

eleven

---

COVID-19 MANAGEMENT  
PLAN

---

Eleven Adl Pty Ltd

In order to ensure the safety, well-being and peace of mind of our guests and staff, the following measures have been implemented. It is expected that all staff will take the below measures **extremely seriously** and everyone will do their part to ensure our business and those working here or visiting are not affected by Coronavirus.

Eleven has a registered *COVID-Safe Plan* submitted and updated with each stage change. As a business, we are ensuring that the recommendations outlined in the aforementioned plan are implemented.

## **General Measures**

### **Eliminating contact with at-risk staff**

If any eleven employee or their immediate family or household members have travelled, as per government regulation at the time will be required to isolate themselves immediately and remain away from work for 14 days from the date of their return. They may return to work if they are showing no symptoms at the end of 14 days self-isolation.

If eleven employees develop any of the identified symptoms (fever, dry cough, sore throat, fatigue, shortness of breath) they are to seek immediate medical attention. They may not return to work until they have a medical certificate clearing them for work.

If a eleven employee comes into contact with a person confirmed or suspected of having Coronavirus, they must immediately isolate themselves at home for 14 days. They may return to work if at the end of 14 days self-isolation they are showing no symptoms, or if after testing the suspected case is confirmed as being negative for Coronavirus.

In the above described situations, eleven employees may not attend the restaurant.

eleven employees found to be unwell or to have been in contact with someone with Coronavirus (confirmed or suspected) whilst at eleven or a hosted event will be immediately sent home.

### **Eliminating contact with at-risk guests**

We additionally want to eliminate the risk of contact with at-risk guests to ensure that our facility is a safe space. Whilst we want everyone to dine at eleven, we need to consider the safety of not only our guests, but our staff as well.

We ask that all guests contact eleven before their reservation if they have:

- Travelled overseas in the last 14 days
- Been in contact with anyone who has travelled overseas in the last 14 days
- Been in contact with anyone who has tested positive to Coronavirus
- Tested positive to Coronavirus
- Symptoms of a fever, dry cough, sore throat, fatigue, shortness of breath, and have not tested negative for Coronavirus.

## People Capacity

According to our COVID-Safe Plan valid as at **November 22, 2020** as part of the recovery Stage 3, we have set capacities for our outdoor premises that is accessible to the public:

Room	Area in m <sup>2</sup>	Maximum number of people (excl. staff) in this area
Outdoor dining area	324	162

## Maximising protection

It is imperative that all eleven employees practice impeccable hygiene practices whilst on premises, at offsite events and generally speaking at all times. This is the best defence against the spread of most viruses and will aim to protect both eleven employees and clients.

eleven employees **MUST**:

- Wash their hands frequently with soap and warm water, before and after eating, and after going to the toilet, or before beginning any task that will involve others for example before going into a group meeting, before cooking etc,
- Cover coughs and sneezes with your elbow or tissue, dispose of tissue and use alcohol-sanitiser or thoroughly wash hands after coughing or sneezing. If hands are used to cover coughs or sneezes, alcohol-sanitiser should be used liberally,
- Clean all surfaces three times per day using disinfectant wipes. In the morning, mid-day and in the evenings. Times to be determined by the manager. Please use the disinfectant wipes provided to thoroughly clean doorknobs, doors, computer screens, computer keyboards, phones, personal mobile phones, POS screens, hand railing, elevator buttons and any communal surface areas.
- Ensure bathrooms are cleaned daily using commercial grade cleaning liquids and disinfectant wipes, including toilets, floors, toilet paper dispensers, taps, sinks, mirrors and benches,
- Abide by a cleaning schedule for eleven bathrooms
- Ensure alcohol-sanitiser is easily available to use at all times. Sanitiser must be located at the entrance, bathrooms and throughout the kitchen near the sinks.
- Advocate for good hand and sneeze/cough hygiene at all eleven functions and events, and
- Ensure all eleven, guests and clients follow appropriate hygiene measures.

## Supplies

- eleven will supply and ensure there is adequate levels of the following items:
  - Tissues,
  - Hand sanitiser,
  - Hand wash,
  - Disinfectant wipes,
  - Toilet paper,
  - Toilet cleaner,
  - Commercial floor cleaner,
  - Disposable gloves,
  - Chux cloths,
  - Cleaning sponges, and
  - Commercial grade surface sanitiser spray.
- Stock levels will be increased to a minimum of two weeks supply. If any staff member notices any of these items becoming low (insufficient supply for two weeks), please notify reception who will place an interim order immediately.

## **Helping the public maximise everyone's protection**

For the safety and convenience of all eleven, guests, clients and staff, eleven will, at all times:

- Have hand sanitiser freely available,
- Display hand washing signs in bathrooms, entrances and near sinks, and
- Display signs at entrances asking staff, clients and guests to stop and consider if they are at risk of Coronavirus and therefore putting others at risk if they enter eleven.

## **eleven Restaurant**

### **Commercial and staff kitchen cleaning:**

In addition to all standard cleaning practices, the following must occur in all kitchen spaces daily:

- Thorough cleaning of all kitchen surfaces, using hot soapy water, before commencing food preparation,
- All tea towels to be washed daily (none to remain used overnight to be washed the next morning),
- All used Chux cloths to be disposed of daily,
- All cleaning sponges to be washed through the industrial dishwasher throughout the day and at the end of every day, ensuring excess water is thoroughly squeezed out and the sponge is left to dry over-night,
- Cleaning sponges to be disposed of every 48-72 hours, and
- All cooking surfaces, taps and sinks must be thoroughly sanitised at the end of every day, using commercial grade sanitiser products.

### **eleven dining expectations**

- Contact details of each group/booking will be collected upon entry for contact tracing purposes,
- Staff should be allocated to one area only, where possible, to reduce the number of contacts within our venue,
- All meals made by eleven staff or guests must be individually plated or shared only between members of the same group/booking,
- eleven staff should ensure tables, chairs and highchairs are thoroughly cleaned before and after, and
- eleven staff have the right to refuse entry of any guest that presents as 'at-risk' (see *Eliminating contact with at-risk guests* for further definition)