



COVID Safety Plan
The Leederville Hotel
27/06/2020
PHASE 4



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Interpretation

In this COVID Safety Plan, unless the context demands otherwise, the following words and phrases shall have the following meanings:

- “Premises”** shall mean the licensed or unlicensed premises and the immediate area under the control of premises management to which this Management Plan relates and is in force
- “Management”** shall mean and include the Licensee, Approved Manager and any other person or persons directly involved in the practical management of the Premises
- “Licensee”** shall mean the person or entity legally entitled to hold and operate the food or liquor licence relating to the Premises, and by whom this Management Plan is adopted.



Physical Distancing

Management is committed to the principles of social distancing and will abide by the current mandated requirements (as amended over time) as they relate to venue capacity and social distancing appropriate to the Premises.

To help ensure staff and patrons are aware of the importance of social distancing and management's commitment to best practice we will adopt the following social distancing protocols:

- The venue and associated areas capacity will be in accordance with the current mandated capacity restrictions (as amended over time) and will be displayed at the entry of the Premises or area to which it applies.
- The current trading conditions will be adopted and amended over time in accordance with the current government restrictions and will be posted on a notice at the entry to the Premises.
- Any queues awaiting entry from the outside area adjacent the Premises entry will be overseen and managed by venue staff and or management, to help ensure social distancing is adhered by patrons awaiting entry.
- Floor and or ground markings will be adopted in standing zones such as queueing areas, payment or service areas (as permitted by restrictions)
- Relevant signage reinforcing social distancing requirements will be erected in appropriate areas within the venue.
- Floor staff and hygiene officers will engage with patrons to reinforce venue social distancing requirements.
- Management will take all reasonable measures to enforce appropriate social distancing, however we recognise social distancing requirements may not be applicable in all situations such as; members of the same household, family or intimate partners.
- Patrons who refuse any reasonable request from venue staff to adhere to social distancing requirements will be refused entry or required to leave the Premises.



- Table layout in the venue will allow for adequate social distancing spacing between customer groups as well as between employees and customers.
- Floor markings and barriers will be located around the venue where required to provide guidance on social distancing. This will be monitored and managed by the management and staff.



Staff Training & Education

Management believes that comprehensive health and hygiene training for all staff is an essential element in efforts to suppress COVID-19 and assists the prevention of any future viral or bacterial infection that may threaten the health or welfare of our staff and patrons.

Management requires all staff to undertake appropriate training to a level that is commensurate with their roles and duties at the Premises.

In order to demonstrate its commitment to training Management will adopt the following training protocols:

Venue Managers and Supervisors; will be required to complete the mandatory Hospitality & Tourism COVID-19 Course or preferably the Hygiene Officer Course

All Operational Staff: will be required to undertake and hold a current certificate of successful completion for the mandatory Hospitality & Tourism COVID-19 Hygiene Course

Contractors: such as crowd controllers will also be required to undertake appropriate training, this may be either the standard Hospitality & Tourism COVID-19 Course or the Hygiene Officer Course, depending on their level of engagement

On Going Training

There will be regular meetings, staff briefings and training sessions convened by Management involving all staff. Training will be conducted by in-house personnel, external consultants and others, covering all matters relating to health and hygiene protocols and how they are implemented within the venue.

Regular staff briefings will be held regarding hygienic practices in the workplace, discussion of potential hazards and to refresh knowledge.



Hygiene & Cleaning Protocols

Management acknowledges the importance of appropriate cleaning and hygiene protocols, as these policies and procedures relate to all areas of the venue itself as well as personal hygiene practices, which are applicable to both staff and patrons.

- Hand sanitisers will be easily accessible to all staff and patrons to allow for regular and repeated sanitising of hands. Sanitisers may be located in areas including but not limited to all entries to the Premises, all service areas. A revised cleaning schedule has been developed and implemented within all areas of the venue and will be amended and updated as appropriate
- All staff have been trained in the cleaning and sanitising protocols relevant to their area of responsibility.
- Venue management or hygiene officers will conduct regular inspections and ongoing training to ensure that cleaning and sanitising protocols are being adhered to.
- Hand washing signage will be displayed in appropriate areas such as bathrooms and back-of-house zones such as kitchen, bar and staff areas.
- Staff will be required to wash their hands regularly during their shift especially after touching frequently touched surfaces or objects.
- Regularly wiping and sanitising frequently touched surfaces such as bench tops, tables, table condiments, floors and objects such as handles, screens, taps, handrails, telephones, eftpos terminals, switches and menus.
- Staff will be provided with adequate personal protective equipment that is appropriate to their role.
- Staff will be required to change gloves regularly, washing hands both before and after changing gloves
- Staff will be encouraged to regularly wash their uniform or work clothes after each shift
- Contactless service and payment procedures will be actively encouraged wherever possible.



- Staff who do handle cash should not be handling food or beverage without first sanitising their hands immediately after handling. If using Gloves, staff must dispose of gloves after each use.
- Snack food to be served in individual portions.
- No cutlery, serviettes or menus in communal containers. Appropriate cutlery will be taken to each individual customer at the table after a food order is placed
- Furniture will be cleaned and sanitised after guests leave, and before the next guests are seated.
- Deliveries from external suppliers to be left in a designated area, minimising entry to the venue areas to prevent potential transmission. If the delivery requires receipt i.e. food items, social distancing guidelines are followed and practiced with hands sanitised immediately



Compliance

In addition to the existing legislation that hospitality businesses are required to comply with there is new and constantly changing legislation. This legislation can be in the form of Government Directions, State of Emergency orders or amendments to regulations.

This section of the plan is to provide guidance on the current compliance requirement and will need to be updated from time to time as the compliance changes occur. The best way to keep up to date with these changes is through the daily AHA member bulletins, AHA staff can also assist in providing clarification as it may be required.

Current Directions require the following mandatory conditions:

- A strict capacity limit of 1 person per 2 square metres of public floor space for patrons consuming a meal or beverages.
- COVID Safety Plan must be kept on site and made available to an authorised officer on request
- All staff must have completed the AHA Hospitality & Tourism COVID-19 Hygiene Course and certificates must be made available for inspection by an authorised officer on request



Response Planning Infection Controls

It is important to recognise that the COVID-19 virus has not been eradicated and still poses a significant threat to the community, especially if further outbreaks are not identified and contained as quickly as possible.

The response planning infection control protocols below are intended to minimise the risk of infection to our customers and staff, to quickly identify cases if they do occur, and to ensure that effective contact tracing and isolation is possible to minimise the risk of any further outbreak.

- All management and employees must report any of the following:
 - They are experiencing any flu like symptoms
 - They have been, or have potentially been, exposed to a person who has been diagnosed with COVID-19 or is suspected to have COVID-19 (even if the person who is suspected to have COVID-19 has not yet been tested)
 - They have undertaken, or are planning to undertake, any travel outside of the region
- Any workers displaying flu like symptoms will not be permitted to work and will be advised to seek medical advice.
- Workers who have contracted COVID-19 will not be permitted to return to work until they provide medical clearance.
- Any patron with a fever or exhibiting flu like symptoms will not be permitted to enter or remain on the Premises
- Patrons may be subject to contactless temperature checks prior to entry
- Staff and patrons will be actively encouraged to download the COVIDSafe App
- If any person who has attended the venue tests positive to the virus;
 - All relevant authorities will be notified
 - All staff and management will be notified as soon as possible regardless of what shift they have worked.
 - The venue will be given a deep clean at the earliest possible opportunity
 - All staff with suspected contact will be required to a COVID-19 test and obtain medical clearance prior to returning to work.