

COVID-19 POLICY

Norths Collective's COVID-19 policy includes 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 advice from the Australian Health authorities.

This is to be read in conjunction with Norths Collective's *Response to Coronavirus Risk - March 2020*

Norths Collective covers the whole group and includes The Alcott, Seagulls, Norths Cammeray and The Greens.

Following the Prime Minister's announcement that Australians need to get their employees back to work, and in order to support our local communities and small businesses, we at Norths Collective believe that our venues should be able to open immediately when Government approval is announced.

This COVID-19 policy is intended to protect our patrons, employees, contractors and sub-contractors, whether in full-time, part-time, casual, fixed term or temporary engagement. 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.

Our Commitment

As COVID-19 restrictions are gradually relaxed, we will work to adapt and promote safe work practices consistent with advice from health authorities, to ensure our venues are ready for the social distancing and exemplary hygiene measures that will be an important part of our transition to return to work.

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 patrons, employees and others while they are at our venues. This includes ensuring:

- a healthy and safe environment
- adequate protective equipment and facilities for our employees to carry out their work
- communication of information, awareness, training, instructions or supervision provided to protect all persons from risks to their health and safety
- monitoring health of patrons and employees, and conditions at our venue.
- move or remove tables and seating to support 1.5 metres of physical distance
- display conditions of entry at venue entrance, website and social media



COVID-19 POLICY

Our Challenges

Norths Collective appreciates that COVID-19 presents many WHS issues, including how to protect our patrons, staff and guests from contracting the virus and the WHS risks to be considered as we transition to a return to work model. We will plan to respond in a 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 re-opening our venues to our communities will be a logistical challenge requiring thorough cleaning of our venues, stock availability, staff rosters, cash floats, gaming machine maintenance, food control, etc.

Managing the risk of exposure to COVID-19

We will implement risk control strategies and appropriate return to 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 appreciate that the best measure is to avoid coming into contact with the virus.

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.

COVID-19 POLICY

Our COVID-19 Strategy/Plan

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

We will also develop a detailed strategy/plan and checklists outlining the mitigating controls that our venues will implement to ensure the lowest possible risk to manage the risk of exposure to COVID-19.

The following standard practices and control measures include key elements of a pandemic plan. They comply with the National COVID-19 Safe Workplace guidelines and are intended to balance infection prevention with the best interests of our patrons and employees. Norths Collective expects that these will be applied by all individuals to prevent infection spread and to minimise risk of exposure:

1. ***Prior to opening our venues***

We will remind our members that our venue is 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.

2. ***Assess our current state of preparedness***

We will assess our current state of preparedness to deal with the impact of managing the day to day 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 of 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 the venues.

3. ***Raise Awareness***

We will employ clear communication channels to raise awareness of the character of the COVID-19 threat, how it is spread, 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 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 stop its spread.

COVID-19 POLICY

4. ***Prevention Strategies***

We will not allow employees to commence work and we will also refuse entry to anybody with a fever or showing other signs of COVID-19.

Prevention strategies will include temperature checking of employees and patrons upon arrival at venues, encourage download of COVIDSafe app, provide hand sanitiser and any PPE where required, clear instruction on personal hygiene practices.

We will also ensure that principal contractors have a work health and safety management plan to deal with the risk of their employees contracting and spreading COVID-19.

5. ***Where symptoms are observed***

A clearly articulated contingency plan will be in place to identify and help isolate suspected cases according to Australian Government Department of Health (AGDH) guidelines. Procedural steps are to be displayed where possible and managers trained to respond appropriately.

Following an incident there will be extensive cleaning and disinfection of possible contaminated areas of the venue, with ready availability of sanitising products, disposable cleaning equipment for the decontamination of the areas and protection of personnel.

6. ***Practice food safety***

Stringent food safety handling and storage practices will be maintained, with regular and thorough sanitisation of equipment.

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

7. ***Implement commercial kitchen cleaning techniques***

The highest food safety practices are to be enforced throughout all our venues. Regular and thorough cleaning and sanitising of the kitchen facilities are required, 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.

8. ***Support respiratory etiquette and personal hygiene***

All support and encouragement will be given to ensure respiratory etiquette and personal hygiene are observed. Sanitising products as well as posters detailing the new etiquette will be displayed and made available. All current government guidelines on personal hygiene and appropriate behaviour will be reinforced and detailed on posters at all our venues.

COVID-19 POLICY

9. **Maintain good hygiene and cleanliness in the venues**

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

10. **Physical distancing**

Physical (social) distancing requirements as recommended by AGDH will be observed and encouraged with respect to patrons and employees. This will include implementation of contactless delivery practices, where possible.

All work in the offices of Norths Collective venues are 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.

11. **Payment Options**

We will use contactless payment options - "Tap and go", wherever possible. Cash is safe and there is no medical or scientific evidence that cash spreads COVID-19.

The Royal Australian Mint, The World Health Organisation and many medical experts and scientists have confirmed that cash is safe to use and safe to handle. Some patrons may have concerns at using cash despite it being safe do so. It is important to reassure our patrons to return to using cash at our venue as soon as the Government stipulates venues may reopen.

12. **Continue to monitor the risk exposure**

Continuous monitoring of the progress and information related to COVID-19 from AGDH will be maintained by management of Norths Collective, and any related change to policy or procedures will be updated immediately to reflect amended practices

13. **Allowing remote working arrangements**

Where possible, encouraging remote working arrangements will provide some employees with flexibility in relation to the performance of their duties. This will require new policies in relation to potential health or safety risks arising from ergonomic practices, daily communication to ensure social support and updates on COVID-19.

COVID-19 POLICY

14. ***Privacy considerations***

Where Norths Collective collects health information from patrons and employees regarding a COVID-19 exposure, we will always treat this private health and personal data with high confidentiality and sensitivity. 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.

15. ***Sick leave arrangements***

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.

16. ***Governance***

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

17. ***Traveling/commuting measures***

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

COVID-19 POLICY

DOCUMENT CONTROL

Policy name	COVID-19 Policy
Approved by	Norths Collective Board
Date approved	May 2020
Frequency of review	Every six months
Last reviewed	May 2020
Next review date	November 2020