

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



Your COVID-19 Safety Plan

Functions and conferences

Business details

Business name	Conferences, functions & Events Four Seasons Hotel Sydney
Business location (town, suburb or postcode)	The Rocks
Completed by	Laavanya Sureshkumar
Email address	laavanya.sureshkumar@fourseasons.com
Effective date	21 December 2020
Date completed	23 December 2020

Wellbeing of staff and attendees

Exclude staff and attendees who are unwell from the event. Ensure attendees and staff are aware they should only attend if they are feeling well and do not have any respiratory or COVID-19 symptoms.

1. Temperature check is taken at the staff entrance for all employees and staff with temperature above 37.5 degrees Celsius are advised to visit medical centers/Covid-19 Clinic for testing and to present medical clearance before returning to work.
2. Managers are actively informing staff with flu like symptoms to stay at home and seek medical advice. On clearance from medical professional they are being allotted shifts.
3. For guests temperature check is taken at the hotel entrance and guests with

temperature above 37.5 degrees Celsius/displaying flu like symptoms are being refused service and offered assistance to visit a medical center/ Covid-19 Clinic for testing

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

1. Four Seasons launched Lead with care, Health and Safety program, which is introduced to all team members.
2. A welcome tool kit is being provided to all staff returning back to work by our People and Culture Department.
3. Security department maintains a list of medical centers and Covid-19 testing clinics which staff are advised about.
4. COVID-19 awareness for food service' course offered by NSW government has been completed by all F&B employee.
5. Key reminders on hygiene and safety continuously gets displayed at Cafeteria (Video) and signages around the property.

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

Leave entitlements and sick day entitlements are sent biweekly on paychecks.

Display conditions of entry (website, social media, venue entry).

Displayed at the entrance of the restaurant.

All guests will be required to go through screening at the point of entry to hotel. Screening involves temperature check, a series of questions, visual assessment of symptoms.

Guests who fail screening will not be granted access

Think about ways attendees can be involved through a video broadcast or live stream, if they cannot attend due to illness or travel restrictions, or are a vulnerable person and wish to avoid gatherings. Consider options to stream the event.

Organizers/Guests will have the choice to add video broadcast to their function at an added cost as this service is available through the hotel

Consider including arrangements and options for virtual attendance, such as a live stream, for attendees who are at high-risk of developing COVID-19 complications such as elderly people or people with conditions affecting their immunity.

Meeting planners have a choice to add video broadcast to their function at an added cost as this service is available through hotel. Our video conferencing solutions are a

great way to connect to a boardroom meeting, present entire conference plenary or showcase supplies using the latest technology.

If you intend to serve alcohol consider ways to encourage responsible use, such as limiting bar tabs or drink packages.

Beverage service is available only for seated guests.

Physical distancing

Capacity at functions and conferences must not exceed one person per 4 square metres of publicly accessible space (Greater Sydney) and one per 2 square metres (other regions). The density limit does not apply if there are 25 customers or less at the premises.

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

Floor plans for all rooms maintaining 4 square meter distance rule will be prepared and maximum capacity level displayed at the entrance. All guest are mandated to wear mask.

For conferences, consider allocating people to topic-specific streams to minimise co-mingling between groups, and allocating specific seating areas to these streams for larger plenary sessions.

Meeting planners plan the agendas that will have the minimal mingling.

Support 1.5m physical distancing where possible, particularly at points of mixing or queuing such as food and drink stations, toilets and entrance and exit points. There should be 1.5m physical distance between seated groups where practicable, including in non-ticketed areas.

For all functions seating chart would be completed keeping in mind physical distancing practices and maintaining 1.5m between tables.

If a conference has multiple sessions, consider staggering the start and finish times of different sessions to minimise crowding around the venue.

Meeting planners should consider staggering the start and finish times of different sessions to minimise crowding around the venues.

Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as for ticketing or for food or drinks. Use separate doors or rope barriers to mark the entry and exit wherever practical.

Separate entry and exit points can be organised where possible.

Consider strategies to decrease mingling between groups during networking events such as restricting these to allocated stream groups or conducting virtually.

There is no mingling between the groups as meetings are allocated to function rooms and Hotel does not allow mingling in public space.

In indoor areas, alcohol should only be consumed by seated patrons. There should be no dancefloors.

Alcohol is serviced only for seated guests.

Promote online ticket purchasing and electronic ticket checking where possible. Consider whether event registration and information packs can be provided online, such as through an app or via post.

Yes

Consider presenting event posters virtually, such as through an app or website, to prevent crowding in these spaces at the event.

Meeting planners are in-charge of this.

Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in office or meeting rooms. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.

Staff lunch and dinner meal breaks are being staggered to promote physical distancing.
- Seating in the cafeteria promotes physical distancing. No self service buffet available.
Food is prepackaged and heated individually by staff.

- All staff are mandated to wear masks during their working hours.

Use telephone or video for essential staff meetings where practical.

Where possible virtual meetings are organised to replace face to face meetings.

Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.

- Staff lunch and dinner meal breaks are being staggered to promote physical distancing.
- Seating in the cafeteria promotes physical distancing. No self service buffet available. Food is prepackaged and heated individually by staff.
- All staff are mandated to wear masks during their working hours.

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

Purchasing department in the hotel continues to operate with:

- Social distancing guidelines.
- Vendors are not permitted to enter the hotel without temperature check.
- Hotel receiving team wears masks and gloves.

Have strategies in place to manage gatherings that may occur immediately outside the premises.

Pick and drop zones are always manned to manage the gathering that may occur outside the premises.

Coordinate with public transport, where reasonably practical, around strategies to minimise COVID-19 risks associated with transportation to and from the venue for larger events if crowding on public transport may occur.

Meeting planners are in-charge of this.

Encourage private transport options to minimise crowding on public transport where practical. Consider whether parking options close to the venue could be discounted or included in the ticket price to support this.

Meeting planners are in-charge of this.

Hygiene and cleaning

Adopt good hand hygiene practices.

1. All staff and guests are required to wear masks.
2. Stand alone sanitizing stations and dispensers installed at BOH and FOH to promote hand hygiene.
3. Single use disposable menus are provided to every guests dining/drinking in the hotel's premises.
4. Public areas are cleaned every 3-4 hours.

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

Bathrooms are always stocked with hand soap, paper towels, toilet seat sanitizer and adequate poster to remind guest and staff to wash hands.

Have hand sanitiser at key points around the facility, such as entry and exit points.

Stand a lone sanitizing stations are available at entry and exit point.

Avoid self-serve or buffet-style food service.

No buffet, food served as plated or in bento boxes.

Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.

All cutlery and tableware are put through industrial dishwasher with state recommended temperature.

Menus should be laminated (clean between use), displayed or be single use.

Single use disposable menu.

Clean frequently used areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.

All public areas are cleaned every 2hours with hospital grade disinfectant.

Maintain disinfectant solutions at an appropriate strength and use in accordance with

the manufacturers' instructions.

Automatic dispenser used to dilute the disinfectant. Strength of the disinfectant checked and recorded.

Develop strategies to address cleaning of very high-touch surfaces such as door knobs and chair arms. Consider having disinfectant wipes available for patrons to use.

All high touch points are cleaned frequently and disinfectant wipes will be available on request.

Staff are to wash hands thoroughly with soap and water before and after cleaning.

- 1) All employees wear face masks and kitchen employees wear masks and gloves.
- 2) Have been given adequate training for hand washing.

Encourage contactless payment options.

All events are fully prepaid.

EFTPOS machines are being recommended and available for guest if needed

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).

All our event spaces are well ventilated and return air system is blocked to provide fresh air.

Record keeping

Functions and conferences should consider registering their event through nsw.gov.au

Yes registered.

Keep a record of the name, contact number and entry time for all staff, dine-in

customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

Note: 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 there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.

Yes, In case where a guest(s) information is not recorded through QR code for a genuine reasons, it manually recorded and electronically saved.

Ensure records are used only for the purposes of COVID-19 contact tracing 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)

Yes

Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

Yes

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.

Yes

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

Yes