Hospitality | COVID-19 Safety Plan

Safety Plan for pubs and clubs, small bars, cellar doors, breweries, distilleries, casinos, karaoke bars, restaurants, cafes, food courts and other food and drink premises, function centres, strip clubs, commercial vessels and party buses.

Follow the steps below to ensure your business, staff and customers stay COVID Safe.

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①	**Keep your business COVID Safe**	⌄
②	**Developing your COVID-19 Safety Plan**	⌄
③	**How to complete the COVID-19 Safety Plan**	⌄
④	**Keep your COVID-19 Safety Plan up to date**	⌄

Effective 24 December 2021

Business details

Business name

C.ex Coffs

Business location (town, suburb or postcode)
If your business has multiple premises, complete a Safety Plan for each location.

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Coffs Harbour

Select your business type

Pubs and clubs

Wellbeing of staff and customers   ⌃

Exclude staff and customers who are unwell from the premises.

Explain how you will do this

Policy and procedure with entry policy - monitored by Reception Staff

Provide staff with information and training on COVID-19, including COVID-19 vaccination, 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 where applicable.

Explain how you will do this

All staff completed

Display conditions of entry such as requirements to stay away if unwell and record keeping where applicable.

Explain how you will do this

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Entry Policy on Display at all entrances.

Businesses can require proof of COVID-19 vaccination in line with their COVID-19 vaccination policy.

Explain how you will do this

C.ex Group following Public Health Orders, no proof of vaccination required

Physical distancing ⌃

Support 1.5m physical distancing where possible, including:

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

Explain how you will do this

Settings of tables and signage

Avoid congestion of people in specific areas where possible.

Explain how you will do this

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Floor decals showing customers where to stand

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

Explain how you will do this

Staff trained to monitor and manage with patron cooperation

Ventilation ⌃

Review the 'COVID-19 guidance on ventilation' available at https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance (https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance) and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.

Explain how you will do this

Recommended guidance from NSW Health will be followed

Use outdoor settings wherever possible.

Explain how you will do this

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Programming changed to match new guidance

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

Explain how you will do this

Air Conditioning draws in Fresh Air - Programming changed to match guidance

In indoor areas, 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).

Explain how you will do this

Air Conditioning draws in Fresh Air - Programming changed to match guidance

Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).

Explain how you will do this

Maintenance and Inspection frequency increased

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Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.

Explain how you will do this

Qualified ventilation and air-conditioning persons employed by business plus contractors who perform maintenance on our systems properly trained.

Hygiene and cleaning ⌃

Face masks must be worn by staff and customers aged over 12 in indoor areas, and by public facing staff in outdoor areas of hospitality venues, unless exempt.

Explain how you will do this

Part of entry policy - signage and staff intervention as required

Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.

Explain how you will do this

Hygiene stations throughout venue and signage

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

Skip navigation **Explain how you will do this**

Cleaners on site all day/night to re-stock and staff to monitor throughout the day/night

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, and clean tables, chairs and any table settings between each customer.

Explain how you will do this

Cleaners on site all day/night and staff rostered to perform hygiene cleans throughout
the day/night

Record keeping ⌃

Pubs, registered clubs, small bars, nightclubs, strip clubs and sex on premises venues must take reasonable steps to ensure that workers and customers check-in using the NSW Government QR code system when they enter the premises.

Other types of premises should consider having a NSW Government QR code available so that workers and customers can check in using the Service NSW app, to support contact tracing if a person with COVID-19 visits the premises.

Explain how you will do this

QR code at all entry points. Staff sight before entry

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Processes should be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.

Explain how you will do this

Club Entry Policy signage at all entry points, reception staff and floor staff monitor and
manage entry process and check

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 it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.

Explain us how you will do this

Done manually via NSW Service concierge form

Review the 'guidance for businesses with a worker who tests positive for COVID-19' available at https://www.nsw.gov.au/covid-19/business/linked-with-positive-worker-case (https://www.nsw.gov.au/covid-19/business/linked-with-positive-worker-case) and have protocols in place in the event that a worker who tests positive for COVID-19 has been in the workplace.

Explain how you will do this

Following guidance from NSW Health and industry body ClubsNSW

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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 if a worker has tested positive. Visit https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus ⧉ (https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus) for more information.

Explain how you will do this

Follow instructions/recommendations provided by NSW Health and contact SafeWork NSW

Now that you have finished, select the print button to print the plan or save as a PDF.

Last updated: 15 December 2021

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