

Level 1 - Prepare	Level 2 – Reduce	Level 3 - Restrict	Level 4 - Eliminate
<p>Notification - Executive Team, Outlet Managers, HOD's</p>	<p>Notification – Executive Team, Outlet Managers, HOD's</p>	<p>Notification – The entire team</p>	<p>Notification – The entire team</p>
<p>Range of measures These can all be applied locally or nationally:</p> <ul style="list-style-type: none"> border entry measures to minimise risk of importing COVID-19 cases applied contact tracing stringent self-isolation and quarantine intensive testing for COVID-19 physical distancing encouraged mass gatherings over 500 cancelled stay home if you're sick, report flu-like symptoms wash and dry hands, cough into elbow, don't touch your face. <p>Situational Awareness: Ministry of Health (MOH) Tourism Industry Aotearoa (TIA) Canterbury Employers Chamber of Commerce (CECC) Restaurant Association</p>	<p>Range of measures These can all be applied locally or nationally:</p> <ul style="list-style-type: none"> entry border measures maximised further restrictions on mass gatherings physical distancing on public transport (e.g. leave the seat next to you empty if you can) limit non-essential travel around New Zealand employers start alternative ways of working if possible (e.g. remote working, shift-based working, physical distancing within the workplace, staggering meal breaks, flexible leave arrangements) business continuity plans activated high-risk people advised to remain at home (e.g. those over 70 or those with other existing medical conditions) <p>Situational Awareness: Ministry of Health (MOH) Tourism Industry Aotearoa (TIA) Canterbury Employers Chamber of Commerce (CECC)</p>	<p>Range of measures These can all be applied locally or nationally:</p> <ul style="list-style-type: none"> travel in areas with clusters or community transmission limited affected educational facilities closed mass gatherings cancelled public venues closed (e.g. libraries, museums, cinemas, food courts, gyms, pools, amusement parks) alternative ways of working required and some non-essential businesses should close non face-to-face primary care consultations non acute (elective) services and procedures in hospitals deferred and healthcare staff reprioritised. <p>Situational Awareness: Ministry of Health (MOH) Tourism Industry Aotearoa (TIA) Canterbury Employers Chamber of Commerce (CECC) Restaurant Association</p>	<p>Range of measures These can all be applied locally or nationally:</p> <ul style="list-style-type: none"> people instructed to stay at home educational facilities closed businesses closed except for essential services (e.g. supermarkets, pharmacies, clinics) and lifeline utilities rationing of supplies and requisitioning of facilities travel severely limited major reprioritisation of healthcare services. <p>Situational Awareness: Ministry of Health (MOH) Tourism Industry Aotearoa (TIA) Canterbury Employers Chamber of Commerce (CECC) Restaurant Association</p>

<p>Advice – Ministry of Health (MOH) Tourism Industry Aotearoa (TIA) Canterbury Employers Chamber of Commerce (CECC).</p>	<p>Restaurant Association</p> <p>Direction – Managing Director and Hotel Manager to provide forward information to outlet managers and HOD’s.</p> <p>Advice – Ministry of Health (MOH) provide an alert and guidance on symptoms and additional controls to consider / prepare for / apply.</p>	<p>Direction – Managing Director and Hotel Manager to provide forward information to outlet managers and HOD’s.</p> <p>Ministry of Health (MOH) to provide guidance on restrictions.</p>	<p>Direction – Managing Director and Hotel Manager to provide forward information to outlet managers and HOD’s.</p> <p>Ministry of Health (MOH) to provide guidance on restrictions.</p>
<p>Education – All Staff - Annual staff education campaign relating to cold and flu season and importance of maintaining good hygiene and cleaning standards. Scheduled for March each year.</p> <p>To include memo which outlines the importance of good hygiene and to include the invitation to register for the annual flu vaccination.</p>	<p>Education and Communication – All Staff - Initial communications advising all team members of a pandemic event impacting human health somewhere in the world.</p> <p>Share information and guidance provided by MOH relating to signs and symptoms/precautionary actions to take.</p> <p>Share/enforce travel advice/information to staff travelling to or returning from affected countries.</p> <p>Reinforce proactive measures such as reinforcing good hygiene standards.</p>	<p>All Staff - Alert and Action – National/Local impact has occurred - communication providing clear direction to team members about the developing event and potential impact.</p> <p>Enforce travel restrictions for staff travelling to or returning from affected countries or regions.</p> <p>Reinforce measures such as hygiene standards, closure of restaurant, room service only to house guests.</p>	<p>All Staff - Alert and Action – National/Local impact has occurred - communication providing clear direction to team members about the event and immediate actions to be taken to prevent exposure / spread.</p> <p>Enforce travel restrictions for staff locally, domestically and internationally.</p> <p>Reinforce measures such as hygiene standards, closure of restaurant, room service only to house guests. Guest rooms cleaned on departure unless requested where a ‘housekeeping pack’ will be provided to self-service a room. Wherever possible, on departure, guest rooms to be rolled over for 3 days (72 hours) then disinfected/cleaned.</p>

<p>Staff and Contractors –</p> <p>Front line / customer facing staff operate at normal levels.</p> <p>Contractors to be engaged as required without restriction.</p>	<p>Staff and Contractors –</p> <p>Front line / customer facing staff can operate at normal levels but with social distancing practices are adhered to which include staff not working within 1 meter of each other where-ever practicable.</p> <p>Contractors to be engaged as required without restriction.</p> <p>Staff and contractors reminded that they should not report to work if feeling unwell.</p>	<p>Staff and Contractors –</p> <p>Essential staff for each business area communicated with and arrangements made to ensure their safety and wellbeing. Essential staff include front line staff, kitchen, front office and housekeeping. As best as possible, staff who are working in teams should be separated i.e. morning team versus evening team.</p> <p>Only essential contractor work is to be carried out.</p> <p>Commence coordination of non-essential staff working from home (ensure have appropriate IT access/tasks to support working from home). Non-essential staff at this level are Sales & Marketing and some Administration staff.</p> <p>Staff returning from overseas travel excluded from work on the basis of MOH advice.</p> <p>Unwell employees and contractors asked to stay home and to work from home if practicable to prevent spread and remain excluded until given medical clearance.</p>	<p>Staff and Contractors –</p> <p>Essential staffing levels only - Only absolutely business critical staff to attend work-places. Rostering to take into account no crossover between teams (morning vs evening).</p> <p>All other workers must work from home or be placed on special leave.</p> <p>Prepare for a long-term period of disruption - essential staff management/ work on a rotating roster.</p> <p>Restricted Domestic and International Travel conditions.</p> <p>Staff returning from overseas travel excluded from work (on sick/special leave) - period of exclusion as per guidance provided by MOH.</p> <p>Unwell staff excluded from work until given medical clearance.</p>
---	--	---	---

<p>Staff Areas and Supplies – Cleaning services employed for offices and outlets (anti bacterial hand sanitiser provided in offices, restaurants and functions spaces. Also included in kitchen wall mounted dispensers)</p> <p>Outlets to have available resources to act as a Pandemic kit: hand sanitisers, protective face masks, disposable gloves, disposable tissues, disinfectant sprays</p> <p>Note: Masks with an ‘air flow’ vent are NOT suitable.</p>	<p>Staff Areas and Supplies – Pandemic kit contents check (ensure items remain in date/usable/are suitable for the type of pandemic occurring.</p> <p>Purchasing manager to contact supply partners to establish lead times for resupply in case of prolonged event causing national shortages.</p> <p>Preparedness – Additional stocks purchased as required and packs deployed to key locations (i.e. front line/ guest facing environments)</p> <p>Advice from the MOH states that: most workers will not require PPE to stay safe at work. Incorrectly used PPE can create more risk. Good hygiene measures like hand washing with soap and water, physical distancing, sneeze and cough etiquette, and wiping down surfaces is the best defence against COVID-19. Face masks should be worn where physical distancing cannot be guaranteed.</p>	<p>Staff Areas and Supplies – Introduce additional cleaning standards which include additional cleaning of all public and back of house areas. Additional disinfecting to occur. Machinery, cooking equipment, AV equipment etc must be thoroughly cleaned/disinfected between uses.</p> <p>Install wall mounted hand sanitiser stations at staff entrance/exits. These are to be used by all when entering the leaving the building.</p> <p>Protective masks available should people (staff or guests) request them and provided to persons showing symptoms and provided to staff assisting these guests such as concierge or front office staff.</p> <p>Outlet managers and HOD’s to ensure stock maintenance and continuous supply of items deployed.</p> <p>Purchasing Manager to ensure stocks are monitored, maintain a line of communication with suppliers to ensure lead in times for re-order are clear.</p> <p>Contact tracing measures must be in place for all suppliers and contactors.</p> <p>Staff meals to be supplied on an individual basis. Orders to be made via 50 Bistro as a ‘room service order’. Staff are to take meals individually not as a group. Communal cooking</p>	<p>Staff Areas and Supplies – Maintain additional cleaning standards and practices as outlined at Alert Level 3.</p> <p>Mandatory hand sanitiser application when moving between areas. For example, when moving from a back of house area such as the kitchen into a front of house area such as the restaurant or front office.</p> <p>Wall mounted hand sanitiser stations at staff entrance/exits.</p> <p>Protective masks available to staff and guests.</p> <p>Maintain close monitoring and maintenance of stock and supply lines.</p> <p>Contact tracing measures must be in place for all suppliers and contactors. No person(s) can enter the property without completing the contact tracing register.</p> <p>Staff meals to be supplied on an individual basis. Staff meals to be supplied individually. Orders to be made via 50 Bistro as a ‘room service</p>
--	--	---	---

		<p>equipment such as toasty makers to be removed from staff room. As best as can possibly be practiced staff breaks must be staggered. Social distancing should be practiced at all times with a minimum of 1 meter distance between workers.</p> <p>Good hygiene measures like hand washing with soap and water, physical distancing, sneeze and cough etiquette, and wiping down surfaces is the best defence against COVID-19.</p> <p>Use of face masks is encouraged and will be worn by all staff where practicable and when in either a food preparation, housekeeping or guest facing role.</p>	<p>order'. Staff are to take meals individually not as a group.</p>
<p>Education - Front Line team - Provision of training covering: Good personal hygiene etiquette, Dealing with guests who become unwell during their stay and additional cleaning and sanitising standards to be applied if a guest has been unwell during a stay</p>	<p>Education - Front line team - Provision of training covering: Dealing with front line staff and guest enquires in the event on a pandemic. Identifying symptoms of the related pandemic event. These will be provided by the MOH. The George activities in response to the pandemic event and handling guest(s) who arrive to check-in displaying symptoms of illness or has travelled from affected country and handling a guest(s) who becomes unwell (with pandemic related symptoms) during a stay. Contents of pandemic kits, how to introduce items to affected/potentially affected persons, how to don items correctly (Refer to WHO site for guidelines).</p>	<p>Alert and Action – Outlet Managers and HOD's briefed on response arrangements. Outlet Managers and HOD's to brief individual teams.</p>	<p>Alert and Action – Outlet Managers and HOD's briefed on response arrangements and to brief the individual teams.</p>

<p>Public Areas – General cleaning standards.</p>	<p>Public Areas – Reduce</p> <p>Additional cleaning standard applied to public areas (disinfectant/sanitiser on handrails, doors, tables in eating areas and bathroom facilities).</p> <p>Tableware such as salt and pepper shakers to be provided on request and disinfected between uses. Condiments are to be served on a person single service basis.</p> <p>General awareness including posters in staff areas and functions spaces. Posters provide information which includes good hygiene etiquette pictogram posters as supplied by the MOH.</p> <p>Hand sanitiser stations established and located at the reception, concierge desks, restaurant and functions spaces.</p> <p>Front line team members (guest facing) to have available protective masks should people (staff or guests) request them. Face masks should be used if physical distancing cannot be guaranteed. Housekeeping, Concierge and Kitchen Staff are to wear face masks while on shift.</p> <p>Contact tracing in all areas gaining contact details of all attendees to either in 50 Bistro, functions and of suppliers/contractors. Contact tracing registers provided:</p>	<p>Public Areas – Restricted</p> <p>Maintain additional cleaning standards, hand sanitiser stations in all office spaces, all outlets and at the reception desk and concierge desks. Hand sanitiser held on all housekeeping trollies.</p> <p>Public toilets of 1st (ground) floor, 2nd floor, 3rd floor and Residence are closed. Hotel accommodation guests are to use the facilities in their own room.</p> <p>General awareness posters as provided by MOH , supplies of disposable tissues, gloves and protective masks available.</p> <p>Protective masks available should people (staff or guests) request them, provided to persons showing symptoms and provided to staff assisting symptomatic persons. Use of face masks by all is encouraged.</p> <p>Additional information provided reinforces importance of good hygiene etiquette and also directions around correct wearing of protective face mask.</p> <p>Contact tracing required for all guests and suppliers/contractors. All suppliers/contractors and guests entering the property must complete the register. Contact tracing registers provided:</p>	<p>Public Areas – Restricted</p> <p>Maintain additional cleaning standards, hand sanitiser stations in all office spaces, all outlets and at the reception desk and concierge desks. Hand sanitiser held on all housekeeping trollies.</p> <p>Functions spaces and restaurants closed. Food & Beverage offerings are restricted to room service only.</p> <p>Guests may pass through public spaces but social distancing is required.</p> <p>Contact tracing required for all guests and suppliers/contractors. All suppliers/contractors and guests entering the property must complete the register. Contact tracing registers provided:</p> <ol style="list-style-type: none"> 1. At check in all guests complete a registration form which acts as a 'contact tracing register'. 2. A register is to be held in the kitchen/inwards goods entrance for suppliers. 3. A register is to be held at the maintenance shed for any contractors. Contractors must report to the sign in
--	---	---	---

	<ol style="list-style-type: none"> 1. Accommodation guests complete a registration form which acts as a 'contact tracing register'. 2. At each function. The registration desk must allow for social distancing. 3. 50 Bistro. 4. Kitchen/inwards goods entrance for suppliers. 5. Maintenance shed for contractors. <p>Contact Tracing is done in the following ways:</p> <ol style="list-style-type: none"> 1. Scan the QR code and register (system provided by NZ Govt) 2. Registering by searching for the NZ COVID TRACER app on Apple Store or Google Play. 3. Complete the relevant contact tracing form (Manual) 4. For hotel accommodation guests, complete guest registration form <p>Guests attending either a function or 50 Bistro, must be seated, separated, and have a 'single server' per table wherever possible. A single server per table is defined as a single server allocated a section serving specific tables. When-ever possible servers are not to 'share' tables.</p> <p>Ordering and collecting food and drinks at the counter/bar is not permitted under Alert Level Two.</p>	<ol style="list-style-type: none"> 1. At check in all guests complete a registration form which acts as a 'contact tracing register'. 2. A register is to be held in the kitchen/inwards goods entrance for suppliers. 3. A register is to be held at the maintenance shed for any contractors. Contractors must report to the sign in area as usual but only for essential tasks. Contractors must also complete the register prior to commencing any work. <p>Contact Tracing is done in the following ways:</p> <ol style="list-style-type: none"> 1. Scan the QR code and register (system provided by NZ Govt) 2. Registering by searching for the NZ COVID TRACER app on Apple Store or Google Play. 3. Complete the relevant contact tracing form 4. For hotel accommodation guests, complete guest registration form <p>Takeaway coffee, meals and High Tea available for pre-order/pre-payment. No direct guest contact. Guests to collect in the 50 Bistro conservatory at a specified time. Further details on procedures to be completed by the outlet.</p> <p>Guest Rooms</p>	<p>area as usual but only for essential tasks. Contractors must also complete the register prior to commencing any work.</p> <p>All gatherings prohibited.</p> <p>Guest Rooms</p> <p>Rooms Service only available. Guests advised on arrival of the restricted services available.</p> <ol style="list-style-type: none"> 1. Room service only. Guests to call 50 Bistro/Room Service to order. Front of House to place order. Once the order is complete, 50 Bistro to call the guest advising the order is ready. The staff member is to use gloves which are removed once returning from the room. The order will be delivered to the room. The bell will be called. The staff member is to leave the room entrance prior to the guest opening the door. The guest removes the plates leaving the tray. The 50 Bistro attendant removes the tray once the guest retrieves the order and
--	---	--	--

	<p>Physical distancing practices within spaces including:</p> <ol style="list-style-type: none"> 1. guests can be seated with no less than 1 meter between tables. 2. functions held with seating 1m apart between attendees. 3. functions held with meals individually packaged where portioned. Tea or coffee breaks must ensure social distancing preferably staggered collection i.e. 1 person at a time at a tea or coffee station. 4. wherever possible functions to have one entry point and one exit point i.e. two points of access such as Pescatore and Parkview 5. whenever possible, public toilets on level 1, 2, 3 should have only one person using them at a time. Signage must be in place with regards to this. Queuing however should be avoided. <p>When possible provide guests with disposable menus.</p> <p>Gatherings of <100 prohibited (excluding wait staff)</p>	<p>Rooms Service only available. Guests advised on arrival of the restricted services available.</p> <ol style="list-style-type: none"> 1. Room service only. Guests to call 50 Bistro/Room Service to order. Front of House to place order. Once the order is complete, 50 Bistro to call the guest advising the order is ready. The staff member is to use gloves which are removed once returning from the room. The order will be delivered to the room. The bell will be called. The staff member is to leave the room entrance prior to the guest opening the door. The guest removes the plates leaving the tray. The 50 Bistro attendant removes the tray once the guest retrieves the order and closes the door. The 50 Bistro attendant returns to the restaurant disinfecting the tray etc. 2. No turndown service offered 3. Housekeeping of rooms only on departure. Guests may call to request for a 'housekeeping pack' and self service. 4. Guest rooms to be 'rolled over' for minimum 1 day but preferably 3 days. After this the room can be serviced by housekeeping. Thorough cleaning using 360 Hygiene disinfecting product. 	<p>closes the door. The 50 Bistro attendant returns to the restaurant disinfecting the tray etc.</p> <ol style="list-style-type: none"> 2. No turndown service offered 3. Housekeeping of rooms only on departure. Guests may call to request for a 'housekeeping pack' and self service. Guests 4. Guest rooms to be 'rolled over' for minimum 1 day but preferably 3 days. After this the room can be serviced by housekeeping. Thorough cleaning using 360 Hygiene disinfecting product. <p>All Gatherings prohibited unless it is that of the 'bubble'. Social distancing must be maintained at all times.</p>
--	--	---	---

	<p>Guest Rooms</p> <p>If a guest advises that they have been exposed to someone with COVID 19, is expressing symptoms they should self isolate immediately. They should be advised of this and that they must contact the health line. Alert Level Three procedures for guest rooms should be followed in this instance.</p>	<p>Gatherings of <10 prohibited. Gatherings cannot involve receptions or catering, social distancing practices must be maintained.</p>	
<p>Staff & Guests</p> <p>Staff reminded that they must not report to work if they are feeling unwell or expressing symptoms.</p>	<p>Staff & Guests</p> <p>Reservations to instigate proactive communications to hotel guests due to arrive advising them of the current Human Health /Pandemic event. Advice to include: Symptoms and precautions, Request unwell guests to consider changing travel plans.</p> <p>Prepare communications for display in public areas added to websites/check-in areas and direct communication to travellers.</p> <p>Front Office, Houskeeping, 50 Bistro and the Functions departement have additional detailed SOPs to provide to staff and or attendees as appropriate.</p>	<p>Staff & Guests</p> <p>If a staff member either develops symptoms or is exposed, then that person must go into self-isolation and those who that person worked with must also go into self-isolation. This leads back to where possible ‘teams’ must be separated by roster i.e. morning vs evening.</p> <p>All guests accommodated are in effect in self isolation when staying under Alert Level 3. If a guest develops symptoms, they must notify the hotel and register on the health line. They must immediately go into quarantine. When in quarantine guests must not leave the hotel room, they cannot use any facilities, room service is available as outlined guest rooms will only be serviced on departure however guests can request a ‘housekeeping pack’.</p> <p>Reservations is to proactively send out direct messages to those due to be accommodated</p>	<p>Staff & Guests</p> <p>If a staff member either develops symptoms or is exposed, then that person must go into self-isolation and those who that person worked with must also go into self-isolation. This leads back to where possible ‘teams’ must be separated by roster i.e. morning vs evening.</p> <p>All guests accommodated are in effect in self isolation when staying under Alert Level 4. If a guest develops symptoms, they must notify the hotel and register on the health line. They must immediately go into quarantine. When in quarantine guests must not leave the hotel room, they cannot use any facilities, room service is available as outlined guest rooms will only be serviced on departure however</p>

		<p>and those accommodated in relation to the implications of being accommodated at Alert Level 3. All guests at check in are provided with a copy of the outline. Front Office is responsible to generate this.</p>	<p>guests can request a 'housekeeping pack'.</p> <p>Reservations is to proactively send out direct messages to those due to be accommodated and those accommodated in relation to the implications of being accommodated at Alert Level 4. All guests at check in are provided with a copy of the outline. Front Office is responsible to generate this.</p>
	<p>Start to consider - Domestic Travel Status quo – cautious approach Business critical travel only. Travel between regions is allowed but is encouraged to be limited.</p>	<p>Communications:</p> <p>Cleaning standards within our own offices, outlets, – HOD, outlet manager</p> <p>Communications to include: Employees, what does self isolation mean included in communications EAP access - Hotel Manager/Managing Director</p> <p>Inventory – Purchasing Manager</p> <p>Maintenance – Maintenance Manager</p>	