

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**



Your COVID-19 Safety Plan

Pubs and clubs (including small bars, cellar doors, breweries, distilleries, casinos and karaoke bars)

Business details

| | |
|----------------------------------------------|------------------------------------------------------------------------------|
| Business name | West Pennant Hills Sports Club Limited |
| Business location (town, suburb or postcode) | West Pennant Hills, NSW |
| Completed by | Keryn Smith |
| Email address | ksmith@wphsportsclub.com.au |
| Effective date | 7 December 2020 |
| Date completed | 12 December 2020 |

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

Staff

Staff who are feeling unwell or displaying any signs of COVID-19 must not attend work. If they begin to feel unwell or display symptoms while at work they must inform the Manager of Duty immediately. They will be directed to attend a COVID-19 Testing Centre and remain in isolation until they have received their result.

Customers

Patrons are asked not to attend the Club if feeling unwell or displaying any signs of the

virus.

- If a patron reports that they are unwell or if the staff member believes they are showing visible signs of illness, the customer will be asked to wait in an isolated area and the CSM is to be called to assess the situation. The CSM may deny entry to the patron and advise them to seek medical advice. The patron will be advised that they will be able to return to the club after 14 days, or upon providing evidence of a negative COVID-19 test after or on the day of the occasion where they were denied entry.
- If a patron reports that they have come into contact with a confirmed or suspected case, they will be advised that they should self-isolate at home, and they will not be permitted entry to the club for 14 days.
- In both scenarios, the CSM will record the member's details and provide this information to Senior Management. A block will then be placed on the member's file so they will be flagged if they attempt to re-enter the club before the required time period or providing evidence of a negative COVID-19 test.

All staff have completed the online training conducted through Aspen Medical and the Australian Department of Health - <https://www.health.gov.au/resources/apps-andtools/covid-19-infection-control-training> to assist with the detection of visible symptoms.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning. Train staff in the process of how to collect and store contact details of patrons.

'COVID-19 awareness for food service' is a free, voluntary online course which covers all measures required to become a COVID Safe retail and food service business in NSW. It is available through the NSW Food Authority website foodauthority.nsw.gov.au/covid-training

The nearest testing Centre is located at: Castle Hill Medical Centre, Level 1, Castle Mall 4-16 Terminus Street, Castle Hill. Ph 9634 5000

All staff have been trained in the process of collecting data for anyone entering West Pennant Hills Sports Club Limited.

Staff attendance

Is recorded via the rostering and payroll software

Members attendance

Is recorded digitally by way of members mandatory swiping of their membership card in the foyer terminals, recording their attendance in the Flexinet software.

Visitors attendance

Visitors, including contractors, guests and visitors must sign into the Club via the Circle Scan digital system.

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

Self-Isolating staff will be on unpaid leave as per Schedule X of the Registered and Licenced Clubs Award —Additional Measures During the Covid-19 Pandemic.

This policy is in addition to the General Club Rules contained within the WPHSC Staff Manual.

Display conditions of entry (website, social media, venue entry).

Conditions of entry appear on the entry to the venue and on social media sites.

Venues must assign one staff member as a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping. If a venue has more than one separate area, there must be a COVID-19 Safety Hygiene Marshal in each separate area.

The identified Safe Hygiene Marshal/s must always be present when there are more than 250 patrons at the venue. If there are less than 250 patrons at the venue, it is recommended that the identified Safe Hygiene Marshal/s should be present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).

A COVID-19 marshal is in attendance when there are more than 250 patrons in the venue. If there are less than 250 patrons in the venue, the Manager on Duty will be responsible for Marshal duties as required.

Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.

Our venue electronically captures contact details of every person who enters our premises. The purchase of meals, snacks and hot beverages are permitted within the venue however patrons are not restricted to any particular area of the Club to consume

these items.

Physical distancing

Capacity must not exceed one customer per 2 square metres of publicly accessible space. The density limit does not apply if there are 25 customers or less at the premises. Children count towards the capacity limit.

Our club will support 1.5m physical distancing by limiting the capacity of the venue in accordance with the density limit in the Public Health Order of one patron per two square metres.

It is not practicable to separate tables and chairs such that there will be 1.5m physical distance between seated groups, however physical distancing will be supported by complying with the density limit in the Public Health Order.

Capacity on dancefloors must not exceed one person per 4 square metres to a maximum of 50 people indoors, or 500 people outdoors. Capacity at nightclubs must not exceed one person per 4 square metres, with a maximum of 50 people on any dancefloor.

Our Club will not permit dance floors at this time and the venue does not have a nightclub.

Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for this event.

A COVID Safety Plan is in place for all function bookings. Neither weddings nor funerals are held at our venue.

Reduce contact or mingling between customer groups and tables wherever possible.

Our club will support 1.5m physical distancing by limiting the capacity of the venue in accordance with the density limit in the Public Health Order of one patron per two square metres.

It is not practicable to separate tables and chairs such that there will be 1.5m physical distance between seated groups, however physical distancing will be supported by complying with the density limit in the Public Health Order.

Support 1.5m physical distancing where possible, particularly at points of mixing or queuing such as bars, toilets and entrance and exit points. There should be 1.5m physical distance between seated groups where practicable.

Our club will support 1.5m physical distancing by limiting the capacity of the venue in accordance with the density limit in the Public Health Order of one patron per two square metres.

It is not practicable to separate tables and chairs such that there will be 1.5m physical distance between seated groups, however physical distancing will be supported by complying with the density limit in the Public Health Order.

In areas that queue, the floor has markers to encourage people to be socially distant.

Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.

Our club will support 1.5m physical distancing by limiting the capacity of the venue in accordance with the density limit in the Public Health Order of one patron per two square metres.

It is not practicable to separate tables and chairs such that there will be 1.5m physical distance between seated groups, however physical distancing will be supported by complying with the density limit in the Public Health Order.

In areas that queue, the floor has markers to encourage people to be socially distant.

Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask, if practical.

West Pennant Hills Sports Club encourages staff to maintain 1.5 meter physical distancing at all times. If staff are not able to physically distance, or work in a role with significant public interaction, it is recommended that where practical they wear a face mask. The

Club has a supply of face masks available to staff.

Ensure gaming machines and gaming tables are spaced out to support 1.5 metres physical distance between players, where practical.

Our club will support 1.5m physical distance between gaming machines players by limiting the capacity of the gaming area in accordance with the density limit in the Public Health Order of one patron per two square metres.

It is not practical to space out gaming machines to support 1.5 metres physical distance between players, however physical distancing will be supported by complying with the density limit in the Public Health Order.

In indoor areas, alcohol can only be consumed by seated customers. Alcohol should not be taken onto dancefloors.

Patrons must be seated unless moving from one point to another. Patrons must not stand to talk or consume beverages. Where a patron is forced to stand in a queue they must observe the floor markings indicating 1.5m social distancing.

Where reasonably practical, stagger start times and breaks for staff members.

As is Club policy, staff breaks will be staggered to ensure as few staff members in the staff room as possible at any one time.

Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

Plexiglass barriers have been hung at service points where practical.

Review regular deliveries and request contactless delivery / invoicing where practical.

Social Distancing guidelines must be observed by club staff and any external parties delivering goods or providing services to the club.

Hand sanitising facilities are available at the loading dock and all other entries to the premises.

Introduce strategies to manage gatherings that may occur outside the premises and in any designated smoking areas.

Marsalls will patron outdoor smoking areas to encourage physical distancing.

Take measures to ensure drivers of courtesy vehicles minimise close contact with passengers as much as possible and encourage passengers to wear masks whilst in the vehicle.

Courtesy bus drivers are encouraged to wear masks whilst in the vehicle. The number of passengers in the courtesy bus has been reduced to 8 to observe social distancing.

Up to 50 performers can sing indoors with no cap on performers outdoors. All singers should face forwards and not towards each other, have physical distancing of 1.5 metres between each other and any other performers, and be 5 metres from all other people including the audience and conductor. It is recommended that audience members and congregants older than 12 wear masks if singing or chanting.

There is no singing within our venue

Hygiene and cleaning

Adopt good hand hygiene practices.

Staff and patrons are encouraged to practice good hand hygiene. Signage displaying the correct handwashing technique in all WC locations.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

All bathrooms are well stocked with hand soap and paper towels in addition to each having a hand dryer.

Reduce the number of surfaces touched by customers wherever possible.

Patrons and staff are encouraged to limit the number of surfaces they touch wherever possible.

No self-serve buffet style food service areas, communal bar snacks, or communal condiments. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.

Individual salt and pepper shakers have been removed and replaced with sachets wherever possible. Where not possible, the shakers are cleaned between each customer. Sauce bottles have been removed and replaced with individual sachets wherever

possible, If not able to be removed, they are handled only by staff and cleaned between each use,

Bar platters have been removed.

Buffet style dining has been removed as an option for patrons.

Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.

All cutlery and tableware is cleaned in a commercial grade dishwasher where possible. If not possible, it is washed in hot water with appropriate detergent.

Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.

Menus are laminated and cleaned between use.

Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. Clean tables, chairs and any table settings between each customer. If using a paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use.

In addition to regular cleaning practices, the club has created a dedicated sanitisation role with the express purpose of ensuring that frequently contacted surfaces are cleaned on a regular and appropriate basis. The club has several hand sanitisation stations which are available to all patrons at the following locations: • Entry/Exit of venue • Entry/Exit to Iron Bark Dining Area • Entry/Exit to Bistro & Cedar Dining Area • Gaming Rooms Indoor & Outdoor

Packets of sanitisation wipes are available at multiple locations throughout the club for customers to access as desired. Wipes are available from multiple locations including: • Club Reception • Bistro Service points • Bar Service Points • Gaming areas & Cashiers Desk

The children's play area is wiped with detergent/disinfectant at a minimum of twice daily.

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

Disinfectant solutions have been sourced for reputable suppliers and are used in accordance with the manufacturers' instructions.

Staff are to wash hands thoroughly with soap and water before and after cleaning.

Staff are required to wash their hands, following the recommended hand washing technique before and after cleaning.

Encourage contactless payment options.

Contactless payment facilities are available at all points of sale within the Club.

In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

The air conditioning system is set to maximise the intake of outside air and reduce the recirculation of indoor air.

Record keeping

Keep a record of the name, contact number and entry time for all staff, dine-in customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. It is the role of the COVID-19 Safe Hygiene Marshal to ensure the accuracy and legibility of records. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.

Records of entry are kept digitally and are available to authorise officers by immediately.

Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping'

page of nsw.gov.au

Access to the digitaly stored records is limited to the Acting CEO and senior Administration staff.

Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.

Staff are all encouraged to dowloan the COVIDsafe app.

All venues must register their business through nsw.gov.au.

West Pennant Hills Sports Club has registered through nsw.gov.au

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

Full cooperation will be given to NSW Health and.or SafeWork NSW when requested.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes