

Canberra Southern Cross Club COVID SAFETY PLAN (Woden/Tuggeranong/Jamison)



We are closely monitoring federal and local government policy changes, Department of Health (ACT) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

1. Venue/section capacities:

There are currently no capacity limits in place. Physical distancing is encouraged where possible.

2. Employee & Member / Guest Health

The health and safety of our employees and members and guests is our number one priority.

Physical Distancing: All staff, contractors, members and guests are recommended to practice physical distancing by standing at least 1.5 meters away from other groups of people not with them while standing in lines or moving around the venue where possible. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded to practice physical distancing by standing at least 1.5 meters away from members/guests and other employees whenever possible.

Hand Sanitiser. Hand sanitiser dispensers will be placed at key member and employee access points and contact areas such as reception areas, the gaming floor and restaurants. Hand sanitiser will be provided throughout the back of house areas for employees.

Back of House Signage. Signage will be posted throughout the venue reminding employees of the proper way to wash hands, cough or sneeze and avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond and report all suspected cases of COVID-19. We remain ready to provide support to our staff and our members. Employees are instructed to stay home if they do not feel well. Employees and members who are exhibiting any of the symptoms of COVID-19 while at the venue are instructed to notify their manager (employees) or manager on duty (member /guest).

Case Notification. If we are alerted to a presumptive case of COVID-19 at the venue, we will work with ACT Health to follow the appropriate actions recommended by it.

Visitor Information. QR code registration is no longer required. Members and guests must follow usual sign in procedures

¹ <http://health.act.gov.au/news/covid-19-website>

*appendix B – Physical Distancing signage

*appendix C – Corona Virus Sanitiser signage

3. Employee's Responsibilities

Canberra Southern Cross Club Employees are vital for an effective cleaning and sanitisation and health program.

Staff Arrival at Venue. Staff do not need to check in via the Check In CBR App.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the toilets, coughing or sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

Daily Pre-Shift Meeting. Pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees. Hand sanitizer will be available at each employee sign on/off location and employees will be required to sanitize their hands after signing in.

4. Cleaning Products and Protocols

The Canberra Southern Cross Club uses cleaning products and protocols which meet government guidelines. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, ATMs, CRTs, handrails, change desk, gaming machines, bar and counter tops, dining surfaces and seating areas.

Back of House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee entrances/sign on areas, loading docks, offices and kitchens.

5. Physical Distancing

Throughout the Canberra Southern Cross Club we will meet or exceed local health authority guidelines on proper physical distancing.

Queuing. Members and guests are reminded to practice physical distancing where possible.

Front of House/Reception. Staff will utilise every 2nd workstation to ensure separation between employees whenever possible.

Restaurants and Bars. Restaurants and bars may amend seating capacities to allow for a minimum of 1.5m between each seated group/party of guests. Bar and food order tills will be moved so that staff can continue to operate while observing physical distancing guidelines whenever possible.

Gaming Operations. Gaming machines will be reconfigured and have chairs removed to allow for physical separation between guests. Gaming Hosts and Managers will encourage guests not to congregate around machines.

Back of House and Offices. Staff will observe physical distancing guidelines by ensuring their workstation is a minimum of 1.5m from the nearest employee.

6. Masks

Masks are not required to be worn inside the Canberra Southern Cross Club. Masks are still recommended for staff, members and guests where they may be in contact with large groups however this is not mandatory.

Provision of Masks. The Canberra Southern Cross Club encourages staff and patrons to bring their own masks to the premises if they choose to wear one. Masks are available for purchase at reception.

7. Vaccination

The Club considers vaccination a key measure in risk control to assist in the prevention of the spread of COVID-19.

Employees. While not mandating that our employees are to be vaccinated, the Club strongly encourages that all staff seek medical advice and get vaccinated. Staff will be consulted about vaccinations and the results of the consultation will remain anonymous.

Members and Guests. As with our employees, we encourage our members to be fully vaccinated for their safety and the safety of our staff. In line with local Government guidelines, we will not be making vaccination status a condition of entry. Our strong procedures for cleaning, social distancing and our customer journey provide confidence that our patrons have a safe of a visit as can be expected.

DEPARTMENT-SPECIFIC SANITIZATION POLICIES

Additional protocols are under review and will be added/modified as developed.

GAMING FLOOR

Gaming Floor

Cleaning & Sanitizing Protocol

- (a) Hand sanitizing stations on the gaming floor including one adjacent to the entry/exit, one at the change desk and available at both CRTs
- (b) Host Desk to be sanitized at least once every four hours
- (c) Wipe stations placed around the gaming floor so patrons can sanitize their machine before they play should they wish to do so
- (d) Bathrooms to be closed then cleaned and sanitised on a 2 hourly basis.

Physical Distancing Protocol

- (a) Gaming machines will be reconfigured with chairs removed to allow for separation between guests
- (b) Guests to maintain 1.5m of separation while waiting in line at the change desk
- (c) Hand sanitiser dispensers to be placed throughout the gaming floor
- (d) Signage will be placed throughout the gaming floor to remind guests to sanitize gaming machines before use or contact a gaming attendant for assistance

ENTRIES and RECEPTION

Cleaning & Sanitising Protocol

- a. Employees to regularly sanitise the following areas
 - 1) Elevators
 - 2) Entry doors
 - 3) Handrails
 - 4) Sign in Desk
 - 5) Reception counter
 - 6) ATMs
 - 7) Brochure table
 - 8) Bins
- b. Sanitize all guest touchpoints after each transaction including;
 - 1) EPOS Cash withdrawals
 - 2) Pens
 - 3) Registration countertops

Physical Distancing Protocol

Any area where members or guests may be required to queue will be marked for appropriate physical distancing

FOOD & BEVERAGE

Cleaning & Sanitizing Protocol

- a) Host station, including equipment to be sanitised at least once per hour
- b) POS terminals to be assigned to a single server where possible and sanitised between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- c) Dining tables, bar tops, stools and chairs to be sanitized after each use.*
- d) Condiments to be served with meals. There will be no “self-service” areas
- e) Food preparation stations to be sanitized at least once per hour
- f) Kitchens to be deep cleaned and sanitized at least once per day
- g) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, pass etc.
- h) Bathrooms to be closed then cleaned and sanitised on an hourly basis.

Physical Distancing Protocol

- a) Hosts and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- c) Tables and booths to be utilized with appropriate physical distancing between each family or travelling party (1.5m plus other guidelines as advised by relevant officials)
- d) Reduce bar stool count to provide appropriate physical distancing
- e) Bars will be staffed to allow for appropriate distancing between employees
- f) POS areas will have sneeze guards installed (TBC units on trial at Snapper whilst awaiting regulatory direction and customer feedback)

Guest Considerations

- a) All self-serve condiments and utensils to be removed and available from cashiers or to be served with meals
- b) All food and beverage items to be placed on the table, counter, or another surface instead of being handed directly to a member or guest

Contractors

All Areas

All contractors will be asked to provide their policies in relation to cleaning, hygiene and sanitising. This will be required for

- a) Security Guards - Leader Security
- b) Gaming Technicians – Aristocrat, IGT and UTS
- c) Cleaners – Smart Cleaning
- d) TAB/Keno
- e) Plants – Living Simply
- f) Maintenance – too many to list
- g) HVAC – CCS facilities maintenance
- h) Pest Control – Rentokil
- i) Fire Protection – Form 1

All contractors must agree to follow the principles and processes of the Canberra Southern Cross Club.

*Appendix F – cleaning and sanitising practices.

ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening	<p>All members, guests and contractors entering a Canberra Southern Cross Club Venue will may be pre-screened before entry is permitted.</p> <p>Any person presenting with clear flu like symptoms which includes a cough, shortness of breath or other known symptoms of COVID-19 may be refused entry.</p>
Refusal to be Screened	<p>If a visitor refuses to provide information or cooperate with the screening staff member, the visitor will be denied entry to the property.</p>
Reporting	<p>The staff member assigned to screening members and guests are to provide a report to the duty manager at the end of their shift signing off that all staff, members and guests have been screened prior to entry.</p> <p>An incident report must be completed where any person has been denied entry. This is to be discreetly handled and at a minimum, the incident report is to include the visitor name (if provided), any identification information and any information as to why that person has been refused entry.</p> <p>The incident report will be updated as new information is available and when/if the visitor returns to property. Appropriate details will be provided to ACT Health, as necessary.</p>