

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

## Your COVID-19 Safety Plan

Hotels and accommodation (including backpackers, hostels and dormitory style accommodation)

### Business details

Business name	Hilton Sydney
Business location (town, suburb or postcode)	Sydney 2000
Completed by	Hilton Events
Effective date	10 January 2021
Date completed	27 January 2021

COVID Safety plan for the following Event:

---

### Wellbeing of staff and customers

**Advise staff and visitors who are unwell with respiratory symptoms or fever to immediately get tested and place themselves in isolation until they have received their results.**

Hotel reserves the right to decline access to the hotel for any person showing COVID-19 symptoms. Hotel is also able to carry out temperature checks based on clients requests.

**Consider how customers could be isolated while awaiting their results, if they are**

**sharing accommodation with others.**

Hotel will have a designated floor for any isolation requirement until either emergency services attend or delegates attend a testing clinic.

**Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.**

Information has been emailed and passed on to team member during team meetings to raise COVID-19 awareness to the hotel team.

**Make staff aware of their leave entitlements if they are sick or required to self-isolate.**

Information has been shared and made aware to all team through posters in back of house of the hotel and also emailing.

**Consider whether appropriate cancellation or flexible booking is available where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).**

Subjective to the factors, the hotel has flexible cancellation rules and hotel is able to assist in moving the date of the event if customers can not attend due to COVID-19 reasons.

**Display conditions of entry and communicate key health messages and changes to staff, customers, visitors, residents and agencies (website, social media, email, reception).**

Hotel will provide signage with conditions of entry and QR code for guests registrations.

**Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises, 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 indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.**

Hotel will complete a safety plan in all outlets applicable.

## Physical distancing

Calculate the floor area in open plan communal areas, such as kitchens/ BBQ areas, shared dining areas or showers, to determine the maximum number of people who can safely occupy the space (one person per 4 square metres in indoor areas in Greater Sydney or one person per 2 square metres in other regions). Display signs at entrances with the maximum safe capacity and have strategies in place to reduce crowding and contact between different household units or groups, such as a bookings system.

*Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 7) 2020.*

All guest rooms, event rooms and the lobby of the event space have calculated capacity due to the 2 square meter rule.

**If your facility has dormitory or shared accommodation, ensure beds are spaced apart by at least 1.5 metres. If an adult resident or guest is required to self-isolate they must not share a room with anyone else. Consider how a single room might be used in this situation.**

Not applicable to Hilton Sydney.

**Where practical, use separate doors for entry and exit, separate check-in, order and baggage storing points.**

A traffic flow will be designed for events needing a different point of entry and exit.

**Use contactless check-in where, reasonably practical, to reduce the movement of customers and the number of surfaces touched. If signatures are required, clean pens between customer use with a disinfectant solution or wipe.**

Hand sanitizers and signs will be allocated to high touch-point areas.

**Move or remove tables and seating as required, including in waiting areas, to support 1.5 metres of physical distance. Members of the same household are not required to physically distance.**

Event rooms and lobby set up will follow the social distancing guidelines.

**Reduce crowding wherever possible and promote physical distancing with markers**

**on the floor in areas where people are asked to queue, such as check-in.**

Social distancing floor signage is available upon request – hotel provides social distancing up-right signage as a standard.

**Where reasonably practical, ensure staff always maintain 1.5 metres physical distancing (including at meal breaks) and assign workers to specific workstations**

Hotel team members have been trained and educated on maintaining 1.5 metre physical distancing during all service times.

**Use telephone or video for essential meetings where practical.**

Telephones and video conferencing are available upon request through in-house AV team.

**Stagger start times and breaks for staff members to minimise the risk of close contact, where reasonably practical.**

Hotel team members start shifts in staggered times according to the requirement of the event schedule.

**Review regular deliveries and request contactless delivery and invoicing where practical.**

Hotel has a dedicated purchasing and receiving team ensuring delivery procedures are being followed; hotel is encouraging contactless delivery and invoicing where applicable.

**Have strategies in place to manage gatherings that may occur immediately outside the premises, such as pick up or drop off zones.**

Hotel team members in charge of social distancing, will be monitoring the physical distance between delegates if any gathering or queues start to build up.

---

## **Hygiene and cleaning**

**Adopt good hand hygiene practice and ensure hand hygiene facilities are available to customers and staff.**

Hand hygiene signage will be placed around the hotel, hand sanitizers will be available

throughout the hotel. Public toilet and washrooms will be cleaned and sanitized regularly.

**Ensure bathrooms are well stocked with hand soap and paper towels and have posters with instructions on how to wash hands.**

Bathrooms will be regularly attended by housekeeping team, instructions will be visible at the same time.

**Make hand sanitiser available at key points around the facility and encourage frequent use.**

Hand sanitizers will be available in high traffic areas.

**Consider strategies to reduce the number of surfaces touched by customers.**

Extra hotel team members will be present to minimize the surface and catering areas touched by delegates.

**Clean public areas frequented by staff or customers at least daily with detergent/disinfectant. Frequently touched areas and surfaces must be cleaned several times per day with a detergent/disinfectant solution or wipe.**

All public areas will be frequently attended by hotel housekeeping team.

**Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.**

Hotel uses Purell antiseptic hand sanitizers with 72% ethanol and also hand sanitizing spray with 80% ethanol.

**Ensure items used in the preparation of food or for eating are washed thoroughly with hot water and a detergent solution between use, or preferably with a dishwasher if available. Where possible, residents should not share dishes, drinking glasses, cups or eating utensils.**

Hotel uses commercial grade dishwashers and polisher on levels 2 & 3 of the hotel to ensure thorough cleaning and hygiene standards are carried out. Additionally hotel stewarding team ensure the temperature of the dishwasher is recorded and monitored daily.

**Staff are to wear gloves when cleaning and wash hands thoroughly before and after**

**with soap and water.**

All hotel team members are required to wear appropriate PPE in respective areas. a PPE chart is shared and displayed throughout the hotel back of house areas.

**Limit the use of cash transactions by encouraging contactless payment options.**

No cash transactions will be occurring in any event spaces at the hotel.

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

Air conditioning will be turned on for the duration of all events; doors and windows will be opened where applicable.

---

## **Record keeping**

**Keep a record of name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days, including a room number where relevant. Electronic collection (such as QR code) of contact details for each person is strongly encouraged.**

All hotel team member activity (entry and exiting of the hotel) is recorded on a Kronos system, and also in paper form. Contractors and customers will be required to check-in with the Service NSW QR code.

**Ensure records are used only for the purposes of tracing COVID-19 infections and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](https://www.nsw.gov.au)**

All customer information will be stored through the Service NSW app, any paper form of record will be appropriately and confidentially recorded.

**Employers should make staff aware of the COVIDSafe app and the benefits of the app**

to support contact tracing if required.

All hotel team members are aware and understand the benefit and importance of using the Service NSW app to better assist with any contact tracing. Trainings and meetings have been carried out to raise this awareness.

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.

All COVID-19 related health cases will be handled according to the guidelines provided by NSW Health.

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

Yes