

**> 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	South Sydney Graphic Arts Club Mascot
Business location (town, suburb or postcode)	Mascot
Completed by	Ian McMillan, CEO & James Mackenzie, Operations Manager
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Effective date	3 January 2021
Date completed	3 January 2021

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

All staff have been informed they must contact the club immediately if they feel unwell. Staff reporting as unwell are required to undergo COVID-19 testing. Staff will only be allowed to return to the club if they return a negative test result. If a staff member returns a positive test result, NSW Health will be immediately informed that a person with COVID-19 could have been on the club premises while infected. All staff will undertake a temperature check and be questioned about possible

symptoms upon entry to the club.

All customers will undertake a temperature check and be questioned about possible symptoms upon entry to the club.

Customers identified as being at-risk (for e.g. if they look unwell or report being unwell or have recently visited a hotspot) will be asked to leave and encouraged to get tested.

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](https://www.foodauthority.nsw.gov.au/covid-training)

Prior to reopening, all staff undertook comprehensive COVIDSAFE training on 28/05/20 inclusive of the Clubs NSW and NSW Health standards/checklists along with the COVID-19 Safety Course provided by the Australian Government. This was recorded in the training register.

Any new staff employed are required to have completed COVIDSAFE Training prior to commencement of duties.

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

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

A number of staff have already self-isolated after taking a COVID-19 test following possible symptoms and received appropriate pay.

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

Conditions of entry including identification of symptoms, physical distancing and hygiene requirements are displayed on the club's website, social media, monitors, tills and at the venue entry.

Customers who repeatedly fail to observe basic physical distancing or personal hygiene measures whilst in the club will be asked to leave.

If there are more than 250 people on the premises, a staff member must be assigned 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.

In Greater Sydney, if the premises has more than one separate area, a staff member must be assigned as a COVID-19 Safe Hygiene Marshal in each separate area on the premises if there are more than 250 persons in the area. In other regions, consider assigning a COVID-19 Safe Hygiene Marshal to each separate area if there are more than 250 persons in the 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, consider ensuring identified Safe Hygiene Marshal/s are present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods) where practical.

The club always has one staff member as a COVID-19 Safe Hygiene Marshal who is easily identifiable through distinctive clothing (sash/badge) and who is 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.

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.

There are no separate venues or facilities within the club.

Physical distancing

Capacity in regions outside of Greater Sydney must not exceed one customer per 2

square metres of publicly accessible space. In Greater Sydney, capacity must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible space, whichever is less.

Children count towards the capacity limit.

Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 7) 2020.

Based on current requirements as of 3 January 2021, with the number allowable being one customer per 4 square metres, the club has determined the floorspace of the venue on the floorplan and set capacity in accordance with the Public Health Order. This limits the maximum numbers of customers in each area as follows:

Restaurant 50
Garden Terrace 45
Gaming Room 32
Outside Gaming 12
Lounge 43
TAB 18
Boardroom 21

The number of customers in each area is controlled at the club entry and through ongoing monitoring by floor staff and management.

In Greater Sydney, if the premises has more than one separate area, each separate area must not exceed 300 patrons, OR one patron per 4 square metres of publicly accessible space, whichever is less, provided that each separate area is:

- separated from other areas on the premises
- designated a separate area by the occupier of the premises
- has staff that are providing food and drink only in that area
- does not allow people in different areas to mingle
- monitored by a designated COVID-19 Safe Hygiene Marshal at required times.

The club does not have sub-premises and is counted as one single area.

Face masks must be worn by staff, and by customers in gaming areas in Greater Sydney, unless exempt.

All staff in frontline positions dealing with customers will wear a mask including those in the gaming machine room.

Masks are provided to staff by the club.

Please note that staff in the kitchen and office are not required to wear a mask unless they move to an area where they are in contact with customers and the general public.

All customers in the internal gaming room are encouraged to wear a mask unless consuming food or beverage.

While it is not the club's role to police this, staff will offer complimentary masks to customers who are not complying and will advise them of the \$200 fine applicable.

It is the club's understanding that 'gaming areas' refers to the internal gaming machine area only and does not include the external gaming machine area or TAB.

In indoor areas, alcohol should only be consumed by seated patrons. There should be no dancefloors, including in nightclubs.

All customers must be seated within the club except when in transit.

All food and beverage may only be consumed within the club when seated in a designated area.

Patron flow when ordering at the bar will be managed through floor markers which denote required physical separation.

The club does not offer a dancefloor.

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

Signs encouraging physical distancing are prominently displayed throughout the venue.

Customers will remain seated in suitably spaced furniture in designated areas.

Customers from different areas will not be permitted to co-mingle.

Customers in transit areas or where there is likely to be a queue will be separated by floor markers.

Patron flow into and out of the club will be monitored by entry personnel.

Customers will not be allowed to exit the club in large volumes.

Customers will be asked to disperse upon exiting the club and cannot gather outside the venue or in the carpark.

Support 1.5m physical distancing where practical, including:

- **at points of mixing or queuing such as bars, toilets and entrance and exit points**
- **between people using gaming machines and gaming tables**
- **between seated groups**
- **between staff.**

Bar and dining tables have been separated so groups seated around one table are at least 1.5 metres from groups seated around another table.

Additional space is available at a table with the removal of chairs if groups of friends are required to physically distance.

Tables have been removed from the Restaurant to enable a chequerboard set-up. Furnishing has been suitably spaced in the Lounge and stand-up benches have been removed.

Seating has been removed from every second gaming machine and signage on each denotes required physical spacing.

Only a limited number of TAB monitors and self-service machines are available.

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

Any transit areas or areas where there is likely to be a queue in the club are marked with floor stickers to ensure physical distancing including the entry, sign-in, bar, and entrance to the restaurant.

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.

Staff will not have breaks or eat meals with other staff or members.

Staff are also prohibited from any physical contact with another staff member such as kissing or hugging hello.

Office and reception have been redesigned to enable appropriate social distancing.

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

Staff will not have breaks or eat meals with other staff or members.

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

Markers denote appropriate spacing around areas with high volume interactions.

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

Use of local suppliers limits the number of delivery personnel.

Suppliers follow equivalent hygiene and safety codes.

All delivery personnel and contractors entering club premises have their contact details recorded and kept for 28 days.

Hand sanitiser is made available to all delivery personnel and receiving staff for use before and after delivery.

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

Patron flow into and out of the club will be monitored by entry personnel.

Customers will not be allowed to exit the club in large volumes.

Customers will be asked to disperse upon exiting the club and cannot gather outside the venue or in the carpark.

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.

The club's Uber service follows official guidelines with no more than two passengers allowed who must sit in the back of the vehicle.

No more than 5 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting. In outdoor areas, audience members 12 years and older should wear masks if singing or chanting.

The club does not offer live performances or group singing.

Hygiene and cleaning

Adopt good hand hygiene practices.

All staff are instructed to correctly clean their hands every 30 minutes, and immediately before commencing work.

All staff are provided with hand sanitiser in multiple areas of the club.
All staff are instructed to regularly sanitise their hands after clearing of tables, picking up glasses and handling payments.
Hand sanitiser is available throughout the club for customers and is placed on every table.

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

Bathrooms are regularly checked for adequate supplies of hand soap, sanitiser and disposable paper towels.
Hygiene posters are prominently displayed in the bathrooms.

Reduce the number of surfaces touched by customers wherever possible.

Menus are displayed on the club's website and online pre-ordering is available.
Customers have been advised by email to bring their own pens to the club to fill in Keno/TAB cards.
Hand sanitiser is available throughout the club for customers and is placed on every table.

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.

The club does not offer any communal style food service.
Condiments have been removed from all dining tables.
Function menus will be redesigned to offer individual food service only.

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

All cutlery is thoroughly cleaned with detergent and only washed and handled by staff wearing gloves.
Cutlery is not set on tables but individually wrapped and delivered to individual customers as necessary.

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

Menus will be printed on paper and will be disposed of after use.
Menus are displayed on the club's website and online pre-ordering is available.

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.

Bathrooms are cleaned hourly using a detergent and water solution or disinfectant including door handles, door locks, toilet seat and buttons, taps, washbasins and counters.

All furniture is wiped down with disinfectant as soon as it is vacated by a customer. Staff cleaning stations are adjacent to each area to enable prompt and regular cleaning. All tables have hand sanitiser available for customer use.

Frequently touched surfaces including door handles, hand railings, counters, taps, pens, straw dispensers, as well as surfaces and buttons on EGMs, EBTs, Keno terminals and ATMs are also cleaned hourly using a detergent and water solution or disinfectant.

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

Relevant staff are qualified in the safe handling of chemicals.

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

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

A full supply of disposable gloves is made available to all staff.

Encourage contactless payment options.

‘Tap & Go’ payments are encouraged for all customers to minimise cash-handling.

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).

Natural ventilation is increased by opening windows and doors where possible.

Mechanical ventilation is increased where possible by optimising air conditioning.

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 using the NSW Government QR code system. Processes must be in place to ensure that customers provide the required contact information, such as by checking customer phones for the green tick to confirm they have checked in. 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.

By ensuring that a list of customer details is recorded, contact tracing can quickly and accurately occur if there is a case of COVID-19 in the club.

All members and guests are required to sign-in using the Service NSW app when entering the club.

Entry staff sight a green tick to confirm each customer has checked in.

Entry staff also ask each customer if they have any symptoms or have visited a hotspot within the last fourteen days.

Staff also remind customers of the need to sign-out upon exiting the club.

Printed sign-in sheets are available for customers without phones or who are unable to use the Service NSW app.

Entry staff ensure that name and address details are checked against a suitable form of ID and that a contact number is recorded.

Written data is transferred to an excel spreadsheet to enable it to be forwarded electronically if requested by NSW Health.

The club will retain guest details and contact numbers for a period of 28 days.

Please note this replaces the use of the club's previous Circle Solutions system in line with the temporary suspension of entry rules under the Registered Clubs Act until April 2021 unless notified sooner.

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

The club stores guest details and contact numbers confidentially and securely for a period of 28 days.

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

All staff are encouraged to utilise the COVIDSafe app despite resistance to contract tracing by younger team members.

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

The 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.

The club has consulted with its Local Area Command and requested that preliminary checks of the venue be carried out to check for compliance. Two inspections have been carried out with full approval.

The club will fully cooperate with NSW Health if contacted in relation to a positive case of COVID-19 and will notify SafeWork NSW.

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

Yes