

S.O.P.

Section 7 & 8 Cleaning & Distancing Protocols

Level 3 -As amended 31 July 2020

Level 2 Pending release of protocols in Gov. Gazette

COVID 19 Hospitality & Tourism Protocols

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COVID19 SOP

1. *Pledge*
 - 1.1. *Appointment of designated COVID19 H&S Officer*
2. *Declaration Form Track & Trace*
 - 2.1. *Pre screening document - online questionnaire*
 - 2.2. *Check-in Screening document - with Temperature readings GUESTS*
 - 2.3. *Staff Daily Screening document - with Temperature readings*
3. *Training*
 - 3.1. *Staff training*
 - 3.2. *Training Register*
4. *Temperature Monitoring*
5. *Guest PPE*
6. *Staff PPE*
7. **Sanitising & Hygiene Practices**
8. **Physical distancing Practices**
9. **Capacity control**
10. *Food & Services*
11. *Kitchen & Room Cleaning*
12. *Staff Areas*
13. *SOP - Staff & Guest with COVID19 Symptoms*
14. *Special Areas*
 - 14.1. *Laundry [not applicable]*
 - 14.2. *Loading Bay [not applicable]*
 - 14.3. *Accommodation*
 - 14.4. *Conferences*
 - 14.5. *Activities*
 - 14.6. *Vehicles*
15. **ATTACHMENTS**
 - 15.1. *Gov Gazette - Tourism*
 - 15.2. *Levels of Lockdown*
 - 15.3. *TABC - Protocols*
 - 15.4. *AISA - Protocols*

7. Sanitising & Hygiene Practices

- 7.1. Frequent GVPC and staff hand sanitising and/or hand washing is critical along with frequent proper sanitising of surfaces and these together are the key defence against COVID-19.
- 7.2. Members of staff using an area continuously, such as a counter, desk or worktop will be responsible for sanitising their surface after every customer or frequently (every 10 - 15 minutes).
- 7.3. Surface sanitising schedules should be drawn up for other areas, which are not used continuously by a member of staff. Schedules will depend on footfall and type of usage and surface. These schedules must be initialled, or updated on a daily schedule, preferably on-line workflow system, to ensure compliance with sanitising requirements.
- 7.4. Public toilets must have paper towels or other COVID-19 appropriate hand drying options e.g. individual hand towels. Air dryers are to be disabled.

7.5. Hands & Personal Items

- 7.5.1. GVPCs will be required to sanitise their hands on initial arrival at the door, check-in counter, ticket counter/boom, pick-up counter, or vehicle/craft. Staff members can administer the sanitiser, or it can be self-administered from a dispenser, but observed
- 7.5.2. For hotel guests in particular and other GVPCs, shoe sanitising on entry with spray or wipes can be considered and use of walk-off mats on arrival to sanitise shoes/feet can also be an option.
- 7.5.3. Thereafter sanitisers or wipes for GVPCs to use will be available for pens, credit cards, phones, wallets, purses when used, and for changes in situation e.g., on exit, boarding or disembarking, entering or leaving a facility, area or vehicle, using public bathrooms, using lifts. GVPCs hand sanitiser must be widely available i.e., on hand for, or carried by key staff in contact with GVPCs and available throughout establishments and facilities, on vehicles and in craft, in lifts etc.
- 7.5.4. Appropriate non-touch bins should be available for disposal of wipes everywhere wipes are provided

7.6. Surfaces

- 7.6.1. The following items and surfaces throughout front and back of house areas, and in/on vehicles, must be wiped or cleaned with an appropriate disinfectant detergent. As far as possible, this must happen after every "use" or change of person/people using, or at a minimum, frequently:
- 7.6.2. *At as many access areas as possible and where practical, porters, security or other staff should be deployed to open doors, press lift buttons etc. for GVPCs to limit their touching of surfaces.*

- Water bottles, jugs & amenity bottles*
- Door handles – rooms/vehicles/cupboards*
- Lift buttons – inside & outside*
- Key cards*
- Pens – used by more than one person*
- Credit card machines – especially buttons*
- Light switches*
- Taps & mixers*
- Soap & sanitiser dispensers*
- Toilet roll holders*
- Toilet flush buttons/levers*
- Electrical socket switches*
- Salt & pepper shakers & other static tableware, e.g.*
- Toothpick holders/sauce bottles*
- Tablets & mobile devices Computers, laptops & printers Ice & vending machines & scoops*
- Waiting stations*

7.6.3. *The need for doors to be closed must be considered and should it be feasible from fire and security perspectives, doors should be left/ wedged open to reduce surface touching.*

7.7. Luggage

- 7.7.1. *All luggage should either be sprayed with a disinfection spray after off-loading, or wiped, with a minimum of all handles and corners carefully wiped with surface sanitiser.*
- 7.7.2. *Staff handling luggage should sanitise or wash hands immediately before and after touching luggage.*
- 7.7.3. *If the guest handles their own luggage to move it into or out of, their own vehicle or a separate room/unit/chalet, and it is not entering a shared building or touched by staff, then wiping or spraying is not required.*

7.8. Cash Handling

- 7.8.1. *Cash handling should be minimised or eliminated. Pre-payments, EFTs, credit and debit cards, SnapScan, Zapper, and signing to accounts should be maximised. If a guest or staff member handles cash, hand sanitising should happen immediately afterwards.*

7.9. Reduce Surfaces

- 7.9.1.1. *Throughout establishments and vehicles the number of surfaces which can be touched must be reduced to eliminate touching and the need for surface sanitising:*
- Remove rugs, carpets, cushions and softs where possible*
 - Remove magazines, newspapers, games, decor items, flower pots and vases etc.*

- Games, magazines and newspapers - provide on request, sanitising before and after, or disposing after use

7.10. ReduceUseAreas

- 7.10.1. Any areas which are not in use, or which can be taken out of use, should be locked to eliminate usage and the need for regular surface cleaning or deep cleaning in the event of any contamination. This might include some meeting rooms, some restaurants, some public bathrooms, spas, gyms, executive lounges, business centres, changing rooms, etc. Use on-request with a staff member opening and locking afterwards can be practiced for some facilities, e.g., business centres.

7.11. Ventilation

- 7.11.1. All premises, ,vehicles, crafts etc., must be kept well ventilated by natural or mechanical means to reduce the SARS-CoV-2 viral load.
- 7.11.2. Heating, ventilation and air conditioning systems a must be regularly cleaned, serviced and operating effectively. Vents should not feedback in through open windows.
- 7.11.3. Where possible, High Efficiency Particulate Air (HEPA) air-conditioning filters are to be installed
- 7.11.4. Always ensure that all filters are cleaned and replaced in accordance with the manufacturer's instructions by a competent person.

7.12.General

- Bio-spill kits should be used if possible, for all cleaning of blood or vomit. Only appropriate disinfectant surface cleaners to be used
- Only 70% alcohol hand sanitisers to be used
- Any swimming pools operating must be at maximum safe levels of chlorine or other anti-bacterial agents
- Water reticulation systems, fridges, dishwashers, and laundry equipment must be regularly cleaned, serviced and operating effectively Hot cycles (70°C or higher) with good detergents, preferably peracetic, should be used for laundry
- High temperature dishwashing settings should be used at 55 - 60°C with rinse at 85 - 90°C

8. Physical distancing Practices

8.1. Standard physical distancing

- 8.1.1. *The space between any persons in public areas and back of house areas should be a minimum of 1.5 metres at all times, with two metres preferred*
- 8.1.2. *Exceptions are when one person, e.g., a receptionist or cashier, is wearing a visor, or if there is a Perspex or similar physical protection barrier between the people concerned*
- 8.1.3. *GVPCs from the same small family/friend group who are travelling together or share a room or car can be close to each other*
- 8.1.4. *Businesses must maximise the use of on-line reservations, e-check-in and e-check-out, and any types of non-contact processing to reduce the need for proximity of people. Avoid printing of forms, agreements, quotes, invoices, if possible and documents to be processed digitally as far as possible.*
- 8.1.5. *The capacities of all public areas and vehicles must be determined and managed to ensure distancing can be achieved. Capacity limits should not be exceeded and new queuing systems may have to be introduced to manage capacity limits*

8.2. Queuing

- 8.2.1. *At any queuing point or potential queuing point, i.e., for reception, ticket kiosks, check-in and pick up counters, primary entrances, lifts, staff entrances, restaurant entrances etc., floor markers and bollards, cordons, tape or rope must be used to manage queues and spacing at 1.5 metres.*
- 8.2.2. *Queuing situations must be monitored and adjusted if proven to be inadequate*

8.3. Bedrooms

- 8.3.1. *Where dormitory style bedrooms are used and shared between non-group/non-family members, a maximum number of occupants per room, at approximately 50% of capacity, must be determined with 4 to 5m² minimum spacing per bed. For example, use of only one bunk bed per bunk bed unit.*

8.4. Pools & Pool Areas

- 8.4.1. *A pool use capacity should be determined and monitored by staff.*
- 8.4.2. *No inter-group play or mingling must be permitted in pools.*

8.5. Vehicles

- 8.5.1. *Regulations may set vehicle capacities. At present the legal capacity regulations for sedans is 50% . Buses and coaches must operate at 50% capacity.*
- 8.5.2. *Specifically, current vehicle capacities allowed Game drive vehicles limited to 6 passengers 1 driver.*

8.6. AdventureActivities

- 8.6.1. *Group sizes to be reduced to ensure adequate social distancing is maintained during the activity.*

8.6.2. Discretion can be used for people from the same small family/friend group who are travelling together.

9. Capacity control

- 9.1.1. Regulations may set occupational capacities. At present the legal capacity regulations are 50% . Depending outlay and structure 70% might be considered.
- 9.1.2. Group sizes to be reduced to ensure adequate social distancing is maintained during the activity.
- 9.1.3. Discretion can be used for people from the same small family/friend group who are travelling together.

15. ATTACHMENTS

