

**COVID-19 SAFE PLAN
WAI RETAIL DIVISION
THE ANGLISS CONFERENCE CENTRE
AND CAFÉ 555**

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1. Working Arrangements and Social Distancing

Guidance	Action to mitigate the introduction and spread of COVID-19
Continue with remote working arrangements for staff where appropriate.	Some staff will continue working from home and others will work a combination of on and off-site.
Outline arrangements for work rosters to ensure staggered attendance of staff in work areas and keeping the same staff rostered on the same days and in the same areas within the site where practical to minimise contact between groups.	<p>Staggered starting and finishing times for staff are in place.</p> <p>Staggered lunch breaks for staff are in place.</p>
Measures taken to ensure staff do not work across multiple settings or move around the campus unless there is a demonstrated need.	Staff on-site are to work and remain in their own area as much as possible.
Measures in place to restrict staff moving around the campus and do not visit other departments in person unless absolutely necessary (including socialising and lunch breaks)	Retail staff are to contact other WAI staff via phone or email, rather than face to face.
Arrangements in place to ensure physical distancing is achieved in communal work areas including offices and tea rooms.	<p>Desks are set up so that staff are not facing each other.</p> <p>Desks are positioned 1.5 metres apart.</p> <p>Staff are to use separate office areas where possible.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Staff not to come to work if unwell and experiencing COVID-19 symptoms such as fever, cough, shortness of breath.	Staff who are experiencing COVID-19 symptoms should contact their supervisor directly and stay at home.

2. Arrival protocols and record keeping

Guidance	Action to mitigate the introduction and spread of COVID-19
Ensure all staff wear a fitted face mask. Ensure adequate face masks are available to staff that do not have their own.	All retail staff and conference centre/cafe guests must wear a fitted mask prior to entering the building and when socially distancing is not possible. (The mask may be removed temporarily whilst eating and drinking) Spare face masks are available at the main security desk.
Temperature check	All retail staff and conference centre/cafe guests enter via a single point of entry (Building A) which is staffed by a security guard and are required to undergo a temperature check on arrival.
Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	Everyone who enters the campus must provide contact details via the QR scanner. Staff may swipe in using their staff card.
Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.	Hand sanitiser is provided at the front desk and is available for staff and guests to sanitise their hands on arrival. Hand sanitiser is also available in high touch areas through the campus such as near the lifts. Hand washing facilities, soap and paper towel is available in the toilets. Retail staff have hand washing facilities, soap and paper towel in staff washing/kitchen areas.

3. Staff training and Communication

Guidance	Action to mitigate the introduction and spread of COVID-19
Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).	All retail staff have completed WAI COVID-19 staff training prior to returning to work.
Outline measures taken to ensure your staff know who to escalate a positive case to.	Staff who become aware of a positive case must inform their supervisor who will escalate to their executive team.

4. Managing The Conference Centre

Guidance	Action to mitigate the introduction and spread of COVID-19
Ensure visitors to the conference centre are 1.5 metres apart as much as possible.	Signs are displayed around the conference centre stating the patron limits in different areas. The 1 person per 2 square metre density quotient is in place. Conference centre staff adhere to the 1 person per 2 square metres rule when booking and setting rooms. Signage reminding people about social distancing is displayed in the conference centre. Floor markers are in place to provide social distancing guides when queuing. Conference centre staff set up chairs and tables with ample spacing. Conference centre rooms have clear signage with a separate entry and exit.

Guidance	Action to mitigate the introduction and spread of COVID-19
Practice good hygiene in communal areas.	<p>Staff are to wash their hands thoroughly with warm soapy water and dry with paper towel before starting a shift and repeat regularly throughout the day.</p> <p>Door knobs, work benches, buffet tops and equipment is regularly cleaned and sanitised by the conference centre staff. (Use detergent with hot soapy water and disinfectants/sanitiser spray.)</p> <p>Conference centre staff monitor supplies of cleaning products and restock regularly.</p> <p>Soap, warm water, paper towels and bins to dispose of paper towels are provided in the conference centre toilets.</p>
Promote good ventilation	Doors are to be kept open to reduce the need to touch the door handles and promote good ventilation.
Install screens or barrier	Perspex screens are used to provide a physical barrier between customers and staff.
Sanitise equipment.	A commercial grade dishwasher is used to clean all crockery, cutlery and glassware used in the conference centre.
Clean and sanitise high touch areas.	<p>Conference centre staff clean and sanitise high touch areas such as the lectern, laptop, mouse and microphones prior to and during the event. Single-use alcohol wipes are used on track pad, mousepad and mouse. Touch-screens are cleaned regularly using PC-Clene antistatic cleaning wipes. Alcohol wipes are not to be used on the touch screens. Conference centre staff spray the room and chairs with a sanitiser spray which is suitable for soft furnishings.</p> <p>Phones, photocopier and other shared equipment is cleaned and sanitised regularly.</p>
Review delivery protocols to limit contact between workers and drivers.	<p>Delivery drivers enter the main entrance and must be temperature checked, leave contact details and sanitise on arrival.</p> <p>Staff are to use their own pen if a signature is required.</p> <p>Contactless delivery is in place.</p> <p>Staff are to wash their hands after receiving a delivery.</p>

5. Managing Café 555

Guidance	Action to mitigate the introduction and spread of COVID-19
Ensure visitors to the café are 1.5 metres apart as much as possible.	<p>Signs displayed around the café area to show patron limits.</p> <p>Floor markers in place to provide social distancing guides whilst queuing.</p>
Apply density limits in shared work areas.	Have no more than one worker per four square metre of an enclosed work space.
Practice good hygiene in communal areas.	<p>Café staff are to wash their hands thoroughly with warm soapy water and dry with paper towel before starting a shift and repeat regularly throughout the day.</p> <p>Café staff clean door knobs, work benches, counter tops and equipment regularly using detergent with hot soapy water and disinfectants/sanitiser spray. Touch-screens are cleaned regularly using PC-Clene antistatic cleaning wipes. Alcohol wipes are not to be used on the touch screens. If staff are required to wear gloves, they must not touch their face with gloved hands.</p> <p>Remove gloves with care and wash hands afterwards.</p> <p>Monitor supplies of cleaning products and restock regularly.</p> <p>Use disposable cutlery and plates when serving café customers</p>
Promote contactless payments such as 'tap and go' instead of cash.	<p>Tap and go payment is available and encouraged by café staff.</p> <p>Signage promoting 'tap and go' is displayed in the café.</p> <p>Café staff sanitise the EFTPOS machine before and after use when customers need to enter a PIN. Single-use alcohol wipes may be used on the keys but should not use alcohol wipes on the touch screen.</p>
Install screens or barrier	Perspex screens provide a physical barrier between customers and staff.
Review delivery protocols to limit contact between workers and drivers.	<p>Delivery drivers enter the main entrance and must be temperature checked, leave contact details and sanitise on arrival.</p> <p>Contactless delivery in place.</p> <p>Staff to wash their hands after receiving a delivery.</p>