



At UNIQ Concepts our delegates, staff and community safety is our number one priority and we want to ensure that we continue to maintain the highest standards of service and care.

COVID-19 has had a devastating impact on the local, regional and outback communities we visit. The reactivation of event and incentive activity plays a vital role in supporting these communities to return to normal – socially, culturally and economically. The resumption of events and incentives will be a complex process. A careful process needs to be implemented to ensure the safety of our staff, delegates, suppliers and the wider community. The timing of progression between levels may be influenced by any evidence of transmission issues within the local community or the event or incentive group. UNIQ Concepts has set about putting the appropriate planning in place to respond accordingly in the event of a suspected or confirmed case during an event or incentive. We have also gained important industry and government accreditation to ensure that we are adhering to the many rules and regulations around operating during COVID-19. These include being COVID Safe, COVID Ready and a COVID Clean business.

Below is an overview of some of the comprehensive steps we are taking to implement our enhanced protocols, which are subject to rigorous and ongoing reviews:

STAFF

- UNIQ Concepts has implemented a Coronavirus in the Workplace Policy, which outlines responsibilities of employers and employees to maintain safety in regards to COVID-19. The code of conduct should be signed by the employee and the employer separate from the contract of employment.
- UNIQ Concepts has provided all employees with a copy and an induction/briefing of the employer's COVID Safe Policies and Procedure documents. We regularly remind employees of COVID Safe procedures.
- Our CEO Allison Portus will be responsible for managing complaints and/or grievances relating to breaches of the COVID Safe Policies and Procedures.
- All staff including our Event Directors, have completed a certified Infection Control Training.

GENERAL HYGIENE

- All delegates and staff will be required to fill in a COVID-19 Health & Safety Declaration. This is to ensure there are no high risk attendees or staff. Failure to do so, will result in delegates not being allowed to join the event.
- Delegates who have travelled from, visited, or transited through any country/region listed as high risk by the governing bodies applicable to each destination within 14 days of commencement, regardless of nationality, will not be allowed to join the event.
- We highly recommend that you download the COVIDSafe app for the safety of yourself, delegates and staff.
- All delegates will be provided with UNIQ COVID-19 Safe Care Package containing face masks, tissues, anti-bacterial wipes and alcohol based hand sanitiser.
- The Event Director will also carry a COVID-19 Kit, which will contain single use gloves, disinfectant spray, additional hand sanitiser, antibacterial wipes, 2 x non-contact thermometers and additional face masks.

- All delegates will be advised of any changes to government restrictions and eventing protocols at the beginning of each event and also reminded each morning of event. A document outlining these protocols will be given to delegates at the beginning of each event.
- Check in process – whilst most of our events do not involve a check in process there are occasions where delegates have pre and post event hotel and eventing arrangements. UNIQ Concepts will be providing pre-arrival communication to client that will answer frequently asked questions and offer property-specific information, including what is being done about COVID-19 at the property where they are due to stay.
- All delegates will be told to immediately contact the Event Director if any symptoms present for acute respiratory disease (cough, sore throat, shortness of breath) or a fever or history of fever.
- UNIQ Concepts will do daily morning temperature checks of the group (noting that normal temperature does not mean the staff or delegates are COVID-19 negative).
- All delegates will be told to practise good hygiene such as: wearing a mask whilst on the coach/aircraft, regular handwashing with soap and water, hand sanitiser use, cover coughs and sneezes and avoid face touching.
- On completion of the an incentive; all attendees will be given a full list of times, dates and venues visited during the event.

SUPPLIERS

- All providers must be COVID-19 Safe
- All providers must provide UNIQ Concepts with a COVID-19 Plan

COACHES

- All vehicles will be thoroughly washed and cleaned inside and out at the end of each day and include an anti-bacterial clean.
- The coach company will provide antibacterial hand gel.
- The Event Director will provide additional antibacterial hand gel, face masks and single use gloves that will be available on board every vehicle for every delegate.
- All vehicles exterior and interior touch points will be sterilised prior to each group embarking and disembarking.
- Microphone for guide must be wiped down with antiseptic wipe before and after every use.
- No hand shaking between delegates and coach drivers will be permitted.
- Coach drivers will thoroughly clean their hands using alcohol based liquid gel.
- Coach Driver will be required to wear a mask.
- Coach companies are required to provide us with a seat plan.
- Seat all delegates near a window (i.e. no centre seat/s). Unless a couple.
- Open seats will be marked out by UNIQ Concepts head rests.
- Delegates will be required to sit in the same seats every day.
- Windows open where reasonably practicable.
- If air-conditioning is on, set to bring external air into vehicle.
- The coach driver will wear gloves to load / unload luggage.
- Collect the details of all delegates to facilitate contact tracing if required.
- All delegates and staff to wear masks.
- Where possible we will be providing larger coaches for all of our groups.

AIRPORT TRANSFERS

- All vehicles will be thoroughly washed and cleaned inside and out at the end of each day and include an anti-bacterial clean.
- The transfer company will provide antibacterial hand gel.
- All vehicles exterior and interior touch points will be sterilised prior to each group embarking and disembarking.
- No hand shaking between delegates and drivers will be permitted.
- Drivers will thoroughly clean their hands using alcohol based liquid gel.

- Drivers will be required to wear a mask.
- Delegates will be required to wear a mask.
- If air-conditioning is on, set to bring external air into vehicle.
- The driver will wear gloves to load / unload luggage.
- Collect the details of all delegates to facilitate contact tracing if required.

CHARTER AIRCRAFT

Pre-flight

- Ensure group is supplied with masks, hand sanitiser and disinfectant wipes.

On board

- Event Director will provide antibacterial hand gel, face masks and single use gloves that will be available on board every aircraft for every delegate.
- All aircraft exterior and interior touch points will be sterilised prior to each group boarding
- All aircraft will be thoroughly cleaned inside at the end of each day and include an anti-bacterial clean.
- No hand shaking between delegates and pilots & crew will be permitted.
- All catering on board the aircraft will be individually packaged
- All drinks on board the aircraft will be single serve items.(ie in wine in a glass, cans of soft drink)
- Pilots and crew (including ground staff) will wear gloves whilst handling luggage

CRUISES

- All cruises will be thoroughly washed and cleaned inside and out at the end of each day and include an anti-bacterial clean.
- The cruise company will provide antibacterial hand gel.
- The Event Director will provide antibacterial hand gel, face masks and single use gloves that will be available on board every vessel for every delegate.
- Gangplank handles and interior touch points will be sterilised prior to each group embarking and disembarking.
- If available microphone for event guide must be wiped down with antiseptic wipe before and after every use.
- No hand shaking between delegates and cruise staff will be permitted.
- Collect the details of all delegates to facilitate contact tracing if required.

ACCOMMODATION

On arrival:

- Event Director to arrange group check-in at all times to avoid congestion. Event Director to call ahead and have keys ready to distribute on coach or in an outdoor area.

During:

- Adhere to any additional relevant hotel policies and procedures at all times.
- Request no contact room service delivery method.
- Al la carte breakfast or gourmet breakfast packs only.
- Delegates are advised to take all possible steps to avoid other hotel delegates by minimising use of shared facilities and movement around common areas of the hotel.
- Delegates are recommended to clean key cards with disinfectant wipes upon receipt and disinfect high touch areas such as door handles, light switches and taps on entry and after housekeeping

RESTAURANTS/CATERING AT PRIVATE VENUES

On arrival:

- Event Director to check the restaurant is ready immediately for group and is following COVID-19 protocols. Delegates to remain outside or on coach until the restaurant is COVID-19 Ready to receive the group.
- Runner or Event Director will provide the restaurant with a list of client/staff names and phone numbers to avoid scanning issues and delays being seated.
- Restaurant to advise who their COVID-19 Officer is and make an introduction to the Event Director.

During:

- Where possible restaurant will provide single use menus with UNIQ Concepts/client logo featured. If restaurant cannot print menu then we can do this from the office providing we have the correct menu.
- Where possible there will be no share platters/buffets. If there are share platters a staff member must be the only one serving the delegates. Delegates are not to serve themselves.
- Up to 30 people per table.
- Butter needs to be individual portions.
- Salt & Pepper needs to be in individual packages or distributed by wait staff.
- Wine & water cannot be left on a table and need to be distributed by wait staff
- When handling breakfast or lunch boxes, we require staff to wear masks and gloves in its preparation and delivery.

CONFERENCES & EVENT SPACE

COVID 19 Safety Plans are mandatory for corporate events.

- Function centres holding corporate events must have a COVID-19 Safety Plan in place for each event, as well as being registered as a COVID-19 Safe Business.
- The event Safety Plan must address the requirements set out in the COVID-19 Safety Plan for conferences, functions and corporate events.
- COVID-19 restrictions are different for each state and changing on an ongoing basis. Individual state websites must be check prior to each event held.
- Current NSW Maximum capacity summary: 300 people per event, or one person per 4 square metres of space indoors and one person per 2 square metres outdoors (excluding staff), whichever is less.
 - Children count towards the capacity limit.
 - No more than 10 people at a table

EVENT GUIDES

- If a step on guide comes on a coach, they must wear a mask which will be provided from the Event Director COVID-19 Kit.
- No hand shaking between delegates and event guides will be permitted.
- They will keep at a safe distance (1.5m) from delegates at all times.
- Event guides will thoroughly clean their hands using alcohol based liquid gel which has been provided by our Event Director prior to talking with our groups.

MUSEUMS/GALLERIES/HISTORIC HOMES & GARDENS

- On arrival Event Director or Runner will give the venue a list of names and phone numbers of delegates and staff. There will be no individual check-in.
- Group will sanitise hands on arrival at venue.
- Group will comply with social distancing guidelines of 1.5m.
- Museum/Gallery guides must not shake hands with delegates or UNIQ Concepts staff.
- Museum/Gallery guides must sanitise hands before taking group on event.
- All tickets must be given to the Event Director rather than the individual client to avoid any additional contact.

