Safe.

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- 4 **Keep your COVID-19 Safety Plan up to date** 

Effective 10 January 2022

Business details

Business name

Novotel Parramatta Conference Centre

Business location (town, suburb or postcode)

If your business has multiple premises, complete a Safety Plan for each location.

350 Church St, Parramatta. NSW 2150

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Select your business type

Function centres

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

Explain how you will do this

Signage in place asking staffs and guests not to enter the venue if showing flu like symptoms.
Staff to complete declaration form before each shift.

Provide staff with information and training on COVID-19, including COVID-19 vaccination, when to get tested, physical distancing, wearing masks and cleaning. Train staff in the process of how to collect and store contact details of patrons where applicable.

Explain how you will do this

Signage in place for Covid19 information such as when to get tested, physical distancing, wearing masks, cleaning and training for staff.
Guest must check in using NSW service app upon going into the premise.

Display conditions of entry such as requirements to stay away if unwell and record keeping where applicable.

Explain how you will do this

Signage in place asking staffs and guests not to enter the venue if showing flu like symptoms.

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Businesses can require proof of COVID-19 vaccination in line with their COVID-19 vaccination policy.

Explain how you will do this

Accor vaccination policy followed in this premise.
Guests do not need to show their vaccination proof.

Physical distancing



Capacity at a hospitality venue or a nightclub must not exceed one person per 2 square metres of space in indoor areas.

Note: Hospitality venues are defined in the Public Health (COVID-19 General) Order (No 2) 2021.

Explain how you will do this

Capacity must not exceed 1 person per 2 sqm. Every function rooms follow 2 sqm rule for its capacity.

Support 1.5m physical distancing where possible, including:

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

Explain how you will do this

Minimum staff on shift and each allocated in different sections.
Signage for physical distancing on display.
Floor plan altered to meet 2 sqm rule.

Avoid congestion of people in specific areas where possible.

Explain how you will do this

Signage in place to promote physical distancing.

Have strategies in place to manage gatherings that may occur outside the premises and in any designated smoking areas.

Explain how you will do this

Designated smoking areas is outside the premise. Manager on duty and supervisors will monitor the area and encourage physical distancing.

Singing and dancing is not permitted at hospitality venues or nightclubs.

Note: this does not apply to a performer who is performing or rehearsing on the premises; a person who is instructing, or being instructed, in singing or dancing on the premises; a wedding service, or a gathering immediately following a wedding service, held on the premises.

Explain how you will do this

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Singing and dancing are not allowed in the premise unless the event is a wedding.

Ventilation



Review the 'COVID-19 guidance on ventilation' available at <https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance> (<https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance>) and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.

Explain how you will do this

Automatic sliding door at the entry

Use outdoor settings wherever possible.

Explain how you will do this

Not available

In indoor areas, increase natural ventilation by opening windows and doors where possible.

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Automatic sliding door at the entry

In indoor areas, 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).

Explain how you will do this

Automatic sliding door at the entry

Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).

Explain how you will do this

Maintenance manager ensure the ventilation system are regularly maintained

Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.

Explain how you will do this

General manager and maintenance manager working on this matter with the owner.

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Hygiene and cleaning ^

Face masks must be worn by staff and customers aged over 12 in indoor areas, and by public facing staff in outdoor areas of hospitality venues, unless exempt.

Explain how you will do this

Face masks must be worn by staffs and guests in indoor area.
Signage in place for mask wearing.

Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.

Explain how you will do this

hand sanitisers are in place at the key points around the venue.
Personal hygiene signage in place at the back of house.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Explain how you will do this

bathrooms/toilets are managed by public area team and check regularly throughout the day.

Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. and clean tables, chairs and any table settings between each Top ↑

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customer.

Explain how you will do this

Team are trained to clean and sanitise the tables/surfaces after used or at regular times.

Record keeping



Hospitality venues and nightclubs, strip clubs and sex on premises venues must take reasonable steps to ensure that workers and customers check-in using the NSW Government QR code system when they enter the premises.

Other types of premises should consider having a NSW Government QR code available so that workers and customers can check in using the Service NSW app, to support contact tracing if a person with COVID-19 visits the premises.

Note: Hospitality venues are defined in the Public Health (COVID-19 General) Order (No 2) 2021.

Explain how you will do this

NSW government QR in place.

Processes should be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.

Explain how you will do this

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NSW QR code are on displayed around the entry of the function area.

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 it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.

Explain us how you will do this

If guests unable to check in using their device, we can get their details and check them in using the NSW service website.

Review the 'guidance for businesses with a worker who tests positive for COVID-19' available at <https://www.nsw.gov.au/covid-19/business/linked-with-positive-worker-case> (<https://www.nsw.gov.au/covid-19/business/linked-with-positive-worker-case>) and have protocols in place in the event that a worker who tests positive for COVID-19 has been in the workplace.

Explain how you will do this

Business follows NSW protocol for Covid19 positive worker. Staff require to do RAT test when return to work form days off. If result positive, worker require to leave the premise and isolate immediately. Staff require negative result after 7 days before allowed to come back to work.

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 if a worker has tested positive.

Visit <https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus> <https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus>) for more

information.

Explain how you will do this

Business follows NSW guidance regarding any positive case in the premise.
Cooperate with NSW health if contacted.

Now that you have finished, select the print button to print the plan or save as a PDF.

Last updated: 10 January 2022