

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

Your COVID-19 Safety Plan

Functions and corporate events

Business details

Business name	Hyatt Regency Sydney
Business location (town, suburb or postcode)	161 Sussex Street, Sydney, NSW 2000
Completed by	Jane Lyons
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Effective date	22 October 2020
Date completed	23 October 2020

Wellbeing of staff and attendees

Exclude staff and attendees who are unwell from the event. Ensure attendees and staff are aware they should only attend if they are feeling well and do not have any respiratory or COVID-19 symptoms.

All staff have their temperature checked and recorded before starting shift. If high temperature is detected, staff member would be sent home and management informed. Event attendees who are unwell will be excluded as per venue policy, even if they have mild symptoms. We have also invested in thermal scanning cameras. We encourage use of the cameras to check temperatures of arriving attendees.

Provide staff with information and training on COVID-19, including when to get

tested, physical distancing and cleaning.

All staff complete classroom-style COVID-19 training in relation to personal hygiene, symptoms, testing, staying away from work when sick, physical distancing, cleaning requirements and managing sick customers.

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

Our Human Resources Team ensure staff are aware of their leave entitlements and how the hotel can support them if they are sick or required to self-isolate. This includes a direction for staff who have respiratory symptoms or fever to be immediately tested for COVID-19 and remain in isolation at home until they have received their result.

Display conditions of entry (website, social media, venue entry).

Venue specific signage is on display highlighting conditions of entry. Our website and social media is updated with our COVID-safe initiatives and a video we produced to specifically demonstrate our new hygiene and safety measures for events.

Advise participants to check the NSW website for the current public health advice in relation to locations where people who visited are required to self-isolate.

We regularly update our team members regarding the current public health advice. Event organisers are also informed to share this information with their participants.

Think about ways attendees can be involved through a video broadcast or live stream, if they cannot attend due to illness of travel restrictions, or are a vulnerable person and wish to avoid gatherings. Consider options to stream the event.

Due to the impact of COVID-19, we have hosted multiple successful events that incorporate in person attendees and a virtual live stream to participants around Australia and overseas. We work closely with our partners at Encore to ensure seamless hybrid events

Consider including arrangements and options for virtual attendance, such as a live stream, for attendees who are at high-risk of developing COVID-19 complications such as elderly people or people with conditions affecting their immunity.

Due to the impact of COVID-19, we have hosted multiple successful events that incorporate in person attendees and a virtual live stream to participants around Australia and overseas. We work closely with our partners at Encore to ensure seamless hybrid events

If you intend to serve alcohol consider ways to encourage responsible use, such as limiting bar tabs or drink packages.

We always adhere to the Responsible Service of Alcohol principles for events and within our hotel outlets.

Physical distancing

Corporate events cannot exceed 300 people per event, or one person per 4 square metres of space (excluding staff), whichever is the lesser. Corporate events at hospitality venues may have one person per 2 square metres of space in outdoor areas. Children count towards the capacity limit. Bookings for significant events can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.

Noted. We have developed capacity charts for all of our event spaces based on the 4 square metre rule. The only exception is for Zephyr Bar, whereby the 2 square metre applies due to its outdoor space.

For corporate events (including conferences), consider allocating people to topic-specific streams to minimise co-mingling between groups, and allocating specific seating areas to these streams for larger plenary sessions.

Where relevant, our team will work with the event organiser to incorporate these principles during the planning stage of the event.

For functions or corporate events, consider allocated seating and ensuring people remain seated as much as possible, to minimise mingling between seated groups. Ensure no more than 30 people at a table.

Social distancing measures are incorporated into the seating lay-outs for our events. Food and beverage service has been revised to ensure attendees remain seated as much as possible.

Seating must be separated by 1.5 metres. Household or other close contacts do not need to physically distance.

Implemented

If a corporate event or function has multiple sessions, consider staggering the start and finish times of different sessions to minimise crowding around the venue.

Where relevant, our team will work with the event organiser to incorporate these principles during the planning stage of the event.

Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as for ticketing or for food or drinks. Use separate doors or rope barriers to mark the entry and exit wherever practical.

We have floor markers and ropes/stanchions available to encourage social distancing and guide movement of attendees. Our venue lay-out also allows for multiple entry and exit options.

Consider strategies to decrease mingling between groups during networking events such as restricting these to allocated stream groups or conducting virtually.

Where relevant, our team will work with the event organiser to incorporate these principles during the planning stage of the event.

Ensure alcohol at any event is only consumed by seated attendees.

Implemented. Hygiene Marshals and Security Officers are in place to ensure all attendees adhere to this requirement.

Dancefloors are not permitted at corporate events.

Noted

Promote online ticket purchasing and electronic ticket checking where possible. Consider whether event registration and information packs can be provided online, such as through an app or via post.

Where relevant, our team will work with the event organiser to incorporate these principles during the planning stage of the event.

Consider presenting event posters virtually, such as through an app or website, to prevent crowding in these spaces at the event.

Where relevant, our team will work with the event organiser to incorporate these

principles during the planning stage of the event.

Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in office or meeting rooms. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.

Implemented. Our staff have all completed training regarding the importance of social distancing and hygiene measures. All staff wear face masks.

Use telephone or video for essential staff meetings where practical.

Implemented

Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.

Implemented

Review regular deliveries and request contactless delivery and invoicing where practical.

Supplier delivery has been moved to contactless with emailed invoices. Procedure in place for handling of goods once received

Have strategies in place to manage gatherings that may occur immediately outside the premises.

On-site hotel security regularly patrol the area and manage these situations should they arise.

Coordinate with public transport, where reasonably practical, around strategies to minimise COVID-19 risks associated with transportation to and from the venue for larger events if crowding on public transport may occur.

Where relevant, our team will work with the event organiser to incorporate these principles during the planning stage of the event.

Encourage private transport options to minimise crowding on public transport where practical. Consider whether parking options close to the venue could be discounted or included in the ticket price to support this.

Where relevant, our team will work with the event organiser to incorporate these

principles during the planning stage of the event. We are supported by nearby public transport options and parking facilities.

Hygiene and cleaning

Adopt good hand hygiene practices.

Free-standing hand sanitizing machines, pump-pack gel sanitizers and alcohol wipes are readily accessible throughout the hotel. All staff complete classroom-style training to reinforce the importance of good hand hygiene and our many other initiatives.

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

Implemented

Have hand sanitiser at key points around the facility, such as entry and exit points.

Implemented

Avoid self-serve or buffet-style food service.

Our food and beverage menus and service delivery style has been revised to eliminate buffets and self-service.

Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.

We use Ecolab chemicals across all dishwashing areas
COVID-

Menus should be laminated (clean between use), displayed or be single use.

We are using the following options for event menus: QR code; single use and perspex menu stands that are regularly sanitised.

Clean frequently used areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.

Implemented. All high touch areas areas are cleaned and sanitised frequently

throughout the event.

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

We use Ecolab products in accordance with the manufacturer's directions across all areas.

Develop strategies to address cleaning of very high-touch surfaces such as door knobs and chair arms. Consider having disinfectant wipes available for patrons to use.

Ecolab Quat Sanitiser is used for cleaning tables and chairs between each guest and other touch points, including door handles and computer stations are cleaned as per regular schedule.

Staff are to wash hands thoroughly with soap and water before and after cleaning.

Actioned - all staff are trained.

Encourage contactless payment options.

"Tap and go" payment is available in all venues.

Record keeping

Corporate events must register through nsw.gov.au before the event is held.

Hyatt Regency Sydney is a registered COVID-19 Safe business.

Keep name and a contact number for all staff, dine-in customers and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Where possible, personal details should be collected in a way that protects it from disclosure to other customers and any paper records must be digitised within 24 hours. Records are only to be used for tracing COVID-19 infections, must be stored confidentially and securely, and provided immediately to an authorised officer on request. QR Code is strongly encouraged.

Hospitality venues using capacity calculations of one per 2 square metres outdoors MUST use electronic methods such as QR Code for collecting contact details and

ensure these are captured for EACH person.

We will work with event organisers to either have them provide a digital record of the contact details for all attendees in advance, or we can collect this information as part of the registration process for the event using QR code and "myguestlist".

Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

Actioned - this is covered in our hotel COVID-19 training for all staff.

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.

Full co-operation will be provided.

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

Yes