

# WHARF BAR

## **COVID-19 SAFETY PLAN MANLY WHARF HOTEL 15 15 JULY 2020**

### **COMPLIANCE**

- We will ensure no more than 300 people will be in the venue adhering to the 4m<sup>2</sup> capacity rule.
- Our venue and capacity is:
  - 1600m<sup>2</sup> (300pax)
- Bookings will be limited to 10pax.
- Signage at all entrance points of max capacity of patrons in venue
- We will ensure all customers, will have their details recorded upon entry via a QR code which is kept digitally and automatically removed after 28 days. These details will be kept for 28 days. Refusal of entry if they fail to give required information. We will also have a manual sign in for those people that can't use a QR code.
- Hand Sanitizer at all entrance points, bar tops, bathrooms and each gaming machine in gaming room
- Social distancing markings at queued areas including entrance points.
- One Covid safety Marshall on at all times bars are trading ensuring hygiene and social distancing. This Marshall will be clearly identifiable and will be aware of The COVID safety plan for this venue.
- We are a registered COVID SAFE venue and display signage to highlight that.

### **RISK MANAGEMENT STRATAGEY**

- ALL staff trained in COVID hygiene including hand washing and sanitisation of surfaces. Staff training about transmission, and protocol for feeling unwell. This to be reviewed and trained weekly.
- No staff to come to work if they are showing symptoms of COVID
- Deep cleaning of entire venue before opening, weekly and cleaning schedule/checklist completed daily
- Single entrance points in place to monitor number of patrons entering and exiting. Guests information taken, temperature checked.
- Social distancing markings at queued areas including entrance points
- All floor staff to wear gloves when clearing tables

- All floor staff to have disinfectant spray on them to clean chairs, tables and menus once guests leave
- All menus to be laminated and cleaned after every use
- Cutlery and napkins to be handed to each guest
- Bathrooms cleaned and sanitised on a regular schedule
- Gaming machines to be wiped and sanitised after each guest, including but not limited to when they leave to purchase food or beverage or to use the restroom facilities
- Cash accepted at only certain POS stations. Staff specially trained in cash handling
- EFTPOS machines, bar tops to be wiped after each customer
- Staff quarters separate from guest – staff room, bathrooms. Deep cleaned nightly.
- Kitchen protocols in food safety/hygiene reviewed. Storage of food, food handling, takeaway, dine in.
- Weekly management strategy meeting with senior management in relation to adapting better strategies or implementing new strategies as per government guidelines
- Mandatory staff meetings to explain/train any new procedures put in place
- Update COVID-19 safety plan with new procedures
- Leave arrangements for casual employees who are unable to work
- Casual employees may be entitled to up to 20 days special leave if they are absent from the workplace as result of COVID- 19. This is the same entitlement as ongoing staff. All payments will be issued pro rata and at the base rate of pay, that is, it will be paid at the Monday to Friday day shift rate.

#### **MANAGEMENT IN EVENT OF POSITIVE COVID DIAGNOSIS**

- No staff to come to work if they are showing symptoms of COVID or if a member of their family/household has been diagnosed
- Staff to let management know immediately if they have been exposed to COVID. Staff member must be tested before being allowed back to work. They must isolate whilst awaiting results
- If staff members return a POSITIVE COVID result all staff will be contacted immediately, roster checked for when the staff member was working and if they have been exposed to patrons
- If the staff member has been in contact with patrons, venue will be closed, NSW Police and NSW health to be immediately notified, and all patrons will be notified of the potential exposure.
- If a customer makes contact with a positive COVID result, all staff members working on that day will be required to go for testing. All patrons in the venue during the time frame will be contacted.
- Deep clean of venue
- Only when all staff have returned a NEGATIVE result will the opening of the venue be considered after an exposure.
- Review of all procedures relating to COVID strategy, staff meetings to explain re-opening and any new procedures put in place

#### **WORKPLACE SOCIAL DISTANCING MEASURES**

- Signage at all entrances and areas for max number of patrons
- Floor spacing signs for 1.5m for ordering food and beverage
- Tables spaced in line with 4m<sup>2</sup>
- Floor staff trained to enforce social distancing rule with patrons
- Management to safely intervene if social distancing isn't adhered to. Any patrons refusing to comply will be asked to leave venue
- Security 7days per week to assist in enforcing social distancing
- Social distancing measures for collecting food in dining area
- Ordering food from different areas of hotel to limit cross over in areas
- Minimum amount of staff required working to ensure social distancing behind bars, on the floor and in the kitchen

## **HYGEINE MEASURES**

- Sanitiser available at all entrance points, bar, food service area and gaming machines
- Sanitiser available at entrance/exit to bathrooms
- Signs in bathrooms on good hand washing practices
- Staff only hand wash stations (back of house)
- Staff education and enforcement of hand washing/hygiene protocols
- All floor staff to carry sanitiser spray to wipe down chairs, tables, menus after each patron touches/uses hotel furniture
- All floor staff to wear gloves when collecting bottles, glasses and plates
- All disposable items to be put in specified bins immediately
- All rubbish disposed of into correct bins for pick up
- Bathrooms to be cleaned and sanitised every 30min. including door handles, basins, hand dryers and sanitising stations
- EFTPOS machines, bar tops to be wiped after each customer