

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



Your COVID-19 Safety Plan

Major recreation facilities, stadiums, showgrounds, racecourses

Business details

Business name	The Entertainment Grounds
Business location (town, suburb or postcode)	West Gosford
Completed by	Matthew Hill - Operations and Hospitality Manager
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Effective date	3 January 2021
Date completed	5 January 2021

Wellbeing of staff and customers

Review the 'COVID-19 safety guidance for large events' available on nsw.gov.au and consider which risks and mitigation measures are relevant to your event before completing this COVID-19 Safety Plan.

The relevant policy has been reviewed, and controls are implemented as listed below

Exclude staff and customers who are unwell from the premises.

Temperature check to be available at all points of entry to the venue and refuse entry to anyone displaying a high temperature or cold/flu-like symptoms, please note, if the

ambient temperature reaches over 30 degrees, management may elect to stop temp checks

as correct temps are affected by patrons waiting in the sun while they QR code

Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks, and cleaning.

All staff have been sent COVID-19 information and receive COVID safe training during the briefing before each event.

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

Standard sick leave rules apply for all permanent and casual staff. Email to all staff to confirm leave entitlements due to COVID-19

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

On our website, ticketing and EDM's we have installed links to our relevant COVID safe measures in practices including temp check, QR and wristband entry process, Social distancing requirements and use of floor markers, COVID marshal activities, Handwashing and sanitiser posters and stations and COVID cleaning and sanitising procedures.

Consider whether appropriate cancellation or flexible booking is available where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).

Where applicable and appropriate cancellation of events are permitted due to COVID-19. Refunds, alternative dates, and re-schedule options are all considered on a case per case basis.

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.

For the other relevant subtypes of business, we operate (weddings, formals, corporate events), additional COVID safe plans have been made to address the specific concerns and controls needed for those particular types of businesses

In indoor areas, alcohol should only be consumed by seated customers. There should be no dancefloors.

Alcohol can only be consumed by seated customers when indoors. Alcohol can not be taken onto dancefloors. Roaming COVID marshals will enforce and manage this control

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

For the other relevant subtypes of business, we operate (weddings, formals, corporate events), additional COVID safe plans have been made to address the specific concerns and controls needed for those particular types of businesses.

Physical distancing

Outdoor major recreation facilities can have 100% of seated capacity if ticketed and seated. Unstructured seating areas must not exceed one person per 2 square metres of publicly accessible space.

Indoor major recreation facilities can have 75% of seated capacity if ticketed and seated, OR one person per 4 square metres of publicly accessible space (Greater Sydney) and one per 2 square metres (other regions).

If there are separate premises in the major recreational facility, such as a food and drink premises, the maximum capacity in those separate premises is one person per 2 square metres and one person per 4 square metres in indoor areas in Greater Sydney. Children count towards capacity limits.

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

We have 4 internal spaces (which will comply with the 4m² rule) and 3 external spaces (which will comply with the 2m² rule) making our total capacity in this format 2425

people.

- Panorama Lounge - 4m² - 115 people
- Chairman Lounge - 4m² - 16 people
- Lakeview room - 4m²- 186 people
- Riverdale Bar and courtyard - 4m² - 162 people
- Betting ring - 2m² - 678 people
- Front Lawn area -2m² - 704 people
- Past the post area - 2m² - 564 people

Total capacity - 2425 people

In Greater Sydney, face masks must be worn by anyone 12 years and over in any retail premises and by staff in any hospitality premises, unless exempt.

All staff members (hospitality staff, ticketing and entry staff, race day staff, office staff, maintenance and track staff, COVID marshals and Security guards) must wear a face mask while customer-facing and while the venue is open to the public and or on race days

All patrons must wear a face mask if they are indoors and can not maintain 1.5m social distancing

Please note:

- Outdoor staff do not need to wear a mask while they are outdoors and the venue is closed to the public
- Office staff do not need to wear a mask while the venue is closed to the public

Support 1.5m physical distancing where practical, including:

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

For all entry, egress, queues, toilets, betting services and any other bottlenecks that people crowd in, floor markers, signage, COVID marshals and physical barriers are used to enforce a 1.5m physical distancing policy at all times

Have strategies in place to prevent co-mingling of spectator groups, such as by using alternate sections and closing access corridors. Each section should have a

designated entry/exit, toilets and food/drink service.

All steps have been taken to ensure the co-mingling of groups is minimised, including allocated seating areas, social distancing management is in use with barriers, floor markers, signage, roaming COVID marshals and roaming security guards.

Consider exiting each section in staggered times to avoid crowding outside the venue. If a venue has multiple grounds, consider staggering the start times of different shows/matches to minimise crowding.

We have implemented separated entry/exit for functions and corporate events to minimise crowding. Also, we have staggered entry times into different parts of our venue to ease congestion

Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as for ticketing or to order food or drinks. Use separate doors or rope barriers to mark the entry and exit wherever practical.

All steps have been taken to ensure the co-mingling of groups is minimised, including allocated seating areas, social distancing management is in use with barriers, floor markers, signage, roaming COVID marshals and roaming security guards.

Use signage at entrances to halls or exhibit areas to communicate the maximum safe capacity, and consider displaying signage with arrows to direct the flow of visitors.

Signage is in place, communicating and reminding patrons of social distancing. Also, COVID marshals and customer service staff assist guests with informing them of COVID safe controls and the direction and locations of the specific areas they have access to.

Consider implementing a time-based booking or ticketing system for showground events or popular exhibits to minimise crowding.

Where applicable, time-based bookings and ticketing systems are in use to minimise crowding

If there are security bag checking arrangements in place, have strategies to minimise crowding such as additional staffing and asking people to open their bags for quick visual inspection. If staff need to touch the bag or items within, have hand sanitiser available for them to use before and after.

Where applicable, bag screening is in place for events and currently is a quick visual inspection only to promote a faster bag screening process.

Consider strategies to manage crowding during breaks, such as allowing people to bring their own food and drinks into the venue, or hiring additional personnel to assist with crowd control.

Additional staff are employed and trained in COVID marshal requirements and are rostered on for all applicable events

Promote online ticket purchasing and electronic ticket checking.

Online ticketing and electronic ticket scanning are in place at the venue.

Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).

All staff are briefed on the 1.5m physical distancing requirement at the start of their shift and this is implemented and monitored by all team leaders and supervisors.

Use telephone or video for essential staff meetings where practical.

Use of Zoom and conference calls are in use in meetings where practical

Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.

Staff start/finish times and meal breaks will be staggered where practical

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

This is under consideration where practical and necessary

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

Suppliers and contractors all issue digital invoices and where practical contactless deliveries

Have strategies in place to manage gatherings that may occur immediately outside the premises, or in staff meeting or break rooms.

Entry and egress points are managed by COVID marshals and security, staff rooms and break rooms are used in staggered groups to prevent crowding.

Coordinate with public transport, where reasonably practical, around strategies to minimise COVID-19 risks associated with transportation to and from the venue for larger shows/matches if crowding on public transport may occur.

For major events, we inform local bus, taxi and uber services of peak egress times.

Encourage private transport options to minimise crowding on public transport where practical. Consider whether parking options close to the venue could be discounted or included in the ticket price to support this.

we offer a "free of charge" car park opposite our venue to assist in private transport use

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.

For live entertainment events, stages will have a 5 m cordon and performers will be spaces to 2m distancing each with floor markers

Hygiene and cleaning

Adopt good hand hygiene practices.

Handwashing and Hand sanitizing posters are located in all bathrooms and high touch point areas, automatic hand sanitiser station are located at the entry to all spaces, bathrooms and common areas

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

COVID safe cleaning staff are onsite during all events, and they manage to stock and restock before, during and after events.

Have hand sanitiser at key points around the facility, such as entry and exit points.

Automatic hand sanitiser station is located at the entry to all spaces, bathrooms and common areas

Clean frequently used indoor hard surface areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.

COVID safe cleaning staff are onsite during all events, clean and sanitize all frequently touched areas several times a day and when the area is busy

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

Commercial grade disinfectant and sanitiser in use and usage directions are followed as per the relevant MSDS for those products

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

All staff are briefed on correct handwashing procedures and hand sanitizing during the event or shift briefing

Encourage contactless payment options.

At all points of sale, eft terminals with PayPass and pay wave technology are in use

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).

Where practical, natural ventilation is considered, also all air conditioning units are regularly maintained, and their filters are cleaned and sanitized

Record keeping

Keep a record of the name, contact number and entry time for all staff, 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. 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.

As of 01/01/21 - the venue is using the Service NSW QR code at all entry portals

For ticketed and non ticketed events, all patrons will sign using the following method:

- QR code registration and show entry staff the completed submission page
- If a patron has trouble using the QR code on their phone, they can sign in using an Ipad station (sanitiser wipes supplied) where patrons can complete their registration on the same portal as the QR code in use
- If a patron doesn't have a phone to use, as a last resort, the entry team will record the first name, last name, phone number, date and time of arrival. the data will then be and uploaded within 12 hrs to the NSW governments record of visitors at a premise PDF which will be securely stored onsite

For all functions and corporate events, all patrons will sign using the following method:

- Event clients will provide an attendee register that includes each attendees' contract tracing details including first name, last name, phone number, date and time of arrival, and on arrival, this data will be checked against each attendee
- Any attendees who are not listed in this data will have to complete a QR code registration and show entry staff the completed submission page
- If an attendee doesn't have a phone to use, as a last resort, the function and corporate event entry team will record the first name, last name, phone number, date and time of arrival. the data will then be and uploaded within 12 hrs to the NSW governments record of visitors at a premise PDF which will be securely stored onsite

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 venue uses the secure Service NSW QR code

All manual contract tracing data is stored on a protected one drive folder. This is backed up on a secure server. A reputable IT provider manages the IT security of our systems.

Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

All staff are advised of the benefits of the COVIDSafe app during all event briefings

Major recreation facilities should consider registering their business through nsw.gov.au.

The Entertainment Grounds is registered as a COVID safe business

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 Entertainment Grounds has and will continue to cooperate with NSW Health and SafeWork NSW at all times

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

Yes