



## MELBOURNE HOSPITALITY PEOPLE (MHP) COVID-19 SAFETY POLICY

This document is designed to help keep our employees and our community safe whilst at work and when visiting a Melbourne Hospitality People (MHP) venue or workspace. The information within this document has been developed using information gathered from the following sources.

<https://www.covid19hospitalitytraining.com.au/>

<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

<https://www.health.gov.au/>

[Hospitality Industry Guidelines for Coronavirus \(COVID-19\)](#)

### **WORKPLACE HEALTH AND SAFETY IN A COVID-19 ENVIRONMENT**

Work Health and Safety (WHS) laws require employers to take care of the safety and welfare of their workers, including themselves and other staff, contractors and volunteers and others (clients, customers, visitors) at their workplaces.

This includes:

- Providing and maintaining a work environment that is without risk to health and safety.
- Providing adequate and accessible facilities for the welfare of workers to carry out their work.
- Monitoring the health of workers and the conditions of the workplace for the purpose of preventing illness or injury.

As an employer we will:

- Provide up to date information.
- Train our team in COVID-19 safety.
- Give instruction to our staff through policy, procedure and training.
- Supervise our staff to ensure they are following policy and procedure.

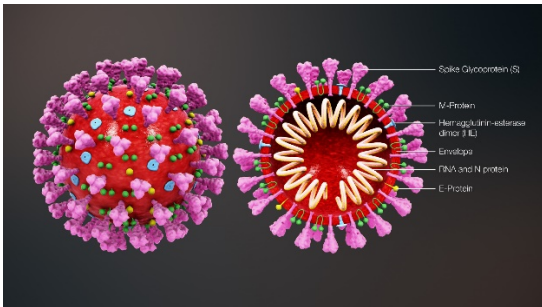
As an employee you will:

- Follow any reasonable instructions, policies and procedure given by your employer or supervising staff.
- Supervise others to ensure the safety of yourself and others.
- Report incidents, hazards, risks and behaviour that may put yourself or others at risk.
- Consult with us about the best way to change safety directions to minimise risks.
- Complete all training provided or requested to ensure you have adequate skills to keep yourself and others safe.
- Take all reasonable care for your own health and safety.
- Take all reasonable care for the health and safety of others.



## **WHAT IS COVID-19?**

COVID-19 is a respiratory disorder caused by a coronavirus. It has unfortunately spread around the world. 80% of people infected with COVID-19 experience mild symptoms and recover fully. 15% of people develop moderate symptoms and 5% develop severe and life-threatening symptoms. It is therefore especially important to protect yourself, your family and our community.



### **Symptoms of COVID-19 are:**

- 1) Fever (over 37.5 degrees)
- 2) Cough
- 3) Flu/Cold-like symptoms, sore throat, sneezing, running nose, loss of taste or smell
- 4) Fatigue or tiredness
- 5) Shortness of breath
- 6) Diarrhoea and vomiting

Some people are at a higher risk of developing COVID-19. Examples of high-risk employees could include;

- 1) Aboriginal and Torres Strait Islander people 50 years and older or with one or more chronic medical conditions.
- 2) Employees that are 65 years and older or with one or more chronic health conditions.
- 3) People 70 years and older.
- 4) People with compromised immune systems.

## **HOW DOES COVID-19 SPREAD?**

COVID-19 is spread through droplet transmission. People can be exposed to these droplets via direct contact with a person who is infectious or the 24 hours before their symptoms appear.

Droplets can be spread when an infectious person coughs and/or sneezes near another person and/or via touching objects and/or surfaces such as benches, doorknobs or tables contaminated from a cough and/or sneeze and then touching your face or mouth.

## **HOW CAN WE STOP THE SPREAD OF COVID-19?**

Handwashing is the most important thing you can do to protect yourself and others from COVID-19. Regularly washing with soap and water or rubbing your hands with sanitiser kills viruses that may be on your hands.

Handwashing demonstration: <https://www.youtube.com/watch?v=3PmVJQUcm4E>

Hand rubbing demonstration: <https://www.youtube.com/watch?v=ZnSjFr6J9HI>

Avoid touching your face. Most of us touch our face many times a day. If you have virus droplets on your hands they can be transferred into your body through your eyes, mouth and nose.

Social distancing is one way to stop or slow the spread of COVID-19. Social distancing also called physical distancing is to have more space than usual between you and others, so it is harder for the virus to spread. Public health measures such as social distancing practices will likely be required until a vaccine for COVID-19 is readily available. Depending on state and local government policy, restaurants, cafés and hotels may need to follow specific regulations for public health.

### **Social distancing in public**

- 1) Maintain a distance of 1.5metres from others
- 2) Avoid Physical greetings such as handshaking, hugs and/or kisses or any kind of touching.
- 3) Develop other ways of saying hello <https://www.youtube.com/watch?v=aP2xcQKkzZI>
- 4) Use tap and go instead of cash
- 5) Travel at quiet times and avoid crowds or large gatherings
- 6) Avoid public gatherings
- 7) Avoid face to face meetings

## **Social and Physical distancing at work**

- 1) Employees are required to wear a mask/face covering unless an exception applies.
- 2) Each team member must have a minimum of 1.5m of space from each other, where practicable.
- 3) Stop shaking hands to greet each other
- 4) Consider cancelling non-essential meetings (if needed, hold meetings via video conferencing or phone call).
- 5) Reschedule large meetings to a later date when restrictions are eased
- 6) Conduct essential meetings outside in the open air if possible
- 7) Use Plexiglass barriers if appropriate
- 8) Create social distancing floor markers to promote 1.5 metres distancing requirement
- 9) Provide single use items (no keep cups)
- 10) Promote good hand, sneeze and cough hygiene
- 11) Provide alcohol-based hand rub for all employees and customers
- 12) Regularly clean and disinfect surfaces that people touch
- 13) Open windows or adjust air conditioning for more ventilations
- 14) Reconfigure public spaces and seating to maintain appropriate spacing for guests
- 15) Post signage with recommended public health guidelines
- 16) Promote pre orders
- 17) Provide a contactless pick up zone. Promote cash free transactions
- 18) Staff or patrons should not enter the workplace if you are unwell



## **MHP COVID-19 SAFETY POLICY**

In order to reduce the impact on the business, we have developed a program to protect the MHP community (employees, customers, clients and contractors). This program is designed to reduce the impact COVID-19 may have by implementing the following processes:

- 1) Wear a mask/face covering unless an exception applies
- 2) Maintain a distance of 1.5meters from others
- 3) Avoid Physical greetings such as handshaking, hugs and/or kisses or any kind of touching
- 4) Promote tap and go or online ordering instead of cash
- 5) Communicate health updates to MHP community through reliable sources of information (health.gov.au)
- 6) Provide information to the MHP community regarding the procedures designed to prevent COVID-19.
- 7) Provide a risk assessment process that applies a hierarchy of controls to identify hazards and reduce risk.

## **CONTROL MEASURES**

- 1) Support social distancing eg: changing employee numbers, stagger shift times and work from home if possible
- 2) Ensure 4 square metres per person, 1.5 metres between people, where possible
- 3) Discouraging car-pooling between employees to and from work
- 4) Promoting good hand hygiene, hand washing facilities and/or alcohol-based hand sanitisers
- 5) Provide appropriate waste receptacles
- 6) Undertaking frequent cleaning and disinfection of workspaces, particularly frequently touched surfaces
- 7) Hold only essential meetings and do so via video conferencing, phone or outside in the open air if possible
- 8) Modify roster or staffing to reduce staff interactions (smaller groups, staggered rosters)
- 9) Train staff on ‘hand and respiratory hygiene and social distancing’
- 10) Ensure all staff are inducted in the Conduct COVID-19 Safety Program
- 11) Educate staff about the early signs and symptoms of COVID-19 and the need to stay home if unwell
- 12) Develop a policy that requires staff to stay home if unwell
- 13) Support employees to adhere to official advice and how to help reduce the spread of COVID-19
- 14) Ensure employer and employees stay up to date with the latest advice
- 15) Review your risk assessment regularly
- 16) Vulnerable employees who may have the risk of a serious infection, they should be supported to work from home where possible. If working from home is not feasible, a risk assessment should be undertaken for vulnerable employees. Risk needs to be assessed and addressed depending on the worker, the workplace and the work. This may include re-assigning vulnerable employees to roles where they do not have to have contact with others, such as non-customer based roles. If the risk cannot be appropriately addressed employers and employees should consider alternative arrangements such as leave.
- 17) Take precautions when cleaning. Cleaning is an essential step of disinfection. Dirt and grime can inactivate many disinfectants and cleaning will reduce the amount of dirt and allow the disinfectant to work. Removal of germs such as the virus that causes COVID-19 requires thorough cleaning followed by a disinfectant. The COVID-19 virus can stay on surfaces for varying amounts of time depending on how clean the surface is, how much contaminate is spread on the surface and the temperature of the surface. The best practice is cleaning the surface frequently with detergent to remove soiling and immediately after a spillage.

**ATTENTION ALL STAFF!**  
**Be aware of the early signs and symptoms of COVID-19**



**Fever**



**Cough**



**Sore throat**



**Shortness of breath**



If you experience any of these symptoms you need to stay home and contact your supervisor.

## **COVID-19 AND FOOD**

Current advice from the World Health Organisation (WHO) and both Australian and New Zealand Governments, is there is no evidence the virus can be transmitted by food. There is no evidence that people have become infected through the swallowing of food. COVID-19 is not a foodborne disease and thus if food is properly prepared, stored and cooked the risk is unlikely. Hospitality staff should continue to adhere to strict hygiene and food preparation processes to minimise the risk of transmission including but not limited to:

- 1) Good food preparation hygiene practises
- 2) Use separate boards for raw and cooked meats and foods
- 3) Follow the good hand hygiene protocol and cough and sneeze etiquette.
- 4) Remember that if you are sick in the workplace, the workplace becomes contaminated.

### Should all food deliveries be cleaned before use, including packaging?

- 1) All perishable food such as fresh fruit and vegetables should be cleaned as usual. Do not use soap, disinfectants or detergents to wash your food. These cleaning products are not designed for human consumption and may be unsafe to use with food.
- 2) Food packaging has not presented any specific risk of coronavirus (COVID-19) transmission. Studies suggest that the virus may survive for a few hours or up to several days, depending on the type of surface, temperature and humidity of the environment. If required, and safe to do, food packaging can be sanitised with common household disinfectants such as alcohol-based sanitiser.
- 3) For further information, please visit [Food Safety Standards](#).

### MHP SOCIAL DISTANCING & HYGIENE PLAN (SDP)

- 1) The MHP 'Social Distancing Plan' will be applied to all areas of our business, including lifts, toilets, cool rooms, storerooms, waste areas, staff rooms, and customer service areas.
- 2) 4m<sup>2</sup> per person to be adhered to in all areas where possible and practicable e.g. lifts, offices, restaurants etc.
- 3) Internal and external patron capacities will be adhered to at all times. Noting that these will vary according to the date and government legislation.
- 4) 4m<sup>2</sup> should not include areas not accessible e.g. Do not count the floor space taken up by fridges, fryers, benches, this is not usable floor space.
- 5) Floor markers and barriers indicating the safe distance (1.5metres) between people wherever people will be in ques.
- 6) Provide signage to inform staff and customers of the SDP.
- 7) Limit personal contact such as handshaking and hugging amongst employees and visitors.
- 8) Limit size of gatherings based on the Victorian State jurisdiction.
- 9) Offer different entry for Take Away and Dining in.
- 10) Manage rosters so that there is minimal contact between staff on shift and on breaks, mix up staff skills to ensure management is spread across all shifts.
- 11) Manage staff allocations e.g. allocated benches, pods, avoid sharing workspaces.
- 12) Manage staff groups e.g. If you work together, you should eat together.
- 13) Dedicated tools and resources e.g. Staff are encouraged to have their own tools where practicable.
- 14) Limit visitors and meetings with suppliers. If meetings need to occur face to face, apply social distancing.
- 15) Allow for fresh air to enter workspaces as much as practicable.
- 16) Emphasise the importance of hygiene and cleaning.
- 17) Ensure clear and concise signage at entrances directing customers:
  - Do not to enter if they are unwell with cold and flu symptoms
  - Maintain social distance 1.5m
  - Use sneeze and cough etiquette
  - No unnecessary physical contact
  - Adhere to markers and stickers on the floor and signage about max number in toilets etc
- 18) Employee temperature checks before the start of every shift are available for staff as an extra screening process.
- 19) Rosters should be specific about the area of work so effective contact tracing can occur.
- 20) Ensure rosters contain an allocated **COVID-19 Response Officer** who will manage the adherence to social distancing and hygiene, incident reporting and employee and contractor health checks.
- 21) Ensure accurate and methodical record keeping.
- 22) Refuse entry to anyone that appears sick with cold and flu symptoms (staff and patrons).

## HOW EMPLOYEES CAN KEEP THEMSELVES AND OTHERS SAFE?

The most important way to minimise the spread of COVID -19 is for sick people to isolate from the rest of the community. Therefore, it is imperative that if you feel sick before you start your shift, you do not come to work. Please ensure that you **do not** come to work if you are experiencing any of the following symptoms:

- 1) Fever (over 37.5 degrees)
- 2) Cough
- 3) Flu/Cold like symptoms, sore throat, sneezing, running nose, loss of taste or smell
- 4) Fatigue or tiredness
- 5) Shortness of breath

All the above symptoms are key indicators and it is advised that if you are experiencing any of these symptoms, please follow the below steps:

- 1) Stay home, **do not** come to work.
- 2) Contact your manager, inform them you are sick and are unable to make your shift. The more notice you can give your team the better.
- 3) Your manager will notify Natarlia ([Natarlia@melbhp.com.au](mailto:Natarlia@melbhp.com.au)) and she will manage the employee's progress.
- 4) You will be asked to remain away from work until your symptoms subside.
- 5) You will be asked to get a medical certificate to explain your absence.
- 6) You may be asked to get medical clearance before you return to work.
- 7) You may be asked to get a COVID19 test.
- 8) You will be asked to fill in an Incident, Illness and Complaint Form as soon as practicable. This is imperative.
- 9) Keep track of your close contacts to assist in contact tracing if you become unwell.



### What to do if you feel sick at work?

If you feel sick at work, please notify someone, use separate bathrooms, apply a mask if possible (located in the First Aid Box), use hand hygiene and sneeze and cough using a tissue, you may be asked to go home and seek medical attention.

Employees are encouraged to report when they have been a close contact with someone with a confirmed case of COVID-19. A close contact is someone who has spent greater than 15 minutes face-to-face, cumulative, or the sharing of a closed space for more than two hours, cumulative, with a confirmed case of coronavirus

It is advised that employee conduct a COVID-19 health screen before they leave home for their shift. The screen is simply if you are experiencing any of the above listed symptoms please do not enter the workplace and notify your manager as soon as practicable. Always call the 000 for emergencies.

Employees are encouraged to notify a manager if they notice co-worker, manager or customer displaying signs or symptoms of COVID-19.

## Basic Hygiene Principles

All employees are required to follow the Basic Hygiene Principles at all times. These include;

- 1) Regular hand washing, active washing for 20 seconds using designated hand washing facilities.
- 2) Frequent use of sanitiser.
- 3) Hand washing before and after eating and going to the toilet.
- 4) Hand washing or sanitiser after touching money, soiled items such as plates, glassware and cutlery.
- 5) Cough and sneeze etiquette. If you need to cough or sneeze, please do so into a tissue or into your elbow. Always dispose of the tissue immediately and wash your hands.
- 6) Masks and face coverings are to be worn according to the Chief Health Officers recommendation at the time.

## Employee Health and Temperature Checks

All staff are required to complete an MHP Health Check before starting their shift. Staff also have the option to get their temperature checked to screen for fever. This information will be recorded in the following form. We are recommending that all staff receive a flu shot to further protect themselves from sickness.

<https://fs25.formsite.com/amello/HEALTHCHECK/>



## COVID-19 Response plan - If a staff member or customer tests positive for coronavirus

If a patron or employee has a confirmed case of coronavirus (COVID-19) has attended our business while they are infectious, Angela Dawson Director will contact DHHS to report the case or they will contact us to notify us.

Steps to be followed:

- 1) Consult with DHHS on whether the business is required to close for a short period to facilitate cleaning and enable contact tracing. Offer to provide them with details of close contacts within the workplace that have been identified to date. **The DHHS COVID-19 hotline is 1800 675 398.**
- 2) Determine what areas of the business were visited, used, or impacted by the infected person.
- 3) Clean and disinfect all areas that were used by the confirmed case (for example, dining areas, offices, bathrooms and common areas).
  - Close off the affected area before cleaning and disinfecting.
  - Open outside doors and windows to increase air circulation and then commence cleaning and disinfection.
  - Fully sanitise all areas of the site, paying particular attention to high touch areas. The venue should remain closed until this is completed.
- 4) Notify others in the workplace that had close contact with the employee or contractor. The DHHS website includes a link to a Close Contact Fact Sheet which currently defines close contact as *“having face-to-face contact for more than 15 minutes or sharing a closed space for more than two hours with a confirmed case of coronavirus (COVID-19) while they were infectious”*. Close contacts are required to quarantine and should seek testing and advice from DHHS.
- 5) Work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the business.
- 6) Any employee member who tests positive for coronavirus (COVID-19) should remain in home isolation until they have been notified by DHHS that they are no longer required to isolate and have met its criteria for release. The employee should follow DHHS guidance and their employer’s policy.
- 7) Staff who are determined as close contacts of a person with coronavirus should not come to work for 14 days after their last close contact and must quarantine themselves. During quarantine, they should watch for symptoms and seek medical assessment and testing if they become symptomatic.
- 8) If multiple employees are directed to be quarantined and this affects operational capacity, the business will need to consider its own contingency plans for disposing of raw materials (especially fresh ingredients), any work in progress, or short shelf-life stock to ensure food safety is maintained.

Please respect the privacy of people with a confirmed case of coronavirus and treat their condition with understanding and compassion. Check in on their wellbeing regularly during self-isolation and monitor their mental health.

### **Uniforms**

- 1) MHP have single use and reusable masks for staff to wear during shifts.
- 2) Wash uniforms every day in hot water and detergent. No sharing of uniforms.
- 3) Do not wear uniforms outside the workplace, use a clean uniform bag to carry your uniform to work and dirty bag to take it home.

### **Shifts and Breaks**

- 1) Always wash your hands before and after you start and end a shift.
- 2) Always wash your hands before and after breaks.
- 3) Always wash your hands before and after eating or smoking.
- 4) Maintain social distancing practises during your break.
- 5) Do not share food or items during your break such as cutlery and glassware.
- 6) Clock on and off using touchless Deputy.

### **HOW CAN WE KEEP OUR VENUES SAFE?**

#### **Cleaning Processes**

If the workplace has been exposed to a known case of COVID-19 a thorough clean must be undertaken. That means all areas must be cleaned and disinfected and air circulation should be implemented. Do not let employees or customers into the space until cleaning has been completed.

To sterilise use detergent to clean away grim followed by a 1,000ppm bleach solution.

Appropriate Personal Protective Equipment (PPE) must be used and disposed of once completed. All cleaning equipment must be fully sterilised using hot water and detergent or a 1,000ppm bleach solution and dried. If this process is not practicable, equipment must be disposed of.

How to clean hard surfaces:

- 1) Clean with hot water and detergent followed by sanitiser.
- 2) Disinfect with 70% alcohol, ammonium or chlorine bleach products.

How to clean soft and porous surfaces:

- 1) Clean with detergent or steam clean.
- 2) Disinfect with a mist spray if appropriate, steam clean might be required.

Always read safety information and use PPE when mixing and diluting chemicals eg. Elbow length gloves, eye protection.

Steps to ensure a thorough clean

- 1) Prepare for clean – remove debris eg. scrape plates.
- 2) Wash – use hot water and detergent.
- 3) Rinse – using hot water to remove detergent and remaining grease.
- 4) Sanitise – Use a sanitiser to disinfect the surface or item.
- 5) Dry – air dry is best or use a clean cloth.

#### **Everyday Service Cleaning Requirements**

Cleaning means removing physical germs, dirt and organic matter. Disinfecting means using chemicals to kill germs on surfaces. You must clean before you disinfect.



## Frequently touched surfaces

Frequently touched surfaces should be cleaned frequently. Cleaning should occur when visibly soiled, when used repeatedly by several people and post customer dining experience. A different cloth should be used for each surface or washed and sterilised after each surface. Alcohol wipes a better option. High traffic areas and surfaces should be wiped a minimum of 3 times per day.

Surfaces including but not limited to, chairs and tables, bench tops, door handles including fridge handles and store room doors, light switches, desks, toilets and taps, TV remotes, computers, IPads, EFTPOS terminal and ATM's, kitchen surfaces, cupboards handles, sinks/ basins.

Items used by the customers such as glassware, cutlery and crockery must be washed through a commercial washer. If it went to a customer table regardless of whether it was used, it must be washed. No putting a side plate back on the stack if it was not used. Everything must be washed even if it was not touched.

Staff rooms must be cleaned frequently, and a rostered arrangement should be in place to ensure this is completed.

## Minimally touched surfaces

Minimally touched surfaces should be cleaned regularly. Cleaning should occur when visibly soiled, when used repeatedly by several people and after a day's service or whenever appropriate. A different cloth should be used for each surface or washed and sterilised after each surface. Alcohol wipes are recommended.

Surfaces including but not limited to, floors, ceilings, walls and blinds

When cleaning wear gloves and discard regularly, do not share gloves.

The cleaning requirements are not negotiable and must be taken seriously to avoid a COVID-19 related outbreak occurring within the workplace. Ensure cleaning is allocated in all rosters so there is adequate time to follow the protocols.

Customers will be expecting 100% compliance and a bad review for not being COVID-19 safe will be much worse than a review about a cold coffee. We will be actively promoting our cleaning standards, and anyone found not complying with these processes and standard will face disciplinary action.

Each department have a cleaning checklist to ensure the above recommendations are followed.

## How often should employees be washing their hands or sanitising?

The most important measure is proper handwashing. As is usual practice, employees who handle food must have access to appropriate handwashing facilities and must wash and dry their hands:

- before handling food.
- between handling raw food and food that is ready to eat, such as pre-cooked food and salads.
- after smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet.
- after touching hair, scalp, mouth, nose or ear canal.
- after handling rubbish and other waste.
- after handling money or bank cards.
- before and after cleaning; and
- after removing gloves (if used).

## PPE and Gloves

Gloves may be used but must be changed frequently. Hands must be washed between glove changes and when gloves are removed. Wearing gloves can cause a build-up of bacteria on the hands. Gloves must be changed after carrying out non-food related activities such as touching door handles and opening and closing doors and touching bins. Avoid touching face and eyes when wearing gloves. ***Gloves are not a substitute to washing hands.***

Masks and face coverings are to be worn according to the Chief Health Officers recommendation at the time.

## Service expectations that in turn keep our employees safe

- 1) No picking up glasses by the rim. Never touch above the bottom third of a glass.
- 2) No picking up cutlery except by the handles.
- 3) Always wash your hands after touching used cutlery, plates and napkins.

### **Hand wash and sanitiser**

Hand washing and sanitiser will be available to all customers and employees. Ensure there is sanitiser on every countertop and at every entrance prior to the beginning of your shift. Ensure that these are regularly topped up and maintained.

### **Customer interaction**

To minimise cross contamination MHP will be moving to digital menus and online ordering via the Mr Yum's platform. Single use paper menu options can be used for people that do not have smart phones and blackboards or signs can be used to communicate specials and offers. Please ensure you familiarise yourself with the Mr Yum's platform and know who to encourage its use.



MHP will not offer communal sauces, condiments, wine or water. Customers will not be able to BYO anything, no keep cups, no BYO wine etc. The number of condiments available on tables should be minimised where possible. Where they are offered, they should be cleaned after each group of diners. This includes items like sugar, salt, pepper and water jugs. If provided, condiments should be disinfected between uses and jugs of water should be thoroughly cleaned before reuse.

Service will be limited to dine in only. 1.5m space will be left between all tables and customers that are not dining together will not be seated face to face.

Alcohol-only service is not allowed. Patrons who wish to consume alcohol must do so with a meal.

As always, we ask you to use your judgement to ensure that customers drink responsibly.

### **Contact Tracing**

Contact tracing is a condition of entry to any Melbourne Hospitality People venue or workspace. We kindly ask all visitors (including minors) to provide their first name, phone number and time of entry, to ensure that we have contact tracing information available in case of a COVID-19 outbreak. We respect the privacy of our visitors and we will not use this information for any purpose other than to contact trace in the event of a COVID-19 outbreak. This information must be stored for at least 28 days and subsequently securely destroyed.

Please ensure that there is always one employee allocated to managing this process front of house. One entrance per venue is recommended to ensure that this can be managed. We may require multiple entries on occasions. In the event, you have a business representative or client attending a venue or workspace the person conducting the meeting must ensure that the visitor's details are logged via the MHP contact form. Please provide all visitors with access to <https://fs25.formsite.com/amello/MHP>Contact/> or QRcode.

We will be actively promoting the downloading of the COVIDSAFE application to our employees and our community. This is the most effective way to contact trace COVID-19.



Ensure that delivery drivers and contractors are educated in the MHP Social Distancing and Hygiene Plan. Please familiarise yourself with the Contractor Policy.

## **SIGNAGE REQUIREMENTS**

### **Entrances:**

“Welcome to **Republica** we are delighted to be your host. To protect our employees and our community including you, we ask that you respect and honour our conditions of entry.

- Please do not enter if you are unwell with cold and flu symptoms.
- Please provide your contact details for contact tracing purposes.
- Please use the hand sanitiser on entry and before and after using the bathroom facilities.
- Please maintain social distance 1.5m from our employees and other customers.
- Please use sneeze and cough etiquette.
- Please refrain from unnecessary physical contact.
- Please adhere to the markers and stickers on the floor and any signage relating to maximum numbers within spaces such as the bathrooms.
- Alcohol can only be consumed with a meal (not a side), no alcoholic drinks only.
- All service is table service not bar service.
- We reserve the right to refuse entry or to ask patron to leave if the above is not adhered to.

We greatly appreciate your patronage and thank you for helping us keep everyone safe. We hope you have a fabulous experience at **Republica.**”

### **Signage Locations:**

Inside Venues  
Staff Rooms  
Work spaces  
Handwashing areas  
Toilets  
Loading dock

### **Signage List:**

StKilda Venues\Corporate - Documents\A\_AMELLO ADMIN\A\_STAFF PORTAL\COVID-19 RESOURCES\Signage

### **Table Talkers**

Cleaning (Sanitised Complete/Cleaning In progress)

### **Signage**

Contact Tracing  
Our-maximum-number-of-patrons-is-1  
Please-do-not-enter-this-venue-if-you-are-experiencing-symptoms  
Stay- home if you are sick  
Contractor-Visitor Policy  
Venue Entry Policy  
Protect-yourself-and-your-family-Cover-your-cough-and-sneeze  
Protect-yourself-and-your-family-Wash-your-hands-regularly  
Slowing-the-spread-of-coronavirus  
Health Check  
Let's-all-keep-1.5m-apart  
Protect-yourself-and-others  
Sanitise your hands  
Please wear a mask

## **MHP COVID-19 CONTRACTOR PROTOCOL**

To ensure the safety of both our staff, patrons and contractors we have put in place a protocol to manage and maintain a safe environment for all.

### **Prior to a visit:**

- Prior to works being undertaken within our premises all contractors will be asked to read and sign our MHP - COVID 19 CONTRACTOR POLICY.
- All contractors are required to provide a copy of their own company COVID-19 Safety Plan for our records.

It is a requirement that all contractors entering our premises adhere to key government recommendations relating to COVID-19 and should not attend our premises/venues if they have:

- Tested positive for coronavirus.
- Are suffering symptoms such as a fever or cold/flu, sore throat, cough, fatigue and/or difficulty breathing.
- Been in contact with a confirmed case of coronavirus and are therefore required to self-isolate for 14 days.

*Any contractor to MHP who is suspected to be in breach of any of the above will be asked to leave the premises immediately.*

### **On arrival:**

On arrival contractors will be asked to:

- 1) Wash their hands or use sanitiser
- 2) Complete Contact Tracing and/or a Health Check and have their temperature read and logged.

*Any contractor visiting MHP who does not agree to with the above requirements will not be granted access to the premises.*

### **During a visit:**

All visitors and contractors are required to help keep our staff and patrons safe through good personal hygiene and social distancing.

- Wear a mask/face covering if directed by the Chief Health officer.
- Wash hands often with soap and water or use hand sanitiser.
- Practise cough and sneeze etiquette. Using a tissue or the inner elbow if needing to cough or sneeze.
- Practise physical distancing. Keep 1.5m from others and refrain from physical contact.
- Contractors using equipment such as computers, phones, music equipment, kitchen equipment and bar equipment, must clean down these items once complete and before a member of MHP staff, an MHP contractor or a patron uses them.
- Notify MHP the areas in which work was conducted and identify any MHP team members that were a close contact.

### **After a visit:**

In the event our team or patrons present with symptoms of COVID-19 or return a positive test within 7 days of a contractors visit, MHP will do its best to notify the contractor as soon as practicable.

### **Contactless delivery**

Simple delivery to the venue that does not need a physical signature or a staff member to receive the delivery can deliver to the "Contactless delivery zone" set up at the rear of Republica. Access to other parts of the premises (including bathrooms) will not be permitted. All deliveries must be clearly labelled with the VENUE, RECEIPIENT AND NUMBER OF BOXES. NO FURTHER ACTION REQUIRED WILL BE REQUIRED.

## **Short visit or Guest**

Customer visiting a venue to dine/drink

Guest at an event

Client attending a site inspection / venue tour

Contractor / supplier attending a short meeting (no more than 15 minutes)

Contractor / supplier delivering product(s) directly to a staff member (no more than 15 minutes)

You **DO NOT** need to read this policy, you simply need to sanitise on entry, provide contact tracing details on arrival, follow all conditions of entry, practise good hygiene and maintain social distance whilst you are at the premises.

### **CONTACT TRACING - SCAN THIS QR CODE**



## **Long visit, Employee or Working Contractor**

If you are required to stay on the premises for longer than 15 mins to undertake work or maintenance or you will be in repeated use of our facilities, please complete the below HEALTH CHECK.

You will be asked to record the details of any member/s of our team you are in a confined space with and to clean all surfaces you touch where practicable.

### **HEALTH CHECK - SCAN THIS QR CODE**



## **EMPLOYEE INDUCTION AND TRAINING**

All employees including temporary employees and security must complete one of the following trainings, <https://www.covid19hospitalitytraining.com.au/> or <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>. It is recommended that employees undertake both trainings. All employees will be inducted into the COVID-19 Infectious Disease Program so that we are satisfied you understand the policies and procedure that have been designed to keep our employees and our community safe. This induction will be completed by the HR department, please contact [amara@melbhp.com.au](mailto:amara@melbhp.com.au) to arrange your induction. A refresher course will be offered every three months to ensure employees knowledge of COVID-19 policies and procedures are up to date.

All the operators or managers must understand their obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available at [www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers](http://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers).