

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



Your COVID-19 Safety Plan

Pubs and clubs (including small bars, cellar doors, breweries, distilleries, casinos and karaoke bars)

Business details

Business name	The Haymarket Hotel
Business location (town, suburb or postcode)	Haymarket 2000
Completed by	Simon Finlay
Email address	simon@thehaymarkethotel.com.au
Effective date	3 January 2021
Date completed	3 January 2021

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

Staff feeling unwell should not work. If you are at home, please call and tell Simon before coming to work. If you are already at work, let a manager know straight away if you feel unwell, wear a face mask and keep 1.5 meters away from all other people.

If you think a customer is suffering Covid-19 symptoms, tell a manager immediately. The customer will be offered advice and removed from the venue.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning. Train staff in the process of how to collect and store contact details of patrons.

'COVID-19 awareness for food service' is a free, voluntary online course which covers all measures required to become a COVID Safe retail and food service business in NSW. It is available through the NSW Food Authority website [foodauthority.nsw.gov.au/covid-training](https://www.foodauthority.nsw.gov.au/covid-training)

Staff should get tested for Covid-19 if they are suffering from the following symptoms:

Fever, Cough, Sore/scratchy throat and Shortness of breath

The closest testing centre is:
Redfern Community Health Centre
103-105 Redfern Street, Redfern

When working, please try and stay 1.5m away from other staff and customers.

Until further notice it is mandatory for all staff members to wear a mask when interacting with patrons in both the bar and gaming area.

I encourage all staff to practice simple hygiene by washing hands regularly. A guide can be found on the staff noticeboard, staff bathroom, main bar wash-down area, and in the customer toilets.

All staff is required to complete the 'COVID-19 awareness for food service' course.

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

If you are a full-time staff member and you get sick, or are required to self-isolate, you will be entitled to use your personal/carers accrued leave. When this has been depleted, you may use your accrued annual leave or take leave without pay.

If you are a casual employee, you will be removed from the roster without pay until you are permitted to return to work.

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

There is a CovidSafe notice on both entrances to the hotel indicating that we are a registered CovidSafe business and that we have a registered safety plan in place. Notices must remain in place.

The conditions of entry are located at both entrances to the hotel, these are the 'Welcome' notices. Notices must remain in place.

There are yellow stickers at the front and back doors telling people about the conditions.

A copy of the current Covid Safety plan is available on our website.

If there are more than 250 people on the premises, a staff member must be assigned as a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping.

In Greater Sydney, if the premises has more than one separate area, a staff member must be assigned as a COVID-19 Safe Hygiene Marshal in each separate area on the premises if there are more than 250 persons in the area. In other regions, consider assigning a COVID-19 Safe Hygiene Marshal to each separate area if there are more than 250 persons in the area.

The identified Safe Hygiene Marshal/s must always be present when there are more than 250 patrons at the venue. If there are less than 250 patrons at the venue, consider ensuring identified Safe Hygiene Marshal/s are present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods) where practical.

At least one staff member working in Main Bar or Gaming must be wearing a Hygiene Marshal sticker or batch or tshirt. These have been provided to every staff member by the hotel.

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 on the relevant day, 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.

There are no other types of venues or facilities available on this premises. All contact details are captured electronically upon entering the venue via George Street or Sussex Street.

Physical distancing

Capacity in regions outside of Greater Sydney must not exceed one customer per 2 square metres of publicly accessible space. In Greater Sydney, capacity must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible space, whichever is less.

Children count towards the capacity limit.

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

There are patron capacity restrictions in place:

Main Bar = 50 customers + staff

Gaming room = 30 customers + staff

Mezzanine Bar = 17 customers + staff

Martini Bar = 50 customers + staff

Total = 139 customers + staff

The above patron capacity numbers are determined by the 1 customer per 4 square meter rule.

The maximum number of customers that can be in a group/on a table is 10 including children.

In Greater Sydney, if the premises has more than one separate area, each separate area must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible space, whichever is less, provided that each separate area is:

- separated from other areas on the premises
- designated a separate area by the occupier of the premises
- has staff that are providing food and drink only in that area
- does not allow people in different areas to mingle
- monitored by a designated COVID-19 Safe Hygiene Marshal at required times.

The venue does not offer separate areas that are governed by this rule.

Face masks must be worn by staff, and by customers in gaming areas in Greater

Sydney, unless exempt.

Face masks must be worn by all staff members when interacting with patrons. Each staff member has been provided with 2 fabric face masks. Disposable masks are available on site.

Gaming staff to ensure that all gaming patrons are wearing a face mask. The venue offers disposable masks to patrons if necessary. If a patron refuses to wear a mask in the gaming area he or she will be asked to leave.

Exemptions or permitted reasons to temporarily remove fitted face coverings are as followed:

- Persons with a physical or mental health illness or condition, or disability, that makes wearing a fitted face covering unsuitable including, for example, a skin condition, an intellectual disability, autism or trauma are exempt;
- Permitted reasons to temporarily remove a fitted face covering include:

Eating or drinking; smoking

Checking/ascertaining a person's identity;

Communicating with a person who is deaf or hard of hearing;

An emergency.

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

All staff to ensure that patrons are seated when consuming alcohol.

There is no designated dance floor area in the venue. Dancing is not permitted anywhere on the floor.

Reduce contact or mingling between customer groups and tables wherever possible.

The tables in the venue are spaced out to ensure customers are 1.5m apart.

Customers from 2 different tables should not mingle even if they appear to know each other.

Support 1.5m physical distancing where practical, including:

- **at points of mixing or queuing such as bars, toilets and entrance and exit points**
- **between people using gaming machines and gaming tables**

- **between seated groups**
- **between staff.**

There are markers on the floor to ensure customers are standing 1.5 meters apart when lining up for bar service.

Gaming machines in use must be 1.5m apart from each other. Gaming attendants are to use the 'Covid-19' reserve signs to ensure this. An exception to this is if one customer is playing more than one machine, and only if this does not bring the customer to within 1.5m from the next customer.

If 2 people are seated on 1 machine you may need to block off machines nearby to ensure social distancing.

Where possible staff are encouraged to maintain 1.5 meters physical distancing. Break times to be staggered.

Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.

There are yellow markers on the floor in the bar area to promote physical distancing.

Staff are encouraged to point these out to patrons.

Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations.

Where possible staff are encouraged to maintain 1.5 meters physical distancing. When working the floor or interacting with patrons, all staff members are required to wear a face mask.

Where reasonably practical, stagger start times and breaks for staff members.

Break times to be staggered.

Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

The venue currently does not have any areas with high volume interactions so no measurement to introduce physical barriers have been taken.

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

Staff are encouraged to wear gloves and a face mask when taking deliveries.

Management to request contactless invoicing where practical.

Introduce strategies to manage gatherings that may occur outside the premises and in any designated smoking areas.

Security staff to move on patrons after exiting premises. No loitering in entry/exit areas.

Take measures to ensure drivers of courtesy vehicles minimise close contact with passengers as much as possible and encourage passengers to wear masks whilst in the vehicle.

No courtesy transport or vehicles available.

No more than 5 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting. In outdoor areas, audience members 12 years and older should wear masks if singing or chanting.

There are no performances scheduled under the current restrictions.

Hygiene and cleaning

Adopt good hand hygiene practices.

All staff are encouraged to wash hands regularly and use hand sanitizer. A guide on how to wash hands properly can be found on the staff noticeboard, staff bathroom, main bar wash-down area and in the customer toilets.

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

Management to double check that everything has been restocked every morning.

Reduce the number of surfaces touched by customers wherever possible.

There are to be no food condiments, salt & pepper shakers, menus, or Keno caddies on customer tables. These can be requested from staff, and then must be wiped clean after use.

Cutlery and serviettes are to be provided to customers when an order is placed or food is delivered.

Straws and cocktail napkins are not be placed in an area accessible to customers. These are to be provided upon request.

No self-serve buffet style food service areas, communal bar snacks, or communal condiments. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.

Salt and pepper shakers and condiments given to customers upon request and to be cleaned after each use.

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

Kitchen staff to ensure cutlery and dishes are cleaned with appropriate detergent and with commercial grade dishwasher.

Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.

Bistro menus only available at the bar. The menus have been laminated and are required to be sanitized after each customer use.

Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. Clean tables, chairs and any table settings between each customer. If using a paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use.

Wipe all hard surfaces in and around bar as often as possible.

Wipe customer tables and chairs down in between the departure and arrival of different groups of customers.

Wiping TAB, and gaming equipment down in between customers.

Regular cleaning of entry/exit doors and toilet doors.

Regular cleaning of toilets.

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

Use disinfectant spray provided to wipe down all surfaces.

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

Staff are encouraged to wear latex gloves when cleaning and thoroughly wash hands after completion.

Do not wear the same gloves to serve customers.

Encourage contactless payment options.

Encourage card payment. Avoid taking the customer's card and just move the terminal towards the patron for tap and go.

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).

During warmer days the front door is to remain open to ensure fresh air circulation.

If air conduction units are not used for cooling or heating ensure it is on fan service to ensure better circulation within the venue.

Record keeping

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 using the NSW Government QR code system. Processes must be in place to ensure that customers provide the

required contact information, such as by checking customer phones for the green tick to confirm they have checked in. 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.

All customers are required to sign in via the QR code provided upon entry. The venue uses the NSW Government QR code system.

Customers will have to download the Service NSW to check in.

Staff to check by asking patron for confirmation (green tick on phone screen) to ensure they have signed in.

Staff are required to offer assistance with signing in if customers appear to need help. That can be done via the Service NSW COVID Safe Check-In Concierge Webform.

Refusal to provide contact details will result in the patron being asked to leave.

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

Records are to be kept confidential and secure. The data collected is only used for COVID tracing.

Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.

I encourage all staff to download the COVIDSafe app to their phone and leave the app open in the background at all times.

All venues must register their business through nsw.gov.au.

The venue is registered as a Covid Safe business.

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.

We will cooperate with NSW Health if contacted in relation to a positive case.

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

Yes