

## Covid-19 Hotel Operations Safety Plan

The following operational plan is designed to limit the opportunity for the virus to be transmitted during the normal operations of the hotel. Our priority is to maintain a safe working environment for both team members and customers.

This document is part of the overall Covid Safe Plan and is supported by the specific operational plans that detail team activity.

### Control Group

A control group is established within the senior management to review the changing situation. This group routinely meets weekly to identify any changes to requirements or updates to procedures as a proactive review. If the situation escalates, this group would immediately meet to establish any additional controls that may be required.

### Hygiene Officers

The hygiene officer will be the duty manager in the first instance but will also be the senior person on duty for each department or that particular area.

Duty Managers will:

- Daily review of Tasmanian Covid Advice and action any advice regarding to travellers from risk areas.
- A minimum of once per shift, they will undertake an optical inspection of guest service areas to ensure that processes are in place.
- If any team member has contracted Covid-19 or is identified as a close contact, they will maintain a log. HR Manager and Department Manager to ensure each instance is reviewed and outcome documented. Team member not to be returned to work until clearance is provided.

Departmental Managers:

- Establish and maintain Covid Safe standards of operation
- Continually review/inspect operations and provide feedback on any areas of concern

Department Managers have the specific responsibilities to ensure they adopt and maintain the standards in this document, reflecting them in their operating procedures and training their teams to enact.

*All Covid related procedures can be found in the below folder on the T Drive.*

<T:\Standards & Procedures\2020 Review\COVID-19>

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## Team Members Education and Compliance

All team members will be trained and will sign off on a procedure for the following:

- Symptoms of Covid-19 and importance of monitoring for them
- Check their temperature on arrival to work using the wall-mounted thermometers at the staff entrances.
- Not to attend work if they have symptoms or are in the process of being tested.
- Close contact rules
- Wear masks when unable to maintain social distancing or if a close contact
- Social distancing guidelines in general and in work spaces.
- Ways in which Covid-19 can be spread and to prevent the spread.
- Hand washing and hand sanitisation when entering the building, between tasks and when moving between different areas of the hotel.
- Respiratory hygiene practices
- Importance of standing behind plastic screens to serve guests where possible
- Sanitising of shared equipment and work spaces
- Cleaning of plastic screens, touch points
- Importance of maintaining up to date with vaccinations
- Importance of disciplinary action if procedures not followed

### Associated procedures

Managing Covid-19 – May 2022

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### **Social Distancing**

Signs on display to remind of social distancing for BOH areas and FOH when functions are on.

Aim to avoid creating situations where people are forced to congregate – ie. Atrium, functions.

Plastic screens in place for all FOH areas.

### **PPE and Cleaning Equipment**

Due to potential supply chain delays each department is required to maintain one month supply of PPE and sanitising equipment. This is to prevent breaches of protocol due to supply issues.

Face masks

Glasses

Gloves

Bio suits

Hand sanitiser

Alcohol wipes

Alcohol spray

Sanitiser cleaner

Disinfectant cleaner

## All Food and Beverage Outlets

### Cleaning and Sanitising

Outlet staff will clean tables and bench surfaces regularly. Staff will be provided with disinfectant materials and will sanitise operational areas to a frequency depending on business.

- Wipe over with an ISO alcohol wipe
- Spray and wipe disinfectant
- Water based disinfectant cleaner

This includes bar tops, tabletops, EFTPOS machines, door handles, buttons, locks, rails, door edges, door push plates and another other frequently touched item or surface.

If any area is soiled or dirty, the surface will be cleaned first and then disinfected.

### Hand Sanitiser

- Hand sanitiser at all entrances

### Social Distancing

- Plastic screens in use

## Conference and Events:

*Refer to 'Covid-19 Event Safety Plan – May 2022' procedure, saved in the Covid-19 Folder of the T Drive for more information*

### **Preliminary Planning Review:**

Overview of the event to ensure that the clients plans can be met under the existing and future Covid Safety Framework. Each state is different so our staff will brief the client with the relevant local requirements. This review should include:

- Overview of current restrictions and potential future restrictions
- Capacities of venue and spaces
- Social distancing
- People movement, arrival, between rooms and exit
- Management of queues
- Additional budget items for the safe operation of the event
- Food and beverage service types and requirements
- Restrictions on activity current and potential for the future
- Capability of client to communicate Covid Safe Protocols to attendees
- Plans for contact logging of attendees
- Overview of preparing an event specific Covid Safety Plan

- Contingency plans for managing a Covid incident

### Event Covid Safety Plan

Depending on the size of the event, a Covid Safety Plan for the event operation needs to be established. This plan may need to be submitted to the authorities for review.

- Overview of current restrictions and potential future restrictions
- Designated hygiene officer – client to establish who will be responsible to oversee the event
- Management of capacities of venue and spaces
- Social distancing plans
- Cleaning plans before, during and after events
- Hand cleaning and sanitiser stations
- People movement, arrival, between rooms and exit
- Management of queues
- Signage
- Additional resources required to provide a safe environment, ushers, Covid Monitors etc
- Food and beverage service types, including any activity restrictions
- Capability of client to communicate Covid Safe Protocols to attendees:
  - Covid safe behaviours
  - Social distancing
  - Do not attend if ill
  - Reporting if ill after or during the event
  - Required contact logging
- Plans for contact logging of attendees
- Contingency plans for handling a Covid incident

### Cleaning and Sanitising

Each area of the event will have a specific cleaning routine established. This will depend on people movement, event times and people density.

Free-use areas that can't be coordinated such as secretariat will have sanitiser stations.

All staff will sanitise hands between tasks and when moving from area to area - back of house to front of house.

Staff will be provided with disinfectant materials and will sanitise operational areas to a frequency depending on activity.

- Wipe over with an ISO alcohol wipe
- Spray and wipe disinfectant
- Water based disinfectant cleaner

This includes bar tops, table tops, EFTPOS machines, door handles, buttons, locks, rails, door edges, door push plates and another other frequently touched item or surface.

The cleaning and sanitising regime will be stated on the event order.

### **Trade Shows**

This style of event will require the same planning in terms of social distancing, people management etc. Touch point cleaning of trade booths and equipment will be a consideration.

### **Hand Sanitisers**

Hand Sanitiser must be available for all function rooms.

Spaces that have extended use such as board rooms will have sanitiser located in the room.

Hand Sanitiser needs to be entered on to the BEO as part of room set details.

### **Staff Use**

Hand Sanitiser is located in key locations such as briefing areas and near function room entrances so they are visible, with appropriate signage.

### **Social Distancing**

Each event set will be checked for social distancing and will have specific social distancing guidelines based on floor plans and event type.

Public spaces need to be monitored to prevent movement blockages.

### **Food and Beverage Services**

The venue has established a set of food and beverage services to hygienically provide catering to attendees. Every event is different, a clear service plan based on timings, capacities and attendees will need to be established.

### **Queue Management**

Each aspect of the event to be reviewed and where required a queue plan established. This may require floor decals or queue barriers.

Queue management to be details on the BEO as part of room set details.

### **Ushers and Monitors**

Additional people resources may be required to oversee Covid Safe Practices are being maintained. Each event will need this resource established which may be in addition to normal supervisory and management oversight of the event.

### **Signage**

Appropriate signage for the event spaces and at entrances. While the venue already has signage to address Covid Safety in place, there may be additional signage required to inform attendees or remind them of protocols. Use of specific area may also change capacities.

Dancing and drinking event need signage to advise attendees they must be vaccinated to attend.

### **Contingency Plans for Handling a Covid Incident**

Part of the agreed Covid safety plan will include the protocol for managing a Covid incident. This will include:

- Communication to the authorities and attendees
  - Potential isolation of any affected attendees
  - Testing of any attendees
  - Provision of appropriate PPE
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## Front Desk

### Cleaning and Sanitising

Staff will be provided with disinfectant materials and will sanitise operational areas to a frequency depending on business.

- Wipe over with an ISO alcohol wipe
- Spray and wipe disinfectant
- Water based disinfectant cleaner

### Hand Sanitiser

There will be sanitiser located on reception desk for guests to utilise and separate ones near reception computers for staff to use.

There are also several sanitising stations located throughout the lobby.

### Social Distancing

- Plastic Screens in use
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## Housekeeping

### Cleaning and Sanitising in Rooms

This department has a specific cleaning program for room cleaning. This includes:

- Cleaning of frequent touch points such as light switches
  - Cleaning of surfaces such as desk tops
  - Prevent cross contamination between spaces
  - Prevent cross contamination between tasks
  - Social distancing if cleaning with guests present
  - Sanitisation of personal equipment.
  - Use of PPE's
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### **Cleaning and Sanitising in Public Areas**

Cleaning frequency will be scheduled according to the business of the hotel and the business of those specific areas.

The cleaning and review of each area will include the following:

- Wipe over with an ISO alcohol wipe
- Spray and wipe disinfectant
- Water based disinfectant cleaner

This is for frequent touch areas including door handles, taps, locks, buttons, rails, door edges, door push plates.

If any area is soiled or dirty the surface will be cleaned first and then disinfected.

All public areas cleaning will be logged and signed off when complete

A detailed pictorial guide of public areas touch points to be used in training.

### **Public Areas Hand Sanitiser**

Hand sanitisers in public areas are to be checked and serviced by Public Areas including:

- Located at all entrances to lobby
- All lifts
- All staff entrances
- Maintenance office door

Hand sanitisers will be located in key BOH areas where hand cleaning is not easily available and to ensure hands can be sanitised as staff move from area to area.

Each department will be responsible for their own area. Stores will maintain a central stock for all departments to draw from.

### **Associated Procedures**

Room Attendant Training Manual

Public Areas Procedure

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### **Guests with COVID-19**

- If a guest tests positive to Covid-19, they are advised to remain in their rooms at all times
- Duty Manager will discuss options with the guest based on their situation.

- No staff are to enter the room.
- Housekeeping, room service, maintenance, and any other department likely to go to the room are to be briefed using Hotel Diary, email and verbally for those on shift.
- Room number also displayed in BOH house lifts so staff know before entering the floor.
- Email sent to all relevant parties.
- The Duty manager is to take a supply of face masks and gloves to the guest.
- The Duty manager is to disinfect any touch points where the guest might have been.