

# RYDGES

WORLD SQUARE

In response to the recent outbreak of COVID-19 (a Novel Coronavirus) the Event Hospitality and Entertainment's Risk Team (based at our head office) are continually monitoring and responding to the latest guidance provided and updated daily by The Australian and New Zealand Government Department of Health's advice. Our guests' safety and wellbeing are of the utmost importance.

The below control measures have been implemented at Rydges World Square to ensure that it is able to provide a safe environment for its guests, customers, visitors and staff;

- Key signage and collateral (hygiene/hand washing) have been placed throughout the hotel, as reminders to the requirements. This includes, but not limited to (entry, exits, lifts, F&B outlets, reception, conferencing, restaurant and bar).
- Signage and collateral has been developed in line with WHO and Australian Government Health Department guidance to ensure the correct hand hygiene techniques are used.
- Hand sanitiser units have been placed in key areas of the hotel. Rydges World Square has procured hand sanitiser, which is in compliance with TGA requirements.
- Rydges World Square has adopted procedures that replicate cleaning and disinfecting guideline requirements outlined by Safe Work Australia.

## **Physical/Social Distancing:**

Rydges World Square will promote and reinforce the Government physical/social distancing guidance for staff, guests, contractors and visitors will be reminded of the Government requirements that people Physical Distancing (also referred to as 'social distancing' themselves from others). There will be key Collateral and Signage displayed throughout the hotel, to ensure that Physical/Social Distancing measures are followed in line with the current Government advice.

## **Personal Protective Equipment (PPE)**

Appropriate PPE will be worn by all staff based on their role and responsibilities and in adherence to state or local regulations and guidance.

## **Conference and Events:**

- Guests will enter the hotel through automated doors.
- If luggage services are required, trollies and luggage carts will be sanitised after each use
- Sanitiser will be available at all hotel entrances, registration tables and catering stations.
- To ensure social distancing is maintained delineations will be marked to provide appropriate distance between guests/clients. This will include check in/check out, lifts, restaurant, bar, conference and event spaces.
- If credit card terminals are to be used, each terminal will be sprayed with disinfectant after each guest use.
- Room keys will have gone through a sanitisation process prior to being issues. A collection box/drop box will be present for all check out guests.
- Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on state recommendations.
- Dining tables, bar tops, stools and chairs to be sanitised after each sitting.