CHECK IN EVERYWHERE EVERY TIME

YOUR COVIDSAFE PLAN

1. Do you have a COVIDSafe Plan?

Every business with on-site operations must have a COVIDSafe Plan. WorkSafe and Authorised Officers are conducting spot checks across Victoria.

2. Do you know the COVIDSafe settings for your sector?

Guidance on each sector is available at **coronavirus.vic.gov.au/guidance-sectors**.
Each sector guidance page includes advice and answers to Frequently Asked Questions.

3. What have you done to make your business COVIDSafe?

These actions may include providing workers with personal protective equipment such as face masks, encouraging everyone entering your business premises to check in, making sanitiser available and disinfecting frequently touched surfaces.

4. Who is responsible for updating your COVIDSafe Plan?

Your COVIDSafe Plan should be frequently reviewed and updated to help you comply with any new restrictions and meet requirements for your workers, contractors and customers.

5. Do your workers know your COVIDSafe Plan?

It's important for your workers to know your COVIDSafe Plan and the actions you have taken. It will help them understand the importance to your business of staying safe and the importance of staying home if they are ill. The COVID-19 symptoms include fever, chills, cough, sore throat, shortness of breath, a runny nose or loss of smell.

6. Do you have your QR Code?

All businesses must use the Victorian Government QR Code Service (with some limited exceptions) and ensure customers and staff check in everywhere, every time – regardless of how long they are on the premises. It's free, easy to use and helps stop the spread of COVID-19.
To register go to coronavirus.vic.gov.au/QRcode.

7. Would you like more signs and posters to help customers do the right thing?

Signs, posters and stickers for your business are available at
coronavirus.vic.gov.au/signs-posters-and-templates

8. Do you need information in another language?

Information for businesses regarding COVIDSafe planning is available in a number of languages via the Business Victoria Hotline 13 22 15 and at coronavirus.vic.gov.au/translated-information-about-coronavirus-covid-19.

**Book your COVID-19 vaccination at
www.coronavirus.vic.gov.au/vaccine.**

VICTORIA State Government

DJPR 13413

This is how you will keep your workers and customers safe.

Business name:	Fortress Melbourne Pty Ltd		
Address:	23 Caledonian Lane, Melbourne 3000		
Plan completed by:	Adam Hodge	Job title:	General Manager
Date reviewed:	04/11/21	Next review:	04/01/22

Practise physical distancing

Requirements and recommendations	Action
You must apply the relevant density quotient. Check your sector guidelines to see how many people can safely be in each area. For example, if you have 30m² shop, 15 people can be there under the two square metre rule.	**What is the density quotient for your sector?** 1 per 4 square metres **What are you doing to comply with the density quotient?** Venue capacity limited to 500 people, individual rooms also have capacity limits based on room size built into our booking systems. **Have you put up a sign at the entrance?** There is capacity signage at all 3 entrances **Who is responsible for ensuring you do not exceed your density quotient?** Shift management are responsible for monitoring and controlling patron numbers as well as reception staff screening guests on entry and security screening guests at night.
Where possible, aim for workers and visitors to maintain physical distancing of 1.5 metres.	**Do you need to reduce crowding as people enter, move through and leave the workplace?** Our venue is a 2700sqm space with ample thoroughfare and open spaces which reduces any risk of crowding. **Are you using floor markings or stickers to encourage people to stay 1.5 metres apart?** Floor markings are in place at locations where queuing is required.
You should provide training to workers on physical distancing. This should include an understanding of the current COVIDSafe settings. This can be found at **coronavirus.vic.gov.au**	**What have you done to make sure your workers understand the importance of physical distancing?** COVID Safe training module is available on our HR portal and has been completed by all staff.

Wear a face mask

Requirements and recommendations	Action
You must ensure all workers adhere to current face mask requirements, as outlined at **coronavirus.vic.gov.au/face-masks** Requirements may change over time.	**Do your workers understand the face mask requirements for your sector?** All staff are required to wear facemasks at all times unless on break and consuming food or drink. All staff are aware of the same requirements for all patrons. **Do you provide your workers with face masks?** Disposable facemasks are provided for all staff as well as for patrons in the event a patron does not have one.

You should provide training, instruction and guidance on how to correctly fit, use and dispose of Personal Protective Equipment (PPE).	Who is responsible for making sure your workers understand how to use PPE?
You should inform workers that reusable face masks should be washed each day after use. However, if during the day the face mask is visibly dirty or wet, it needs to be replaced with a clean face mask immediately.	Signage is displayed on all staff noticeboards on how to effectively wear PPE. While staff do have their own facemasks, we prefer to provide disposable masks to our staff so that they can dispose of them when required.

Practise good hygiene

Requirements and recommendations	Action
You must take all reasonable steps to frequently and regularly clean and disinfect shared spaces, including frequently touched surfaces such as doorknobs and telephones. You should: • Clean frequently touched surfaces with appropriate cleaning products, including detergent and disinfectant. • Clean between shifts.	Do you clean and disinfect frequently touched surfaces twice a day, including doorknobs, counters and handrails? All frequently touched surfaces are cleaned and sanitised multiple times a day which includes door handles, handrails, counters and tables. All of our PCs and out PC and console peripherals are sanitised after each use Who is responsible for cleaning between shifts? All operations staff are responsible for cleaning between shifts across the entire venue.
You should display a cleaning log in shared spaces.	Where is your cleaning log? We have a daily cleaning log located in all toilet areas. PCs are unable to be used until a staff member has marked off the PC as clean and ready for service.
You should make soap and hand sanitiser available for all workers and encourage regular handwashing.	Do you have soap and water at all wash stations? As per Food safety guidelines, all of our food and beverage service areas have sinks with soap, water and paper towels. Can customers, delivery people, contractors, staff all access sanitiser when they arrive? There are multiple sanitising stations available for all contractors, delivery people, staff and customers throughout the venue in all venue spaces and at each entrance.

Keep records and act quickly if workers are ill

Requirements and recommendations	Action
If your workers are ill, you must support workers to get tested and stay home even if they only have mild symptoms.	Do you know the symptoms of COVID-19? All staff are aware of the symptoms associated with COVID-19 through training via the online HR portal. If a worker has symptoms, do they know they should stay home and get tested? Item 10 of the internal "Venue Work Policy" clearly states that any staff member or contractor displaying symptoms should stay home, get tested and contact management.
You must develop a business contingency plan to manage any outbreaks. This includes: • A plan to respond to a worker being notified they are a positive case or a close contact while at work. • A plan to clean the worksite (or part) in the event of a positive case. • A plan to contact the Department of Health and WorkSafe Victoria on 13 23 60 if you have a person with COVID-19 at your workplace. • A plan in case you are instructed to close by the Department of Health. • A plan to re-open your workplace once approved by the Department of Health.	How do you record all staff and contractors on site? All staff clock-in via our timesheet portal. All staff, contractors and customers are required to check-in via the government approved contact tracing app. How will you contact all your staff and suppliers quickly if they need to quarantine and get tested? All staff and suppliers are on a call list that can instantly send a text message out to all affected parties instantaneously upon notification of a potential outbreak. Who will ring the Department of Health and WorkSafe if you have a positive case in the workplace? A senior manager is responsible for notifying the DHS and Worksafe in the event of a notifiable incident such as a COVID-19 outbreak. A more detailed contingency plan is available in the "Fortress Melbourne COVID-19 Business Continuity plan"

All businesses are required to use the Victorian Government QR Code Service (with some limited exceptions) through the Service Victoria app.

If a visitor cannot check themselves in, the Service Victoria Kiosk check-in service allows venues and businesses to use their own smart phone, tablet or computer to check-in visitors. This is convenient for Victorians and gives contact tracers access to the best data quickly.

It is free, quick and easy to use.

Register for the Victorian Government QR Code Service at coronavirus.vic.gov.au/register-to-use-vic-gov-qr-code-service

If there is an outbreak, this will enable rapid and effective contract tracing to stop the virus spreading.

Make sure staff, contractors, customers and visitors check in.

Avoid interactions in enclosed spaces

Requirements and recommendations	Action
You should reduce the amount of time workers are spending in enclosed spaces. This could include: • Enabling working in outdoor environments. • Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms. • Enhancing airflow by opening windows and doors. • Optimising fresh air flow in air conditioning systems.	Can you open doors or windows, or relocate activity outside? Fortress Melbourne is an indoor venue within Emporium Shopping Centre. There are 3 entrances that provide airflow from throughout the centre as well as HVAC systems managing fresh airflow throughout the venue which is monitored and controlled by Vicinity 24 hours a day, 7 days a week.

Create workforce bubbles

Requirements and recommendations	Action
Consider keeping groups of workers rostered on the same shifts at a single worksite. Avoid any overlap of workers during shift changes where it is practical to do so.	Do you keep workers in groups, reducing the number of people they interact with? Fortress Melbourne utilises off-site office spaces to separate groups of workers as best as possible. If there is an outbreak, how can you stop it spreading across all your teams? Ensuring all staff are in constant communication of their symptoms, always wearing appropriate PPE and washing and sanitising their hands as often as possible. Are teams assigned different days? Where possible, Fortress strives to roster certain staff on specific shifts so that if an outbreak occurred it would only affect a portion of the team. Any staff member residing with another staff member is recorded to ensure they both work the same shifts where possible.

This document is a guide to assist small businesses to create a COVIDSafe Plan.
Please ensure you check the latest requirements for your industry at **CORONAVIRUS.vic.gov.au**

In accordance with our privacy policy, any information provided by you will be confidential and only for the purposes indicated.

For more information on our privacy policy, please email **icc@ecodev.vic.gov.au** or call the Business Victoria hotline on 13 22 15.

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