

**> 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	Long Reef Golf Club
Business location (town, suburb or postcode)	COLLARROY
Completed by	Ben Russell
Email address	ben@lrgc.com.au
Effective date	1 January 2021
Date completed	2 January 2021

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

Staff feeling unwell or showing any signs/symptoms of COVID are to seek medical attention and isolate until they have received a negative test result.

Customers feeling unwell or showing visible signs of illness will be refused entry and reminded 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)

Staff have all been briefed on COVID safety and well being including:

- sign and symptoms of COVID
- promoting physical distancing
- correct mask wearing
- importance of disinfecting surfaces
- importance of COVID safe food handling
- Reception staff are trained in collecting details of all patrons

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

Full time and Part time staff are updated weekly on their leave entitlements. More information on pandemic leave is available on the Government website.

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

Conditions of entry are displayed at the main entrance of the Club and communicated to Members via email and the Club's website.

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.

One senior manager will be the nominated Covid Marshal each shift. For all hours of operation there will be a Covid Marshal present.

The Covid Marshal will be responsible to ensure patrons physically distance, remain seated where possible, wear face masks in the gaming rooms, and oversee the cleanliness of tables.

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 is a safety plan for the Golf Course, Weddings and Corporate Golf Days. These are available from reception and the relevant departments.

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.

The density limit does not apply if there are 25 customers or less at the premises. 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.

The patron capacity is 290. There are only 290 seats available in the venue.

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 floor plan of the Club is classed as one area whilst under the 4 square metre regulation. The entire Club is capped at 290 patrons.

In indoor areas, alcohol should only be consumed by seated patrons. There should be no dancefloors. Nightclubs may open to provide other services as long as the appropriate COVID-19 Safety Plan is in place where relevant. Capacity at nightclubs must not exceed one person per 4 square metres to a maximum of 300 people.

Patrons are reminded to remain seated whilst in the Clubhouse regardless of consuming alcohol or not. Patrons should only be standing if queuing at a bar, cafe or moving to the bathrooms.

Dance floor is only permissible during a Wedding where it will be capped at 20 guests.

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

Reminding patrons to remain seated will reduce the possibility of mingling. Group bookings are limited to 20 patrons to assist with minimising mingling.

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.**

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 four 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.

Where practical, staff will maintain a 1.5 metre physical distance.

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

'Stand Here' markers are on the ground at the bar, cafe and front entrance to minimise crowding and promote a 1.5 metre gap between groups.

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.

Where possible, staff will remain in the one area for a shift. Face masks are mandatory for all staff members whilst it is part of the Public Health Order in NSW.

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

COVID Safety Plans are in place for Weddings and Corporate Golf Days

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

Staff breaks are staggered to assist with the flow of service. Staff will have their break individually.

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

Lines are on the group at counter to ensure customers maintain a safe distance from the staff.

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

Deliveries are arriving as required and most companies are offering a contactless invoice and signing.

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

Guests must leave the premise to smoke.

When vacating the venue after a function, guests are asked to move on and not to congregate in the car park.

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.

N/A - no courtesy 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.

Singing does not take place at the Club but if this is to happen, staff will ensure there is no more than five performers and they are appropriately distanced from each other.

Hygiene and cleaning

Adopt good hand hygiene practices.

Staff and customers are reminded of good hand hygiene practices in the bathrooms.

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

Cleaners stock each morning and staff monitor throughout the day.

Reduce the number of surfaces touched by customers wherever possible.

Unnecessary touching of surfaces and items has been removed such as signing in pens and door handles.

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.

Self serve buffets aren't available in any of the Club's function packages at this stage.

Salt and pepper shakers are available from the cafe on request.

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

Cutlery is soaked in commercial disinfectant and put through the kitchen commercial washer.

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

Menus are in a plastic sleeve and available from the cafe. Menus are cleaned between uses.

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.

All hard surfaces are cleaned by the COVID Marshal or floor staff regularly.

Tables and chairs are cleaned when customers vacate and prior to the next customers arriving.

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

Disinfectants are supplied by the Club's chemical supplier and not diluted.

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

Staff wash hands thoroughly with soap in water in the designated basins. Instructions are visible above basin.

Encourage contactless payment options.

Contactless payment such as tap n go is preferred and encouraged.

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).

Fans are on during summer months and bi-folds doors are open to terrace if weather permits.

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.

All customers, staff and contractors must sign in using the Service NSW app. There are no exceptions and those who don't have a phone will provide their details to the LRGCC staff to enter in to the concierge online.

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

All details are entered in to the Service NSW app and LRGCC do not have the ability to use details of customers.

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

Staff are encouraged to use the COVID Safe app

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

The Club has been registered with 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.

NSW Health will have the full support of LRGC Management if there is a positive case at the Club.

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

Yes