

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



Your COVID-19 Safety Plan

Accommodation

Business details

Business name	NOAH'S on the beach
Business location (town, suburb or postcode)	Newcastle East
Select your business type	Hotels accommodation backpackers hostels dormitories
Completed by	Debera Mackenzie
Email address	manager@noahsonthebeach.com.au
Effective date	18 October 2021
Date completed	8 November 2021 - updated

Wellbeing of staff and customers

Advise staff and visitors who are unwell with COVID-19 symptoms to immediately get tested and place themselves in isolation until they have received their results.

Consider how customers could be isolated while awaiting their results, if they are sharing accommodation with others.

Agree

Yes

Tell us how you will do this

Signage throughout the hotel including our conditions of entry advise staff and any other persons that they must not enter the hotel if they are ill and they must be tested and isolate until they receive results. Our staff have been trained to enforce this at the hotel and request that these persons go home and do not return to the hotel until they have a negative test result.

If guests are unable to go home we would accommodate them in a secondary room if this was available and they were sharing with others. They would have room service to their room door and their room would not be serviced however we would supply fresh linen and supplies as required to the room door.

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

Agree

Yes

Tell us how you will do this

All staff undertake COVID 19 safety training as part of their induction at the hotel. Signage is throughout the hotel reminding the team of physical distancing, that masks must be worn and of hand hygiene. Managers update and remind their team and we also communicate with our team via Employment Hero regularly on this.

Encourage staff to access COVID-19 vaccination.

Agree

Yes

Tell us how you will do this

We have encouraged our team to be vaccinated via Employment Hero announcements regularly for the past couple of months, supported by information from NSW Health. Many of them have proudly announced when they have had their vaccination. We have signage at entrance points and throughout the hotel advising that any one that enters the hotel must be fully vaccinated other than medical and age exemptions. Our staff have been trained in service NSW check in and will not allow anyone to enter our restaurant without a green tick. They will also check the persons vaccination

certificate and ask for ID to compare to. All customers are reminded of vaccinations requirements when booking and prior to coming to the hotel.

Physical distancing

Ensure 1.5m physical distancing where possible, including:

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

Agree

Yes

Tell us how you will do this

Signage reminds our team and guests to physically distance wherever possible. We have markers on the floor in areas where crowding or queues can form. Any seating in the foyer and hallway is spaced.

Avoid congestion of people in specific areas where possible.

Agree

Yes

Tell us how you will do this

Signage reminds our team and guests to physically distance wherever possible. We have markers on the floor in areas where crowding or queues can form. Check-ins for groups are spaced where possible. Guests are asked to pre-check in digitally to ensure there is minimal congestion at Reception.

Have strategies in place to manage gatherings that may occur immediately outside the premises, such as pick-up and drop-off zones.

Agree

Yes

Tell us how you will do this

We have signage in any areas where gatherings may occur and monitor and manage when required.

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> and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.

Agree

Yes

Tell us how you will do this

We reviewed the COVID-19 guidance on ventilation with our A/C maintenance provider Grosvener Engineering prior to completing our safety plans.

Use outdoor settings wherever possible.

Agree

Yes

Tell us how you will do this

We have no outdoor space at the hotel

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

Agree

Yes

Tell us how you will do this

All our guest rooms have large sliding glass doors that open on to a balcony which are opened when we clean rooms. In other areas of the hotel where glass doors can be left open we do this when possible.

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).

Agree

Yes

Tell us how you will do this

All ground floor ducted air conditioners are connected to a large outside fresh air fan that introduces filtered fresh air to the ground floor when the A/C system operates. It is interlocked with the A/C system so when an A/C is turned on the fresh air fan is given a signal to start and operate.

There is no mechanical fresh air system that serves the accommodation rooms however they have large glass sliding doors that open to a balcony. The heating and cooling in the room is managed by the guest and the room doors are opened each day when cleaning to circulate fresh air into the rooms.

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

Agree

Yes

Tell us how you will do this

Grosvener Engineering carry out monthly servicing to the air conditioning system. Filters are regularly cleaned in the guest rooms and throughout the hotel.

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

ventilation.

Agree

Yes

Tell us how you will do this

We engaged NEWMECH SERVICES PTY LIMITED to optimise our indoor ventilation and this is regularly reviewed by Grosvener Engineering.

Hygiene and cleaning

Face masks must be worn by staff and customers in indoor areas, unless exempt.

Agree

Yes

Tell us how you will do this

Signage is displayed at entries to the hotel and throughout the hotel to ensure staff and customers wear a face mask as required by the current health orders. This is monitored by our management team and staff and anyone who does not comply will be asked to leave the hotel or show us their exemption.

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

Agree

Yes

Tell us how you will do this

We have hand sanitiser in key areas of the hotel and encourage its use and the washing of hands throughout the hotel.

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

Agree

Yes

Tell us how you will do this

Our bathrooms are regularly cleaned throughout the day and checked to ensure they are adequately supplied

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.

Agree

Yes

Tell us how you will do this

Our counter areas are sanitised regularly 24 hours a day and all touch points are sanitised twice a day throughout the hotel, including all door handles, rails, lift buttons etc We have cleaners on site everyday and every area of the hotel is fully cleaned at least daily. We use grade 5 appropriate disinfectant for sanitisation.

Record keeping

Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.

Note: QR code check-in is not required for people staying overnight who have checked in with reception, or for residents.

Agree

Yes

Tell us how you will do this

All of our guests, patrons, contractors, suppliers and staff check in using the Service NSW

QR code, if they have difficulty our team will input their details into the service NSW website directly.

Processes must 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.

Agree

Yes

Tell us how you will do this

Signage with the Service NSW QR code is at all entrances to the hotel and throughout the hotel and every patron must have the green tick to enter the hotel and this is checked by a team member. Signage also reminds all persons to check in and maintain physical distancing which is reinforced with markings on the floor in areas of the hotel.

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.

Agree

Yes

Tell us how you will do this

If a person is unable to provide contact details, for example due to age or language barriers, we will attempt to get the contact details on their behalf from another accompanying person. We will not check anyone into the hotel without a name and contact number which is in our property management system.

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 gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.

Agree

Yes

Tell us how you will do this

We will capture patron details separately at the Restaurant when patrons are proceeding straight to the Restaurant and into functions. We have separate safety plans for restaurant, functions, weddings and wakes.

We are not allowing any guests, suppliers or contractors into the hotel unless they are double vaccinated or have a valid exemption until the 15th December 2021.

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

Yes