

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**



Your COVID-19 Safety Plan

Hospitality

Business details

Business name	Novotel Parramatta Conference Centre
Business location (town, suburb or postcode)	350 Church St, Parramatta. NSW 2150
Select your business type	
Function centres	
Completed by	Kiki Kiki
Email address	h8787-kc@accor.com
Effective date	1 November 2021
Date completed	7 November 2021

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

Agree

Yes

Tell us how you will do this

Signage in place asking staffs and guests not enter the venue if showing flu like symptoms.
Staff declaration forms completed 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.

Agree

Yes

Tell us how you will do this

Signage in place asking staffs and guests not enter the venue if showing flu like symptoms. Signage in place for Covid19 information such as when to get tested, physical distancing, wearing masks and cleaning. Staffs were trained to check guest if they have checked in using NSW Service app and show vaccination proof

Display conditions of entry including requirements to stay away if unwell, COVID-19 vaccination and record keeping.

Agree

Yes

Tell us how you will do this

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

Take reasonable steps to ensure all people aged 16 and over on the premises are fully vaccinated or have a medical exemption (including staff, customers and contractors). For example, ensure posters outlining vaccination requirements are clearly visible, check vaccination status upon entry and only accept valid forms of evidence of vaccination, train staff on ways to check proof of COVID-19 vaccination status, remind customers of vaccination requirements in marketing materials. Guidance for businesses is available at: <https://www.nsw.gov.au/covid-19/businesses-and-employment/covid-safe-business/vaccination-compliance-for-businesses>

Note: This requirement applies at hospitality venues, gaming lounges, nightclubs, strip clubs, and premises at which a significant event is being held, other than a small funeral or memorial service or small wedding service.

Agree

Yes

Tell us how you will do this

Signage in place for check in and showing vaccination proof. Guest must checked in using NSW Service app, show vaccination proof and checked by staff upon going into the premise.

People aged under 16 who are not fully vaccinated must be accompanied by a fully vaccinated member of their household at higher risk premises including most hospitality venues.

Note: This does not apply to a person aged under 16 who is on the premises to carry out work.

Note: Higher risk premises and hospitality venues are defined in the Public Health (COVID-19 General) Order 2021.

Agree

Yes

Tell us how you will do this

Signage in place for check in and showing vaccination proof for adults 16 years old or older and people under 16 must be accompanied by fully vaccinated people from the same household. Guest must checked in using NSW Service app, show vaccination proof and checked by staff upon going into the premise.

Physical distancing

Capacity must not exceed one person per 2 square metres of space of the premises.

Note: This does not include a vessel used for commercial tours for scuba diving, snorkelling or marine animal watching if there are less than 50 persons on the vessel.

Agree

Yes

Tell us how you will do this

Conference manager managed the capacity for the function rooms. Every rooms have capacity limits

Ensure 1.5m physical distancing where possible, including:

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

Agree

Yes

Tell us how you will do this

Staff allocated to different section and keep 1.5m physical distance when possible.

Avoid congestion of people in specific areas where possible.

Agree

Yes

Tell us how you will do this

Signage in place to promote physical distancing. Supervisor on shift will control the crowd in the area.

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

Agree

Yes

Tell us how you will do this

Designated smoking area is outside the premise. Hotel managers and supervisors will monitor the area.

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> and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.

Agree

Yes

Tell us how you will do this

Automatic sliding doors at the hotel entry.

Use outdoor settings wherever possible.

Agree

Yes

Tell us how you will do this

No applicable at the moment

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

Agree

Yes

Tell us how you will do this

Automatic sliding doors at the hotel entry.

Leave door open for some function rooms, depends on the guests.

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).

Agree

Yes

Tell us how you will do this

Ventilation system managed by engineering manager.

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

Agree

Yes

Tell us how you will do this

Ventilation system managed by engineering manager.

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

Agree

Yes

Tell us how you will do this

This done by General Manager of the hotel and engineering manager with the hotel's owner.

Hygiene and cleaning

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

Note: Hospitality venues are defined in the Public Health (COVID-19 General) Order 2021.

Agree

Yes

Tell us how you will do this

Face masks must be worn by staff and customers in indoors area.
Signage in place for mask wearing.

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

Agree

Yes

Tell us how you will do this

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

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

Agree

Yes

Tell us 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 customer.

Agree

Yes

Tell us how you will do this

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

Record keeping

Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.

Agree

Yes

Tell us how you will do this

NSW government QR code system in place.

Processes must 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.

Agree

Yes

Tell us how you will do this

Staff member require to check the guests device to ensure they have check in and also fully vaccinated.

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.

Agree

Yes

Tell us how you will do this

If guests unable to check in using their device, we will get their details and check them in through the online NSW Service website.

Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable, including any play centres. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.

Agree

Yes

Tell us how you will do this

Each areas of the hotel have different covid safe plans.
Staff members check guest device before entering the venue.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes