

## COVID-19 POLICY Version 3.0

This is to be read in conjunction with Norths Collective's **COVID -19 Strategy/Plan - July 2021, Response to Coronavirus Risk – March 2020 & COVID-19 Safety Checklist – July 2021**

Norths Collective covers the whole group and includes The Alcott Lane Cove; Seagulls Tweed Heads; Norths Cammeray; The Greens North Sydney and The Veranda Beecroft.

### Our Objective

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Norths Collective understands that the Coronavirus pandemic has had profound and far-reaching effects and is creating extreme uncertainty for our business, employees, our patrons and our community.

Norths Collective's **COVID-19 Policy** is intended to achieve a balance of positive health and economic outcomes by protecting our patrons, employees, and contractors. Everyone in Norths Collective is requested to comply with this policy to sustain a healthy and safe workplace in our unique environment and to decrease the spread of COVID-19.

There have been ongoing changes in the threat presented by COVID-19 and regular updates have been provided by the Government authorities on this crisis, and appropriate measures to be taken to counter the risks presented by this virus.

This **COVID-19 Policy** outlines the controls we will actively implement to reduce transmission, protect our patrons and employees, and to mitigate potential COVID-19 infection and its spread in our venues, consistent with the latest health/risk advice from Australian Health authorities.

### Our Commitment

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As COVID-19 restrictions are gradually relaxed, we will work to adapt and promote safe work practices consistent with advice from health authorities. This will ensure our venues comply with physical distancing and exemplary hygiene measures that is an important part of our ongoing commitment.

The Government's position on this crisis is continually shifting, and we will continue to work closely with ClubsNSW and with the NSW and Australian Governments to ensure our preventive strategies are appropriate and effective in our endeavour to operate safely. We will refer to our **COVID-19 Safety Plans** for the most recent health order requirements and we will adapt and adopt the most current state government regulations as they change.

At Norths Collective we are fully aware of our primary duty and obligations under the Work Health and Safety ("WHS") laws to maintain responsible and safe venues, have a duty of care and to ensure the health and safety of our patrons, employees and others while they are at our venues.

This includes ensuring:

- Healthy and safe environments in all our venues
- Adequate protective equipment and facilities for our employees to carry out their work
- Communication of information, awareness, training, instructions and supervision provided to protect all persons from risks to their health and safety
- Monitoring health of patrons and employees, and conditions at our venue.

### **Our Challenges**

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At Norths Collective we understand how COVID-19 is spread, appreciate that this virus presents many WHS challenges, and that the best way to prevent its spread is for everyone to:

- Maintain effective hygiene practices
- Follow social distancing rules requested by our Government
- Stay home if sick, and not attending our venues
- Get tested if you have COVID-19 symptoms
- Take-up vaccines when eligible.

Our key priorities are to consider the WHS risks and to implement preventative strategies to protect our patrons, employees and visitors from contracting the virus. We will plan and respond in a pragmatic and flexible way to varying levels of potential disease transmission in our venues and be prepared to refine our business response plans as needed.

We also appreciate that the logistical challenges which include thorough cleaning of our venues, stock availability, employee rosters, cash floats, gaming machine maintenance, food control, etc., represent an ongoing challenge for our venues.

### **Managing the risk of exposure to COVID-19**

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We will implement a proactive process, risk control strategies and appropriate workplace principles to manage the risk of exposure to COVID-19. To meet our duty of care, we will identify risks at our venues, and where possible eliminate, control or minimise those risks.

We will continue to take a range of preventive strategies to operate safely with the objective of maintaining an environment without undue risks to the health and safety of our patrons, employees and contractors, and to

minimise the risk of contracting or spreading the virus when they are at any of our venues. We appreciate that the best measure is to avoid coming into contact with the virus.

At Norths Collective we will take a balanced approach to:

- Understand the risk and implications of the virus on our venues
- Assess the hazards to which patrons and employees may be exposed
- Evaluate the risk of exposure
- Ensure patrons and employees diligently apply controls to prevent exposure.

When looking to eliminate or mitigate a risk, we will consider what measures can be undertaken, whether those control measures are reasonably practicable, and whether it is reasonable to implement those measures. To determine whether a measure is reasonably practicable, we will consider the:

- Likelihood of the risk occurring
- Impact, consequence or degree of harm that might result
- Availability and suitability of a mitigating control.

Our risk assessment involves considering what could happen if someone is exposed to COVID-19 and the likelihood of it happening, to help us determine:

- How severe a risk is
- Whether any existing control measures are effective
- What action should be taken to control the risk
- How urgently the action needs to be taken.

### Our COVID-19 Strategy/Plan

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We will actively consider the work environment at our venues, the work carried out in our venues, our patrons and guests, our employees, and others who come to our venues, and take all practicable and reasonable steps to eliminate or minimise the risk of people at our venues contracting COVID-19.

To supplement this *Policy*, we have also developed a **COVID-19 Strategy/Plan** and **COVID-19 Safety Checklist** outlining the mitigating controls that we will implement to ensure the lowest possible risk to manage our exposure to COVID-19, to protect our patrons, employees and contractors.

The following standard practices and control measures include key elements of a pandemic plan and are intended to mitigate potential COVID-19 infection and its spread in our venues. They comply with the National COVID-19 Safe Workplace guidelines, are consistent with the latest advice from the Australian Health authorities and are intended to balance infection prevention with the best interests of our patrons and employees. Norths Collective

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expects that these control measures will be applied diligently by all individuals to prevent spread of COVID-19, sustain a healthy and safe workplace and to minimise risk of exposure.

### COVID-19 Safety Plans

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COVID-19 Safety Plans and registration are mandatory, and all venues within Norths Collective will be registered as COVID Safe and will be required to comply with this requirement for each food and drink area. We will refer to our COVID-19 Safety Plans for the most recent health order requirements, to ensure that our preventative controls are up-to-date and relevant.

Our COVID-19 Safety Plans will address:

- Wellbeing of our employees and patrons
- Physical distancing
- Hygiene and cleaning
- Record keeping.

### Mandatory electronic sign-in / Record keeping

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Collecting and maintaining accurate details of our employees, patrons and visitors can make it easier for contact tracing and help to stop the spread of COVID-19.

We recognise that it is mandatory, under the Public Health Order for our venues to use the Service NSW Covid Safe QR Code electronic check-in system for all patrons to register their contact and entry details. This includes our venues that provide takeaway food or beverages.

Norths Collective expects our employees to cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at our venues, and to notify SafeWork NSW. Records will be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

### Safety Hygiene Marshals

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Our venues will appoint COVID-19 Safety Hygiene Marshals who will be in distinctive clothing and responsible for ensuring that all aspects of the COVID-19 Safety Plan are being adhered to, including overseeing physical 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.

### Staff training

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We will provide our staff with relevant information and training on COVID-19.

We will also encourage our staff to participate in “*COVID-19 awareness for food service*” which is a free, voluntary online course which is available through the NSW Food Authority website [foodauthority.nsw.gov.au/covid-training](https://foodauthority.nsw.gov.au/covid-training).

### Raising awareness

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We will maintain confidence and trust by reminding our members that our venues are safe and that we are taking measures to ensure their safety. Deep cleaning will be undertaken with the appointment of designated staff with appropriate authority, to oversee the implementation of WHS measures.

We will use clear communication channels to raise awareness of the character of the COVID-19 threat, how it is spread and likely areas/occasions of exposure. All staff will be trained to understand/identify the sources of exposure to the virus, symptoms/warning signs.

Posters and signs detailing this information, accepted behaviours and new standards of etiquette will be located extensively throughout the venues to remind patrons, employees and others of the risks of COVID-19, and the measures that are necessary to help protect everyone and to stop its spread.

### Our state of preparedness

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We will continue to monitor our ongoing state of preparedness for preventing COVID-19 and ascertain how ready our teams are to respond to a crisis or disruption. We will assess our preparedness to deal with the impact of managing the daily activity of our venues on patrons and employees and the impact on morale, absenteeism, appropriate provision of support and supply of Personal Protective Equipment (PPE).

All necessary preparation will be taken to prevent interruption to essential functions (cleaning, food, beverage, gaming, fitness centres and childcare facilities). Policies and operating measures will be reviewed to integrate flexible working models to ensure supply chains and business practices are protected, and emergency procedures are highlighted and communicated across our venues.

### Our Prevention Strategies to reduce the risk of COVID-19 infection

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The best strategy to prevent the community spread of COVID-19 is for everyone to maintain effective hygiene and follow social distancing rules. Combined with good personal hygiene, physical distancing can help keep us all safe and protect people in our venues and community.

The prevention strategies detailed in our **COVID-19 Strategy/Plan** will reduce the risk of COVID-19 infection and keep us and our patrons safe. Our prevention strategies will include:

*(Please refer to our COVID-19 Safety Plans for the most recent health order requirements, to ensure that our preventative controls are up-to-date and relevant.)*

- Observing the square metre density restrictions rule indoors to mitigate against 'super-spreader' events
- Ensuring that our COVID-19 Safety Plan is up to date as restrictions and advice change
- Use our marketing channels to remind our members that our venue is safe and that we are taking measures to ensure their safety
- Undertaking thorough and deep cleaning of all public spaces and surfaces at all our venues
- Appointing a COVID-19 Safety Hygiene Marshal at each of our venues
- Delegating authority to our Local Venue managers to take appropriate actions
- Observing and encouraging physical hygiene and physical distancing
- Wherever possible, using debit and credit cards as contactless transactions instead of cash
- Encouraging our employees to get vaccinated and seasonal flu shots
- Ensure current limits of people who will be permitted indoors at any one time
- If we have symptoms, getting tested and staying at home
- Listening to our employees' and patrons' concerns about the impact and prevention of COVID-19

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- Staying informed by following the latest public health guidance and using information from reputable sources including the Australian Government
- Enquiring, by means of signage at the entrance, if patrons have recently returned from high-risk areas or have been exposed to the virus
- Promoting natural and mechanical ventilation
- Taking temperatures of our patrons, staff and visitors on arrival at the entrance
- Not allowing employees to commence work and refusing entry to anybody with a fever or showing other signs of COVID-19
- To support the Government's enhanced testing, tracing and rapid containment health responses when outbreaks occur, we will request and encourage our patrons to participate in the COVIDSafe app issued by the Australian Government Department of Health (AGDH)
- Providing essential guidance for patrons and employees who are on the frontline, and supplies such as hand sanitiser, adequate protective personal equipment (PPE), hygiene facilities and instruction on hygiene practices
- Ensuring that principal contractors have a work health and safety management plan, emergency plan and appropriate procedures to deal with the risk of their employees contracting and spreading COVID-19.

### Use of face masks

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Where the wearing of a face mask is mandatory in NSW, we will implement this requirement. Otherwise, we will encourage the wearing of face masks (fitted face covering) to reduce community transmission.

Where the wearing of a face mask is mandatory, we will:

- Request patrons to wear masks in all indoor areas of our venues, while not eating or drinking
- Require all our employees, including back-of-house employees to wear masks, where appropriate.

While these requirements apply to indoor areas, customer-facing employees will also be required to wear masks in outdoor areas.

### Our strategies where symptoms are observed

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Where symptoms of COVID-19 are observed, our priority will be to protect the wellbeing of our employees and patrons.

Everyone in our community has an obligation to stay home while they have any symptom of the virus, and all our venues have the right to refuse service and insist that anyone with these symptoms leaves the venue.

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A clearly articulated contingency plan will be in place to identify and help isolate suspected cases according to AGDH guidelines. Procedural steps will be displayed where possible and managers will be trained to respond appropriately.

Our **COVID -19 Strategy/Plan** will articulate the following:

- Common and other reported symptoms of COVID-19
- Actions to be taken when COVID-19 symptoms appear, including testing and self-isolation
- Identification and Isolation of suspected cases
- Extensive cleaning and disinfection of possible contaminated areas, with ready availability of sanitising products, disposable cleaning material for the decontamination of the areas and protection of personnel.

### COVID-19 Vaccinations and Testing

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At Norths Collective, we appreciate that we all need to work together to make sure our venues remain safe.

The introduction of COVID-19 vaccines further strengthens our ability to control the virus and to help ease restrictions. We will promote the take-up of vaccines and encourage our employees to get vaccinated, and to get tested whenever Covid-19 symptoms are observed.

### Self-isolation rules

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We will require our employees and patrons to self-isolate following a COVID-19 test, when diagnosed with COVID-19, or if they have been in close contact with a confirmed COVID-19 case.

### Practice food safety

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Stringent food safety handling and storage practices will be maintained in accordance with the Food Standards Code, with regular and thorough sanitisation of equipment.

To adequately emphasise the need for virus prevention, reinforced training and instruction of food safety processes and standards will be undertaken.

All practicable steps will be taken to prevent the contamination of our food service and processing environment.

### **Implement commercial kitchen cleaning techniques**

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We will enforce the highest food safety practices throughout our venues. We will undertake regular and thorough cleaning and sanitising of our kitchen facilities, with clearly specified monthly, weekly and daily activities and schedules observed. All equipment instructions and warranty requirements will be complied with to ensure proper care and maintenance.

### **Support respiratory etiquette and personal hygiene**

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One of the ways COVID-19 is spread is when an infected person coughs, sneezes or speaks near another person.

To prevent this, current government guidelines will be reinforced, and all support and encouragement will be given to ensure respiratory etiquette and personal hygiene are observed. Sanitising products as well as posters detailing the etiquette, personal hygiene and appropriate behaviour will be displayed.

### **Routinely maintain the highest hygiene and cleanliness in our venues**

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Norths Collective will maintain the highest hygiene and cleanliness at our venues with routine environmental cleaning of all work areas being mandatory.

Our practices for cleaning, sanitising, employee health and hygiene will comply with the Australian Government Guidelines for effective hygiene.

### **We will promote natural and mechanical ventilation**

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We will promote ventilation to reduce any potential spread of COVID-19 and to keep our communities safe.

We recognise that:

- Open or well-ventilated spaces reduce the risk of COVID-19 transmission because infectious particles are more quickly diffused in the open air than in spaces with less ventilation
- Transmission of COVID-19 is more common indoors, where there may be less space to physically distance, and where people may come into contact with droplets and aerosolised particles more easily.

To help reduce this risk, we will take steps to improve ventilation in indoor settings so that any infectious particles that may be present in the air are more quickly removed.

### Physical distancing

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Spread of the pandemic through the community can be slowed when physical distancing is combined with good personal hygiene.

We will promote physical distancing to help protect our patrons and to reduce the risk of infection from COVID-19. We will avoid congestion of people in specific areas where possible and consider having strategies in place to manage gatherings in our venues.

We will observe and encourage physical distancing requirements as recommended by AGDH throughout our venues with respect to patrons and employees. This will include implementation of current recommended practices for private functions, events, shows, and consideration of physical barriers around counters with high volume interactions.

All work in the offices of Norths Collective venues is to be conducted in line with the AGDH directives, including use of office equipment, social distancing practices, observance of personal hygiene, office interactions and hygiene and safety of workplaces.

### Contactless payment options

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We will use contactless payment options, wherever possible.

We will reassure our patrons that, as confirmed by the Royal Australian Mint, World Health Organisation and many medical experts and scientists, cash is safe and there is no medical or scientific evidence that cash spreads COVID-19.

### Continue to monitor the risk exposure

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We will continually monitor the:

- Progress and information related to COVID-19 from AGDH, and any related change to policy or procedures will be updated immediately to reflect amended practices
- Situation to determine how the disease is being spread, where it is being spread and who is vulnerable by monitoring media updates and staying up to date with the latest COVID-19 information and advice

- Latest information about COVID-19 in our community to stay abreast of state and local health authorities' plans and recommendations.

### Remote working arrangements

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Where possible, we will encourage our staff to work from home to provide them with flexibility in relation to the performance of their duties. Reference should be made to Norths Collective's *Remote Working Policy* in relation to potential health or safety risks arising from ergonomic practices, daily communication to ensure social support and updates on COVID-19.

### Managing occupational violence and aggression

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We have a responsibility to provide a safe workplace for our employees and to manage risks caused by the COVID-19 virus. At Norths Collective we will take all practical steps and consult with our employees to prevent workplace violence and aggression caused by the effects of COVID-19 outbreak.

### Managing psychological health / risks

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We recognise that this is a stressful time for all our employees, and we will do what is reasonably practicable to eliminate and reduce the psychological risks to our employees and others at our venues.

To determine protective measures to implement at our venues, we will consult our employees and consider all the risks to psychological health in our venues.

We will manage psychosocial risks in the same manner as physical risks. as minimising physical risks will also help to mitigate many psychosocial risks.

We will refer our employees to appropriate work-related mental health and wellbeing support services, such as employee assistance programs or the Coronavirus Mental Wellbeing Support Service.

### Privacy considerations

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Norths Collective may collect health information from patrons and employees regarding a COVID-19 exposure, to assist in proactively manage and address WHS risks.

Where Norths Collective collects such information, we will always treat this private health and personal data with high confidentiality and sensitivity. This information, when collected in relation to current and former employees, would be subject to the "Employee records" (health information) exemption in the Privacy Act 1988 (the Act).

The collection of this information should be in line with Norths Collective's *Privacy Policy*, and only the minimal amount of information as is necessary to enable the proper discharge of WHS duties, will be collected.

Privacy considerations will also be taken into account where the government requires personal details to assist with contact tracing.

### Sick leave arrangements

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We will implement flexible sick leave and supportive policies and practices, consistent with public health guidance.

If an employee has the slightest cold or flu symptoms, they are to request sick leave and where possible to work from home. If an employee has a positive COVID-19 diagnosis, they can return to our venues only after they have fully recovered, with a doctor's note confirming full recovery.

### Governance

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In order to satisfy its due diligence obligations, Norths Collective Board will set up a compliance and risk management framework, using **COVID-19 Safety Checklists** to monitor how its management is ensuring compliance with the controls to eliminate risks related to COVID-19, so far as reasonably practicable.

### Traveling/commuting measures

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All international work trips and events will be cancelled/postponed until further notice with virtual meetings being conducted where possible.

### DOCUMENT CONTROL

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|----------------------------|-------------------------|
| <b>Policy name</b>         | COVID-19 Policy         |
| <b>Version</b>             | 3.0                     |
| <b>Approved by</b>         | Norths Collective Board |
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| Version | Date         | Updated by  | Description  |
|---------|--------------|-------------|--|
| 1.0     | May 2020     | Jay Chander | Initial design and development   |
| 2.0     | January 2021 | Jay Chander | Updated to reflect changes to ease Covid-19 restrictions and advice from authorities since May 2020. |
| 3.0     | July 2021    | Jay Chander | Updated to reflect changes and advice from authorities since January 2021.                           |