WORKSPACE MANAGEMENT PLAN

COVID-19

Victoria

O'BRIEN GROUP

AUSTRALIA
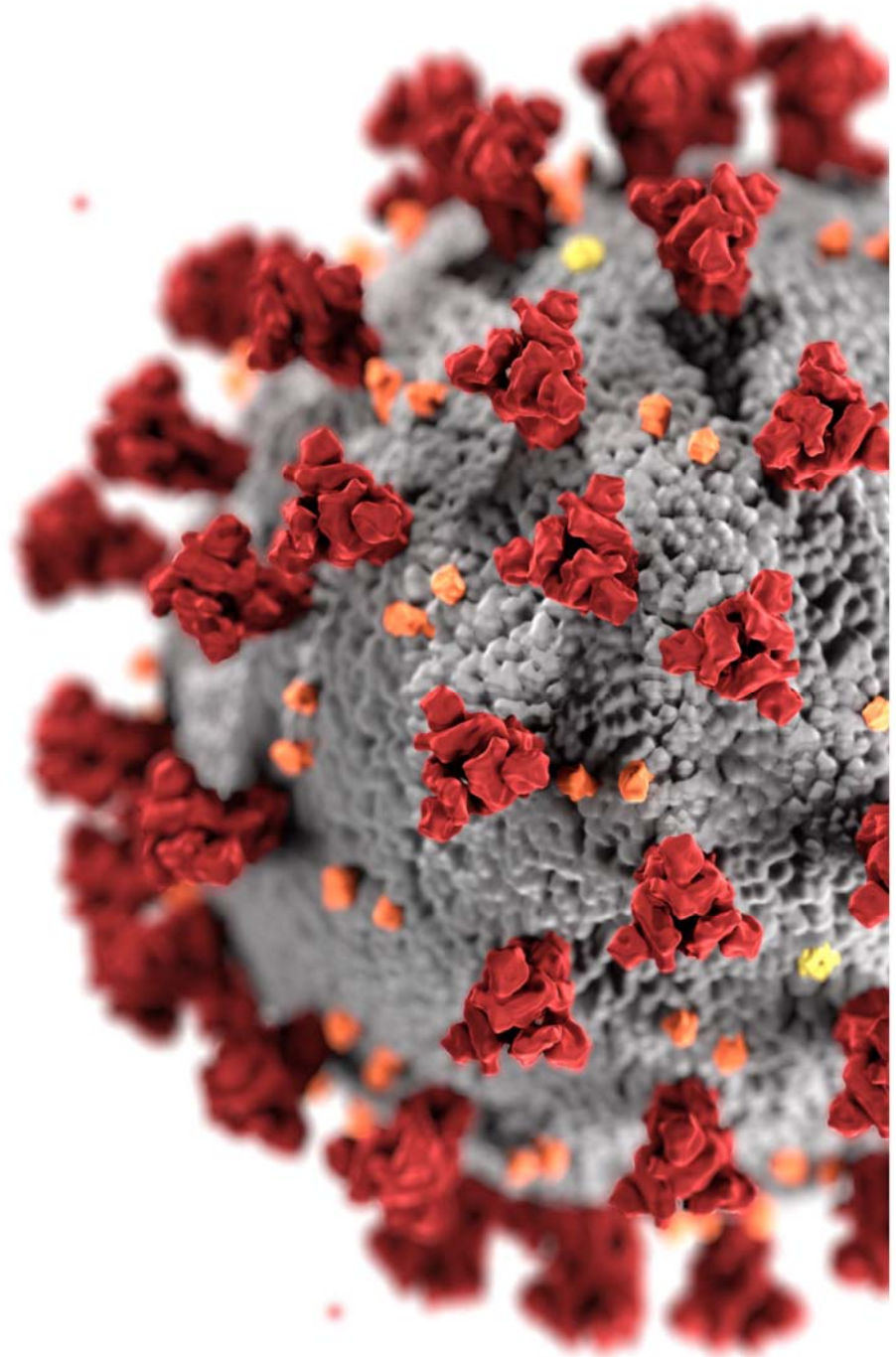
1.   Introduction

The COVID-19 pandemic is one of the great challenges of our lifetime. The impacts on our way of life, the economy and our health, are far beyond what anyone would have imagined and in many ways the world has been changed forever by COVID-19. As the world waits patiently for a vaccine, life will slowly return to some form of normal in the second half of 2020. Whilst we may be over the worst of the virus, we haven't won the war and it's clear that social distancing and heightened hygiene measures are here to stay – for the foreseeable future at least.

The sporting and events industry has been one of the hardest hit with venues and events fully shut down. As some industries start taking tentative steps to reopening, it is expected that sporting and event venues will be some of the last to be allowed to have crowds attend again and we expect the impacts of the restrictions will continue to be felt for many months to come.

When the time comes that restrictions are eased and we start to see crowds return to events we need to ensure that we play our part in ensuring there are no outbreaks or further spread of the coronavirus at our venues. This will require significant changes to the way we operate our business with no venue or department unaffected by the changes.

O'Brien Group Australia is committed to providing a "COVIDSafe" workplace for all employees, contractors, visitors and customers. We have developed a COVIDSafe Workplace Policy and Procedure which is now in effect. A key part of the Policy is the development of site specific Workspace Management Plans. These plans will assist venues to ensure all risks have been identified and appropriate controls put in place to reduce the risk of spread of COVID-19 in our venues.

It is critical for all employees to understand the importance of O'Brien Group maintaining the highest possible standards of workspace and personal hygiene. If there are any incidences of transmission in our venues, we may face further periods of restrictions that would be detrimental to the venue and our business. We are committed to working with our landlords, hirers and partners to keep our venues COVIDSafe.

1.1   About COVID 19

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. People can catch COVID-19 from others who have the virus. The disease spreads primarily from person to person through small droplets from the nose or mouth, which are expelled when a person with COVID-19 coughs, sneezes, or speaks. These droplets are relatively heavy, do not travel far and quickly sink to the ground. People can catch COVID-19 if they breathe in these droplets from a person infected with the virus. These droplets can land on objects and surfaces around the person such as tables, doorknobs and handrails. People can become infected by touching these objects or surfaces, then touching their eyes, nose or mouth.

1.2   Staying COVIDSafe is everyone's responsibility

All O'Brien Group team members (including employees, contractors and work experience staff) and visitors (including delivery personnel, contractors and suppliers) have an obligation to prevent the spread of COVID-19 and ensure O'Brien Group venues remain COVIDSafe. This management plan details the steps that we must all take to prevent the spread of COVID-19.

A.   Know the Symptoms

The most common symptoms of COVID-19 are:
- fever
- dry cough
- shortness of breath
- tiredness

Other symptom that are less common and may affect some people include:

• aches and pains	• diarrhoea
• nasal congestion	• loss of taste or smell
• headache	• rash on skin
• conjunctivitis	• discolouration of fingers and toes
• sore throat	

These symptoms are usually mild to begin gradually. Some people become infected with COVID-19 but only have very mild symptoms.

B.   Employee Health

Employees who are sick or have any cold or flu like symptoms must not attend work and should not return to work until they have been cleared by a medical professional (GP or specialist).

Employees who have been exposed to someone with a confirmed case of COVID-19 should not attend the workplace and should seek medical advice.

C.   Personal Hygiene

As a food business all employees are already obliged to maintain high standards of personal hygiene under our HACCP Food Safety Program.

To support our COVIDSafe commitment all employees (including those not involved in food handling / service) must:
- Bathe/shower daily
- Ensure all items of clothing are clean and fit for purpose
- Wash their hands:
  o Immediately before handling food
  o Immediately after using the toilet
  o Before and after smoking, eating or drinking
  o After coughing, sneezing or using a tissue or handkerchief
  o After touching any part of the body including but not limited to the mouth, nose, hair / scalp

D.   Workplace Hygiene

All workspaces must be thoroughly cleaned at regular intervals.

Food-related workspaces are subject to the cleaning schedules in the HACCP Food Safety Program relevant to the venue which should be maintained as normal. These workspaces may also be subject to additional cleaning as identified as part of the Risk Assessment process.

Cleaning schedules should be developed and implemented for all non-food related workspaces taking ensuring frequently touched surfaces are cleaned regularly to minimise the risk of transmission of COVID-19 through surface to skin contact.

E.   Stop the Spread

All team members have an obligation to help stop the spread of COVID-19 in O'Brien Group venues.   All employees, contractors and visitors must:
- Wash / sanitise hands frequently
- Cough and / or sneeze into your elbow or a tissue (ensuring the tissue is disposed afterwards)
- Use personal protective equipment (PPE) as appropriate

F.   Physical Distancing

All employees, contractors and visitors must actively try to maintain physical distancing at all times both within the workplace and their day to day lives (including on public transport, when shopping, eating out etc.):
- No physical contact (i.e. handshaking etc)
- Stay at least 1.5m away from others at all times
- Do not linger unnecessarily in enclosed spaces with others

2.0 Workspace Management Plan

This COVID-19 Workspace Management Plan has been developed under (WHS.CS.001) COVIDSafe Workplace Policy and Procedure and in accordance with the O'Brien Group (WHS.MS.001) WHS Management System and (WHS.MS.002) Work Health & Safety and Wellbeing Policy.

Related Policies and Procedures:

- O'Brien Group Australia HACCP Food Safety Program
- (WHS.MS.004) WHS Management System Consultation and Communication Procedure
- (WHS.MS.012) Risk Management Procedure
- (WHS.MS.014) WHS Records Management Procedure
- (WHS.MS.011) Workplace Health & Safety Training and Induction Procedure
- (WHS.RM.007) Personal Protective Equipment Procedure
- (WHS.RM.012) Hazardous Substances & Dangerous Goods Procedure
- (WHS.RM.017) Work Related Violence Policy & Procedure

We recognise that every O'Brien Group venue is different, and every individual workspace is different. This also means that the risks can be different so it's essential our COVID response is tailored to the conditions and risks of each location. A Workspace Management Plan is an important Workplace Health & Safety tool for each venue to manage the risk of COVID-19 in their different workspaces.

The management plan also recognises that O'Brien Group doesn't always control the venues in which we operate. Many of our venues also see us share workspaces with other organisations. These conditions mean that we have to take a co-operative approach to managing risks in the workplace. Each venue must consider the policies, operating procedures and directives of their landlords and other stakeholders in preparing and implementing this plan. It is critical that the management plan reflects the actual conditions, risks and controls to best manage the risk of COVID-19.

In accordance with section 2.5 below O'Brien Group recognises that this COVIDSafe Workspace Management Plan may be updated or amended at any time as public health advice changes, COVID-19 related risks change or local restrictions are modified.

Each venue must prepare and implement a Workspace Management Plan relevant to their workspaces.

2.1 Implementation

This Workspace Management Plan must be implemented at each O'Brien Group location prior to the recommencement of trading and in accordance with the return of the workforce to each venue. Procedures can be implemented in a staged manner as different parts of the venue come back online. For instance in most cases the first workspaces to return to normal will be venue offices therefore these should be the priority for the implementation of relevant procedures.

The implementation of the Management Plan and the related procedures is the responsibility of the venue WHS Committee and the venue manager

As part of the implementation each venue should appoint a COVIDSafe Manager who will be responsible for;

- Assisting with the implementation of the Workspace Management Plan
- Liaising with the venue landlord on venue procedures and directives
- Managing any COVID-related incidents in the workplace
- Liaising with health authorities as required (either in response to an incident or any directive provided by health authorities with relation to the business or the venue)
- Liaising with and reporting to the O'Brien Group Human Resources and General Manager regarding the implementation and management of the plan and any issues as they arise

The COVIDSafe Manager may be the existing venue WHS Representative or the Venue Manager. The name and contact details of the COVIDSafe manager should be recorded in WHS.RM.015.2 Emergency Contact Phone Numbers and displayed on the venue WHS Noticeboard. All team members should also be advised of the name and contact details of the COVIDSafe Manager. The person's details should also be provided to the venue landlord as appropriate.

2.2   Location of Management Plan

This COVIDSafe Management Plan should be printed and filed in a red lever arch binder with a clear label to indicate the contents of the document. The folder must be kept with / near the venue Workplace Health & Safety Plan.

All related documentation must also be filed in the folder including:

- Schedules
- Risk assessments
- Safe Work Procedures
- Consultation Records
- Training records
- Worksheets

A notice must be placed on the venue WH/S noticeboard about the existence and location of the COVIDSafe Management Plan folder to ensure all staff know where to find the management plan.

A soft copy of the management plan and related documentation must be retained on the O'Brien Group share drive – Company Policies / 3. Work Health and Safety / 5. COVID 19 / Venue Management Plans.

A copy of all related correspondence, guides should also be retained in soft copy on the share drive.

A master copy of all related resources (posters, notices etc.) should be retained in or with the COVIDSafe Management Plan and in soft copy on the share drive. All resources must be prepared by the O'Brien Group graphics team. Venues must not produce resources for display themselves. Requests for resources should be sent to the Human Resources Manager and are subject to the approval of the General Manager.

Given the timing of venues returning to operation under COVID conditions, venues are encouraged to work co-operatively in the implementation of the management plan and the relevant procedures. Hazards, risks and controls will be common between venues of the same type and documentation can be shared to assist venues to implement the plan in order for the venues to re-open. If a venue proposes using resources prepared by another location they must first review the documentation and ensure that it is relevant to their location and risk. The documentation must be formally approved and adopted by the venue WHS representative / committee.

2.3   Records Management

The records created under this management plan must be prepared and retained in accordance with (WHS.MS.014) WHS Records Management Procedure.

- The Management Plan is a permanent record. A copy of each version of the document as it is amended or updated should also be retained. Document versions must be labelled in accordance with (ADM.020) Documents Management Procedure.
- Risk Assessments must be retained until reviewed or for seven (7) years. This must include:
  - Hazard identification documentation including records of the consultation process
  - Completed Risk Assessments
  - Worksheets
  - Records of control measures implemented including details of monitoring and review
- Safe Work procedures should be retained until reviewed or for seven (7) years
- Incident Reports should be retained indefinitely
- Records of corrective actions taken should be retained for seven (7) years
- Training records should be retained for seven (7) years or as long as a staff member is employed

2.4   Consultation and Communication

As a management plan under the O'Brien Group (WHS.MS.001) WHS Management System the need to consult workers is inherent in the implementation and management of the plan. Workers should be consulted in accordance with (WHS.MS.004) WHS Management System Consultation and Communication Procedure, including but not limited to when:

- Identifying hazards, assessing risks deciding on measures to control risks and reviewing effectiveness of controls
- Revising and developing WHS plans, policies, procedures and work practices
- Investigating incidents

- When changes are proposed to:
  - o work systems, procedures or the environment
  - o the physical workplace
  - o plant and equipment
  - o hazardous chemicals

The mechanisms for consultation with workers may include:

- The venue Health and Safety Committee
- The venue HSR (if there is one)
- The hazard identification and risk management process
- Incident reporting and investigation
- Staff meetings including briefings, toolbox talks and formal safety meetings

Effective communication is critical to the achievement of the stated Health & Safety objectives and the provision of a safe workplace for all staff and visitors. Information relevant to this Management Plan may be distributed through:

- The venue Health and Safety Committee
- Venue management
- The venue HSR (if there is one)
- The venue WHS noticeboard
- Information provided in outlet folders and briefing notes
- Posters and brochures
- Emails to staff
- Information published on the company WHS share drive
- Information provided through induction and training

2.5   Management Plan Review

O'Brien Group recognises that COVID-19 is evolving and that the information in the Management Plan and the related procedures will likely need to be updated over time. The spread of the disease, related health advice, government restrictions and recommended management procedures are changing regularly as health officials learn more about the disease and develop policies and procedures to manage the spread.

O'Brien Group will review the Management Plan and related procedures in accordance with (WHS.MS.007) WHS Management System Review Procedure, to ensure the information, processes and controls remain relevant and up to date.

The management plan will be reviewed regularly to ensure:

- It is meeting the objectives stated in the (WHS.CS.001) COVIDSafe Workplace Policy and Procedure;
- It remains effective in light of;
  - o legislative changes
  - o public health directives and government policy
  - o advances in science and technology (including the release of a vaccine against COVID-19);
  - o lessons learned from accidents and incidents; and
  - o feedback, including from staff, visitors and contractors.

Formal review of the management plan will be coordinated by the OBGA Safety & Compliance Manager and the General Manager and in consultation with relevant stakeholders including staff, contractors, volunteers and landlords.

At the date of implementation of the Management Plan it is anticipated that the plan will be formally reviewed after three (3) months however it is acknowledged that this may change subject to effectiveness of the plan, public health directives and policy, staff feedback and incident response.

2.6   COVID Risk Management – Hazard Identification, Risk Assessment and COVIDSafe Work Procedures

Workplace Health and Safety doesn't happen by accident. You have to think about what could go wrong in the workplace and what the consequences could be. You then must do whatever you can to eliminate or minimise health and safety risks arising from the activity.

The key to ensuring we effectively manage the risk of COVID-19 in our workplaces is to follow the formal Risk Management process. The process is described in more detail in (WHS.MS.012) Risk Management Procedure but involves four (4) key steps:

Step One   **Identify the hazards (find out what could cause harm to workers).**

A hazard is a source or potential source of injury, ill health or disease. Hazard identification is the process of identifying all situations and events that could cause injury or illness by examining a work area / task for the purpose of identifying all threats which are 'inherent in the job'. Tasks can include, but may not be limited to using cooking equipment, using hazardous chemicals, dealing with people, or lifting / moving items.

Hazards can be identified by observing, inspecting, investigating, communicating and consulting with staff in the workplace and making a record of the hazards identified. Consideration should also be given to information available from others sources including regulators, health department, industry associations and safety consultants.

Step Two   **Assess risks (understanding the nature of the harm that could be caused by the hazard, how serious the harm could be, and the likelihood of it happening).**

A risk assessment can help you determine:

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

Assessing the risk from a hazard determines its significance. Firstly, consider the consequences should something happen; will it cause a serious injury, illness or death or a minor injury. Secondly, consider how likely is this to occur—very likely, not likely at all or somewhere in between? Things to consider include:

- How often is the task undertaken
- How frequently are people near the hazard
- How many people are near the hazard at a particular time
- Has an incident happened before
- Have there been any 'near misses'

Risk assessments should be reviewed periodically as the operating environment changes (for example, in response to changes in COVID-19 cases or changes to public health orders) or when new information on workplace risks becomes available. This should include the periodic review of control measures implemented to ensure their ongoing appropriateness and effectiveness based on the latest information.

Step Three   **Control risks (implement the most effective control measure that is reasonably practicable in the circumstances)**

The aim is to implement the most reliable controls to create a safe workplace rather than simply relying on people to behave safely, following processes or using protective equipment. In many cases, a combination of several control strategies may be the best solution.

(a) Hierarchy of control strategies (in order of preference):
- Eliminate the hazard; remove the equipment from use, dispose of unwanted chemicals
- Substitute a less hazardous material, process or equipment; use a non-hazardous chemical, use a different machine that can do the same task
- Isolate the hazard; contain noisy machinery within a booth
- Engineering controls; design equipment differently, providing lifting devices to minimise manual handling
- Administrative processes involve minimising exposure to a risk through the use of procedures or instruction; task variation, job rotation, training

- Personal protective equipment where risk of exposure to the hazard cannot be minimised further by higher order controls. PPE is worn by people as a final barrier between themselves and the hazard; gloves, hearing protection, eye protection

(b) Implement the appropriate control measures

The control measures should adequately control the risks, not create other risks and allow staff to do their work without undue discomfort or distress. The implemented controls should be regularly reviewed to ensure they are not creating new hazards. There may be a need to develop or modify work procedures in relation to the new control measures.

All relevant persons must be informed about the control measures being implemented, in particular, the reasons for the changes. Training should be provided, to ensure workers are able to perform their assigned tasks safely. Information and instruction may also need to be provided to others who enter the workplace, such as contractors and visitors.

Provision of adequate supervision is essential to verify that the new control measures are being implemented and used correctly.

Step Four   **Review the control measures (ensure controls are working as planned).**

The final step in the process is to monitor and review the effectiveness of implemented control measures, to ensure they are working as planned. Set dates to review, and record those dates.

Monitor:

- Chosen control measures have been implemented, as planned?
- Workers are complying with requirements?
- Control measures are working and are adequate?
- Did the implementation of the control measures create other hazards?

Review:

- Has anything changed over time since the process was implemented?
- Is the control risks still adequate?
- Was the risk management process conducted effectively?
- Have any relevant regulations, codes, standards or local protocols changed?
- Have any incidents occurred?

If problems are found during the review process, repeat the risk management steps outlined above, review your information and make further decisions about risk control. Priority for review should be based on the seriousness of the risk. Control measures for serious risks should be reviewed more frequently.

Risk Assessments must be reviewed periodically to ensure they remain up to date and relevant to the site and general risks identified. The venue WH/S committee should review the COVID-19 Risk Assessments as part of their monthly wh/s meeting.

They should also be reviewed as the operating environment changes such as changes to public health orders, venue directives or if advice changes with relation to the management of COVID-19 in the community.

2.6.1   COVID Risk Management

The exposure of our workers and/or customers to COVID-19 is a foreseeable risk that must be assessed and managed in the context of each operating environment (i.e. offices, kitchens, outlets).

A risk assessment will assist to:

- identify which workers are at risk of exposure
- determine what sources and processes are causing the risk
- identify if and what kind of control measures should be implemented, and
- check the effectiveness of existing control measures.

Vulnerable Workers

Each venue must also undertake a risk assessment with response to risks to any vulnerable workers working in your business. Risk needs to be assessed and mitigated with consideration of the characteristics of the worker, the workplace and the work. This includes ensuring vulnerable people are redeployed to roles that don't involve physical contact with customers, where possible. Where risk cannot be appropriately mitigated, employers and workers should consider alternate arrangements to accommodate a workplace absence. A vulnerable worker might include Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions, people 65 years and older with one or more chronic medical conditions, people 70 years and older and people with compromised immune systems.

2.6.2   Venue COVID Hazard Identification and Risk Assessment Process

As a minimum the venue management team / WHS Representatives must undertake Hazard Identification of the following areas within the venue and undertake a Risk Assessment for each hazard identified.

Venue Risk Assessments (AAMI Park & GMHBA)

- Main Office
- Satellite Offices
- Main Kitchen
- Loading Dock
- Corporate Suites
- Retail Food Outlets
- Retail Bar Outlets
- Dry Stores
- Cool rooms
- Break Room (if applicable)
- Staff Check In / muster room

Venue Risk Assessments (O'Brien Icehouse)
- Main Office
- Skate Hire
- Ice Rinks
- Ticketing Desk
- Café
- Change Rooms
- Entry Area
- Gym
- Bar (Level 1)
- Skaters Lounge
- Function Rooms
- Lift
- Stairwell
- Boardroom
- Grandstand

Venue Risk Assessments (Club Laverton)
- Main Kitchen
- Lounge
- Bistro
- Gaming
- Motel Reception
- Accommodation Room
- Bathrooms
- TAB / Sports bar
- Smoking Terrace
- Meeting Room
- Kids Playroom

Venue Risk Assessments (Cumberland Lorne)
- Reception
- Accommodation Room
- Pool
- Gym
- Sauna
- Games Room
- BBQ Area
- Carpark
- Tennis Courts
- Plaza Entries
- Lifts

Venue Risk Assessments (Head Office)
- Ground Floor Offices
- Level 1 Offices
- Boardroom
- Meeting Room 1 & 2
- Kitchens
- Bathrooms
- Carpark

Hazard Identification and Risk Assessments may be shared between venues, however venues must ensure shared documentation is reviewed and amended in relation to conditions, layout, processes or relevant location and formally adopted by the venue WHS committee and/or representative.

Refer to Schedule 1 for a template Risk Assessment to be completed and attached to the plan.

2.6.3   Risk Assessment Process

1. Conduct Hazard Identification of the workspace e.g. retail bar outlet.
2. Conduct Risk Assessment for each Hazard Identified in accordance with (WHS.MS.012) Risk Management Procedure.
3. Insert detail of risks identified in the risk assessments template
4. Attach and save risk assessments to your venue workspace management plan in your COVIDSafe Folder and in your folder on the share drive L:\3. Work Health and Safety\5. COVID 19

Examples of COVID Related Hazards to consider may include:

- Frequently touched surfaces (Touchpoints) – in back and front of house spaces
- Workspace physical distancing
- Exposed food
- Face to face meetings
- Supplier Deliveries
- Check In
- Shared cutlery & crockery
- Exposure to chemicals and cleaning products

2.6.4   COVIDSafe Work Procedures

Once Risk Assessments have been completed, COVIDSafe Work Procedures should be prepared to document new or amended work systems and procedures as identified for managing risk. Staff should follow the procedure set out in (WHS.MS.013) Safe Work Procedures when preparing documented Work procedures.

Firstly, venues need to consider all the tasks done at the workplace and identify those with risks of spreading or contracting COVID-19.

Next, complete a task analysis for the identified task/s, which highlights the steps of the task, the risk (what can go wrong) and controls (what to do about it).

Finally, document the control measures for any risks you cannot eliminate. The steps of the task and the corresponding control measures make up your COVIDSafe work procedure. Employees are required to be trained in the correct procedure and have easy access to the documented COVIDSafe work procedure. Venue Managers and venue Workplace Health and Safety Representatives are required to review the COVIDSafe work procedures regularly.

The following COVIDSafe Work Procedures have been developed by the O'Brien Group Human Resources department and should be adopted by venues:

- Handling Packaged Food and Drinks
- Customer Change of Mind
- Setting a Table
- Recommended Resources (chemicals and PPE)
- COVID-19 Cleaning Procedure

These are available from L:\3. Work Health and Safety\5. COVID 19 .

The COVIDSafe Work Procedure template has been included as Schedule 2.

2.7   Venue Re Opening Procedure

Most O'Brien Group venues and outlets have been closed since the commencement of COVID restrictions in March 2020.

Our normal operating procedures recognise that extended periods of time between outlet operation (including equipment) are inherent in the business, which can often include periods of several months between events (such as from one sporting season to another).

To ensure the safe resumption of work at the venue following the COVID shut down, the venue management team must complete and follow the normal (WHS.CS.007) Outlet Start Up Checklist included in Schedule 11 detailing the steps for reopening of the venue including testing and restarting equipment, outlet systems (lighting, exhaust, refrigeration), pest control, cleaning and restocking.

In some cases the venue team will need to liaise with the venue landlord and their facilities department and contractors to bring key systems back online.

The completed checklist should be held in the COVIDSafe folder in the office and on the share drive.

Venue staff must also ensure that the procedures introduced in this management plan are implemented in each workspace / outlet during the venue start up.

2.7.1   Staff Induction & Training

In accordance with section 2.22 all staff must be inducted before returning to the venue to ensure they are briefed about the COVIDSafe procedures now in place. This can be completed as a formal staff meeting / briefing or via video conferencing (prior to staff returning to site). The induction should include an overview of this management plan in particular highlighting any new or amended workplace procedures put in place to manage COVID risk. Staff should be made aware of the location of the management plan including all risk assessments, safe work procedures and resources.

All staff must be made aware of the procedures for managing a confirmed case of COVID-19 in the workplace as detailed in section 2.9.

2.8   Health Monitoring

It is imperative that any employee that is unwell must NOT attend the workplace. Prior to COVID-19 some employees may have still attended work with a mild cold or other illness. O'Brien Group now strictly enforces a policy of unwell employees remaining at home until their symptoms have passed or they have been tested for and cleared of COVID-19. Employees who attend work with cold or flu symptoms risk spreading their virus to others. They may also cause other employees to feel anxious about being in the workplace with them. All permanent employees have sick leave entitlements for a reason – there is no reason to attend work if you are unwell. If someone develops symptoms such as fever, cough, sore throat or shortness of breath they should immediately be sent home from home and/or advised to stay home and to seek medical advice.

<div style="background:red;color:white;text-align:center;font-weight:bold">Are you unwell? If YES, you MUST NOT attend the workplace.</div>

2.8.1   Health Monitoring Steps
In order to monitor the health of all employees, if an employee develops any COVID 19 symptoms they must:
   i.   Report that they are unwell to Venue Manager/Department Head
   ii.   Immediately be sent home and/or advised to stay home
   iii.   Monitor their symptoms
   iv.   If there are no improvements overnight, seek medical advice and remain at home
   v.   If advised by a medical professional it is not COVID 19, the employee may return to work when they are well
   vi.   Alternatively, if a medical professional advises it may be COVID 19 they must get COVID 19 tested
   vii.   Isolate at home until the COVID 19 test results are made available
   viii.   If negative, the employee can return to work when they are well
   ix.   If positive, the employee must isolate for 14 days and be cleared by a doctor to return to work

If an employee reports any flu-like symptoms whilst at work or within 5 days of the completion of a shift the details must be recorded in the Illness Record from the O'Brien Group HACCP Plan (Document # OR 017).

2.8.2   Isolation and Quarantine
Employees may be directed by state public health authorities or O'Brien Group to isolate or quarantine themselves due to COVID-19. However, depending on individual circumstances you may be instructed to do one or both.

a)   Isolation
An employee with COVID-19 or who is suspected to have COVID-19 must go into mandatory isolation. Isolation is used to separate people who are unwell and have COVID-19 from those who are healthy.

Employees will need to isolate to prevent the spread of the virus to others if:
- they have COVID-19
- health authorities suspect they have COVID-19

Employees must stay isolated until their state public health authority advises it is safe to leave. For more information regarding isolation visit the Australian Government Department of Health website.

b)   Quarantine
Quarantine is used to separate and restrict the movement of people who are well but may have been exposed to COVID-19, to see if they become unwell.

Employees will need to go into quarantine if they have:
- returned home from overseas
- have been in contact with someone who has confirmed is likely to have COVID-19

If the employee remains well after 14 days they will be able to leave quarantine. If they develop symptoms during this time they will need a test for COVID-19. Even if they test negative they must stay in quarantine for the full 14 days. Employees who have completed a mandated quarantine period and who did not develop symptoms during quarantine, do not need a medical clearance to return to work. If they test positive they will need to go into isolation. For more information regarding isolation visit the Australian Government Department of Health website.

2.8.3   Return to work

i.   Confirmed Case

An employee who has had a confirmed case of COVID-19 should not attend the workplace until they have fully recovered and received clearance from a medical professional / health care provider. The employee must provide a medical certificate verifying they are not infectious and it is safe for them to return to work.

An employee who has fully received from COVID-19 and has received medical clearance to return to work can perform all tasks as normal and do not need to take any additional precautions over and above the workplace and personal hygiene requirements of this management plan and normal OBGA policies and procedures.

ii.   Self-Quarantine

If an employee has self-quarantined for a period of 14 days and not developed symptoms they can return to work. They do not require a medical certificate.

If an employee develops symptoms while in self-quarantine they should seek immediate medical attention from their GP or a specialist COVID clinic. If the employee is tested for COVID-19 they must remain in quarantine for until the test results are available. If they test positive the employee must self-isolate and follow all health directives. If they test negative they must complete the rest of the quarantine period.

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2.9	Incident Management of COVID-19

Anyone who is unwell should not be at a workplace. If anyone develops symptoms at work such as fever, cough, sore throat or shortness of breath, you should ask them to seek medical advice.

If you reasonably suspect someone has the virus, or has been exposed, this creates a health risk and you will need to follow the steps below. Do not wait until confirmation that a worker has COVID-19. You must act promptly to take reasonable steps to manage the risks. The steps below are provided as a guide to mitigate the risk of the virus spreading in the workplace. However, you must always follow the advice of the state public health unit even if it differs from the steps below.

Employees who have been isolated after having tested positive for COVID-19 can return to work when they have fully recovered and have met the criteria for clearance from isolation. The criteria may vary depending on circumstances of the workplace and states may manage clearance from isolation differently. Clearance may be by the public health authority or the employee treating clinician.

2.9.1   Confirmed/Suspected COVID-19 case currently working onsite

If an employee is confirmed/suspected as having COVID-19 and they are currently on site working you must follow the 6 steps below to manage and mitigate the virus spreading.

Step One:	Isolate the affected person
Step Two:	Seek advice and assess the risk
Step Three:	Ensure they have transport home
Step Four:	Clean and disinfect affected areas
Step Five:	Identify and tell close contacts
Step Six:	Review risk management controls

Step One: **Isolate the affected person**
If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help. You must take the following steps to prevent the person from potentially spreading the virus:

a)   Isolate the person from others, preferably in a room with an open window.
b)   Provide appropriate personal protective equipment (PPE) to the affected person, such as disposable mask, gloves, hand sanitiser and tissues if available
c)   Provide personal protective equipment (PPE) to anyone assisting the person
d)   Do not let the affected person leave the isolation room

Step Two: **Seek advice and assess the risk**
The O'Brien Group General Manager and venue landlord must be notified as soon as possible if there is a confirmed COVID 19 case or someone is getting tested for COVID 19 in the workspace. Also, seek government health advice by calling the relevant state helpline below. Follow the advice of the Victoria Public Health Unit 1800 675 395.

Ensure that you have current contact details for the affected person and make a note of the areas they have been in the workspace. You must also note who they have been in contact with at the workplace and for how long. This will help establish the risk to others and areas that require cleaning and disinfecting. This information can also assist the state public health unit if they need to follow up at a later time.

Step Three: **Transport**
Ensure the person has transport home to a location they can isolate or to a medical facility if necessary. Wherever possible, if a person is unwell or travelling to a location for mandatory isolation, they should use a personal mode of transport to minimise exposure to others. They should not use public transport unless there is no other option.

Step Four: **Clean and disinfect**
Close off the affected areas (offices, bathrooms, kitchens and common area) and do not let others use or enter them until they have been cleaned and disinfected. Also, all equipment and PPE that was used by the person affected must be cleaned and disinfected.

O'Brien Group will seek to clean the affected areas internally and/or outsource cleaning to the current engaged cleaning service to clean and disinfect the affected areas. Refer to WHS.CS.005.09 COVIDSafe Work Procedure – COVID 19 Cleaning Procedure.

Step Five: **Identify and advise close contacts**

    a) Identify:
- the areas that close contacts have been in the workplace
- who they have been in close contact with in the workplace and for how long

    b) Advise Close Contacts

The state public health unit will identify close contacts of a confirmed COVID-19 case and provide them with instructions in relation to quarantine requirements. However, if instructed by health officials, O'Brien Group will tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine. O'Brien Group must maintain the privacy of all individuals involved.

Below provides the definitions of close contact and casual contact.

Contact Definitions

Close Contact
A close contact is defined as someone who:
    o has had more than 15 minutes of face-to face with a person with confirmed COVID-19
    o has shared an enclosed space with a person with confirmed COVID-19 for more than 2 hours

Casual contact
A casual contact is someone who has been in the same general area as a person who has tested positive for COVID-19 while infectious. You are a casual contact if:
    o You have had less than 15 minutes face-to face contact with a confirmed case
    o You have shared an enclosed space with a confirmed case for less than 2 hours

Step Six: **Review risk management controls**

Review the COVID-19 risk management controls, in consultation with workers and assess and decide whether any changes or additional control measures are required.

2.9.2   Confirmed/Suspected COVID-19 case off site

If an employee is confirmed/suspected as having COVID-19 and are off site (e.g. isolating at home) and not currently working, you must follow the 5 steps below to manage and mitigate the risk of the virus spreading.

Step One: **Isolate the affected person**
Step Two: **Seek advice and assess the risk**
Step Three: **Clean and disinfect affected areas**
Step Four: **Identify and tell close contacts**
Step Five: **Review risk management controls**

Step One: **Isolate the affected person**
The employee confirmed as having COVID-19 is required to isolate themselves immediately. They are not permitted to return to the workplace until they have been cleared by a medical professional. The employee must produce a medical certificate advising they have been cleared to return to work.

The employee suspected of having COVID-19 is required to isolate themselves, get COVID-19 tested and isolate until they receive the test results. If negative, they can return to the workplace. If positive, they must follow the direction as above.

Step Two: **Seek advice and assess the risk**
The O'Brien Group General Manager and venue landlord must be notified as soon as possible if there is a confirmed COVID 19 case or someone is getting tested for COVID 19 in the workspace. Also, seek government health advice by calling the relevant state helpline below. Follow the advice of the Victoria Public Health Unit 1800 675 395.

Ensure that you have current contact details for the affected person and make a note of the areas they have been in the workspace. You must also note who they have been in contact with at the workplace and for how long. This will help establish the risk to others and areas that require cleaning and disinfecting. This information can also assist the state public health unit if they need to follow up at a later time.

Step Three: **Clean and Disinfect affected areas**
Close off the affected areas (offices, bathrooms, kitchens and common area) and do not let others use or enter them until they have been cleaned and disinfected. Also, all equipment and PPE that was used by the person affected must be cleaned and disinfected.

O'Brien Group will seek to clean the affected areas internally and/or outsource cleaning to the current engaged cleaning service to clean and disinfect the affected areas. Refer to WHS.CS.005.09 COVIDSafe Work Procedure – COVID 19 Cleaning Procedure.

Step Four: **Identify and tell close contacts**
a) Identify:
   - the areas that close contacts have been in the workplace
   - who they have been in close contact with in the workplace and for how long

b) Advise Close Contacts
The state public health unit will identify close contacts of a confirmed COVID-19 case and provide them with instructions in relation to quarantine requirements. However, if instructed by health officials, O'Brien Group will tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine. O'Brien Group must maintain the privacy of all individuals involved.

Contact Definitions
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     o   You have had less than 15 minutes face-to face contact with a confirmed case
     o   You have shared an enclosed space with a confirmed case for less than 2 hours

Step Five: **Review risk management controls**

Review the COVID-19 risk management controls, in consultation with workers and assess and decide whether any changes or additional control measures are required

2.10   Physical Distancing

Physical distancing is necessary because the most likely way of catching the virus is by breathing in micro-droplets from another person sneezing, coughing, or exhaling. By ensuring you are maintaining a physical distance of at least 1.5 metres from others where possible, you will reduce the likelihood of exposure to micro-droplets of others. In addition, in any space, there must be 4 square metres of space per person where possible.

2.10.1   Distancing 1.5 metres

To ensure 1.5 metre distance between employees you need to:
- consider and make adjustments to the layout of the workplace and your workflows to enable workers to keep at least 1.5 metres apart to continue performing their duties.
- review tasks and processes that usually require close interaction
- identify ways to modify tasks that require close interaction to increase physical distancing between employees where it is practical and safe to do so.

For example, this could be achieved by, spreading out furniture or plant to increase distancing, or considering floor and/or wall markings and signage to identify 1.5 metres distancing requirements.

2.10.2   Distancing 4 square metres per person

To ensure the 4 square metre rule you need to:
- calculate the area of the room (e.g. length of room in metres x width of room in metres = area of room in square metres), and
- divide the area of the room by 4.

For example, if you had a room that was 20 square metres in size, you should only allow up to 5 people in the room, to allow each person to have 4 square metres of space.

2.10.3   Distancing Not Possible

It will not always be possible for employees and others to maintain 1.5 metres apart at all times at the workplace. For example, workers may have to work closely with each other or others because of the nature of the task and some tasks require employees to be in close proximity to be carried out safely. For example:
- chef's in a small kitchen
- lifting heavy objectives
- small spaces e.g. skate hire
- food and beverage outlets

Working in close contact increases the risk of workers being exposed to COVID-19. Before completing a task, employees must consider whether the work task must be completed or could it be rescheduled to a later date. If the task must be completed and the employees will be in close contact, the Workplace Health and Safety Representative at your venue must undertake a risk assessment to determine what control measures are reasonably practicable in the circumstances to eliminate or minimise health and safety risks from COVID-19. *Refer to Schedule 3 for table Physical Distancing Control Measures in place.*

2.10.4   Workspace Maximum Capacity

Maximum capacities in certain areas of the workplace are mandatory to ensure physical distancing of 1.5m and 4sqm per person. Maximum capacity signage must be displayed at the entry points to each rooms. All employees must abide by the *maximum persons capacity requirements in the workspaces listed in Schedule 4.*

2.11 Personal Protection Equipment (PPE)

The use of appropriate PPE may assist to reduce the spread of COVID-19. PPE is used to supplement other control measures in place including good hygiene measures, physical distancing, cleaning and training.

Common PPE that may be effective includes:
- gloves
- face masks
- eye protection
- perspex screens

Some types of PPE are more effective than others and requirements for use may vary between workplaces. The selection of PPE should be made in accordance with (WHS.RM.007) Personal Protective Equipment Procedure.

Where PPE is to be used it must be:

- Selected to minimise risk to health and safety, including by ensuring equipment is:
  - Suitable for the nature of the work or hazard
  - A suitable size and fit for the individual who is required to use it and that it is reasonably comfortable.

- Maintained, repaired or replaced, which includes ensuring the equipment is:
  - Clean and hygienic
  - In good working order.

- Used or worn by the worker, so far as is reasonably practical.

When selecting PPE and instructing staff to use PPE it is important that we:

- Consult with their workers when selecting PPE
- Ensure, as far as is reasonably practicable, that the PPE is used or worn by the worker
- Provide the worker with information, training and instruction in the proper use and wearing of PPE and its storage and maintenance.

Personal Protective Equipment Procedure (WHS.RM.007) details the procedures for:

a. Fitting

   Correct fit is essential for the correct operation of PPE and must be checked before the PPE is used. This is particularly important for respiratory devices where a good facial seal is required.

b. Instruction and training

   Team Members and visitors must be instructed in the correct way to use the PPE. Instruction should include the need for the PPE, its basic design principles (where appropriate), its application and limitations.

c. Issuing of PPE

   All Team Members must be issued with PPE when required. Contractors are required to provide their own PPE.

d. Maintenance of PPE

   All PPE must be maintained, tested and stored according to the manufacturer's requirements. The PPE must be kept in a clean, hygienic and effective condition. When not in use, PPE must be stored in a convenient, accessible and appropriate manner.

e. Review and evaluation

   The adequacy of PPE must be assessed regularly to ensure that personal injuries are not occurring.

2.11.1 Normal Operation

a. Gloves

Practising physical distancing and maintaining good hygiene is the best defence against the spread of COVID-19 and will usually be a better control measure than wearing gloves. Washing your hands frequently for at least 20 seconds with soap and water or using alcohol-based hand sanitiser with at least 60% ethanol or 70% isopropanol can help to minimise the spread of germs and is one of the best defences to prevent the spread of COVID-19.

If gloves are not used appropriately, they can pose a risk of spreading germs, putting workers and others at risk. When a person wears gloves, they may come into contact with germs which are then transferred to other objects or their face if they don't replace and dispose of or clean their gloves between tasks. Gloves are not a substitute for frequent hand washing. Complacency while wearing gloves can reduce hand hygiene.

There are instances when wearing single use and multi-use gloves may be appropriate and recommended.

    i. Single-use food handling gloves

Single-use food handling gloves are made available in all food preparation areas (including kitchens, retail outlets, bars, dining rooms) to be used when handling (preparing, cooking, serving) food directly. Single use gloves can also be worn by employees in the following circumstances:

- When handling cutlery, crockery and glassware during cleaning (i.e. after washing / polishing)
- When handling cutlery, crockery, glassware, tableware, napkins etc. during room set ups
- When handling any packaged product being made available for sale – including bottled soft drinks, packaged beer, confectionary (chips and chocolate bars), condiments, napkins;
- When administering first aid;
- When handling cash

Single-use gloves should be replaced regularly. Single-use gloves should **<u>never</u>** be re-used.

    ii. Multi-Use Gloves

Multi-Use gloves includes rubber gloves (i.e. pink, silver lined gloves) and Work / Safety gloves (including insulated gloves).

Multi-Use Gloves may be provided for use in the following circumstances:

- Working in extreme cold conditions (such as freezers, cool rooms, ice skating rinks);
- Moving stock and equipment;
- Washing dishes;
- Cleaning

Multi-use gloves should be kept clean, washed and stored according to the manufacturer's instructions or workplace policy. Multi-use gloves should not be shared between workers.

b. Masks

Most people will not benefit from wearing a surgical mask. Masks are of benefit to people who are sick so they don't cough on others and those who are in close contact with suspected or confirmed COVID-19 cases.

    i. Personal Protection when Healthy

The current advice from the Australian Government Department of Health is that most people will not benefit from wearing a face (surgical) mask. There is little evidence supporting the widespread use of masks in healthy people to prevent transmission in public.

Whilst it is not company policy for all employees to wear masks, employees may choose to wear a mask if they feel more comfortable. Employees who feel more comfortable to wear masks will need to seek the approval of the Venue Manager/Department Head as not all masks types are suitable for the workplace i.e. fashion masks, full face respirators, bandanas. A moderate supply of surgical masks should be made available at each venue.

Wearing of masks might also be subject to the approval of the venue landlords. Venue Managers should seek confirmation of landlord policy before allowing employees to wear face masks whilst working.

ii.   First Aid

Surgical face masks will be required to be worn if a person is suspected or confirmed COVID-19.

Employees who are attending to a suspected or confirmed COVID-19 are also required to wear a mask. This is a precaution to reduce the risk of spreading COVID-19.

An employee providing first aid to another team member or customer may wear a face mask if they want to.

c.   **Eye Protection**
Eye protection (such as goggles) is not required or recommended and should only be used when providing first aid that involves exposure to bodily fluids (such as blood). Eye protection will only be made available in first aid kits or where required as part of a Safe Working Procedure.

2.11.2   PPE in the event of COVID-19 outbreak

PPE is required in the event of a confirmed COVID-19 incident on site. This may include:

- A surgical mask for someone suspected of having COVID-19
- Disposable gloves for someone;
    - cleaning a workspace suspected of exposure to COVID-19
    - handling / using cleaning chemicals
    - providing first aid to someone with a suspected case of COVID-19
- Eye protection for someone:
    - Using cleaning chemicals (to protect against chemical splashes)
    - Providing first aid to someone with a suspected case of COVID-19
- Disposable apron for someone;
    - Cleaning a workspace with visible contamination of respiratory secretions or other body fluids

Any PPE used in relation to cleaning or managing a suspected case of COVID-19 must be disposed of immediately after use.

- When removing gloves be mindful that the outside of the gloves may be contaminated. Be careful not to contaminate bare hands during glove removal. Wash hands thoroughly or use hand sanitiser after removal of gloves

- When removing an apron be mindful that the front of the apron may be contaminated. Untie or break the fasteners and pull the apron away from the body. Wash hands thoroughly or use hand sanitiser after removal of apron

- When removing protective eyewear be mindful that the eyewear may be contaminated. Remove the eyewear by tilting head forward and lifting the head band or ear pieces. Avoid touching the front surface of the eyewear. Reusable eyewear should be washed in detergent and water and allowed to completely air dry. Wash hands thoroughly or use hand sanitiser after removal of eyewear.

- When removing face mask be mindful that the mask may be contaminated. Remove the mask by holding the elastic straps or ties and remove without touching the front. Wash hands thoroughly or use hand sanitiser after removal of mask.

- PPE can be disposed of in the general waste.

Refer to Schedule 4 for table of Personal Protection Equipment available, location and usage.

2.12   Hazardous Substances

The chemicals and cleaning products required to manage COVID-19 risk are already in use at all O'Brien Group locations.   All venues should already have in place procedures for handling, storage and use of these chemicals and cleaning products in accordance with (WHS.RM.012) Hazardous Substances & Dangerous Goods Procedure. This procedure includes:

- The requirement for Material Safety Data Sheets for all chemicals used or stored within O'Brien Group venues
- Maintenance of the Hazardous substances register – using (WHS.RM.012.1) Hazardous Substances Register
- Maintenance of a venue Manifest and site plan of the premises
- Labelling requirements for chemicals used or stored within venues. Care should be taken to ensure any decanted chemicals are appropriately labelled.
- Storage of chemicals including requirements for ventilation, storage away from ignition sources, secured storage areas and segregation of chemicals.
- Proper disposal of substances no longer required
- Purchasing procedure for chemicals ensuring products are only purchased from approved O'Brien Group suppliers (as detailed in the HACCP Food Safety Program approved supplier list).
- Emergency Response procedures addressing the risks and consequences of spills of chemicals and location and instruction for use of spill kits as appropriate.
- Requirement for performance of a Risk Assessment for any process involving the use of a hazardous substance

2.12.1   Information, training, instruction and supervision.

In accordance with (WHS.RM.012) Hazardous Substances & Dangerous Goods Procedure all staff handling chemicals must receive appropriate information, training and instruction prior to use. Staff should also be supervised when handling chemicals as required.

A staff member who has not been trained in the handling and use of chemicals should not be permitted to use the chemicals under any circumstances until they receive the appropriate training.

O'BRIEN GROUP

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2.13   Workplace Hygiene (Cleaning)

As a food business we must always maintain the highest standards of workplace and personal hygiene. Our existing policies and procedures, including our HACCP Food Safety Program already require rigorous cleaning protocols and standards and these should continue to be enforced to manage the risk of exposure to COVID-19. In some circumstances it may also be necessary to introduce new cleaning measures to help manage the risk.

2.13.1   Cleaning

A key way to protect employees and others from the risk of exposure to COVID-19 is by maintaining an appropriate regimen of cleaning and disinfecting. A combination of cleaning and disinfection is the most effective way of removing the COVID-19 virus from surfaces.

This management plan recognises that cleaning in and around catering outlets is a shared responsibility. Typically O'Brien Group is responsible for cleaning all back of house areas such as kitchens and retail outlets and up to the shutter line of retail food and bar outlets. The landlord is typically responsible for cleaning public concourses and shared amenities. In corporate areas the landlord is typically responsible for cleaning all front of house areas such as suites, boxes and common areas.

a)   Food Related Workspaces (Kitchens, Outlets, Bars, Dining Rooms, Food Storage)

Cleaning of food outlets / workspaces is conducted in accordance with **(SP002) Cleaning and Sanitising** procedure from the HACCP Food Safety Program. The purpose of the procedure is to ensure that all food areas, equipment, facilities and utensils are kept in a clean and sanitary condition according to the Food Safety Standard 3.2.2 of the Australia Food Standards Code.

Step	Process
1. Pre Clean	Scraping, rinsing, wiping, sweeping or soaking to remove food scraps
2. Main Clean	Washing in hot water and detergent to remove grease, dirt or any other visible contamination. Excess detergent is removed by rinsing before sanitising.
3. Sanitising	Application of sanitiser or heat to reduce the level of microbes present on a surface. Sanitising may be achieved by: 1. Hot water rinse/soak (at least 82°C); or 2. Chemical sanitising rinse; or 3. Spraying surface with sanitiser
4. Drying	Allow all surfaces to air dry

The following cleaning checklists from the HACCP Food Safety Program should be used by the venue to ensure Food related workspaces are cleaned effectively and regularly:

- (OR020) Retail Outlet Pre-Event Cleaning Checklist
- (OR022) Cleaning Schedule – Kitchens
- (OR024) Cleaning Schedule – Retail Food Outlets

There is currently no requirement to change the current cleaning schedules. Venues may need to increase the frequency of cleaning especially of frequently touched surfaces e.g. cool room door handles, counter tops, utensils.

The cleaning schedules will be reviewed internally by the HACCP Management Committee and venues will be issued with updated schedules if required.

b)   Non-Food Related Workspaces (Offices, equipment stores, staff amenities)

Non-food related Workspaces must be cleaned and disinfected at least daily. Any surfaces that are frequently touched should be prioritised for cleaning, e.g. door handles, counters, phones, EFTPOS and amenities. Any surfaces that are visibly dirty, or have a spill, should be cleaned as soon as they are identified, regardless of when they were last cleaned.

Staff are responsible for cleaning their individual workspace (desk, computer, phone, chair) and their own personal effects (mobile phone, bag, wallet, keys etc).

A cleaning schedule must be prepared for these workspaces and displayed where all employees can see who is responsible and to ensure that cleaning is being completed as scheduled.

See Schedule 7 for the template Workspace Cleaning Schedule (Non Food).

c)   Touchpoint Cleaning

Venues need to develop and implement touchpoint cleaning schedules for all workspaces for those tasks not already considered by the Food Safety Program or a workspace cleaning schedule.

This should include routine cleaning of surfaces touched by customers (such as turnstiles, gates, fridge doors etc.).

The Retail Food Outlet Touchpoint Cleaning Schedule (included at Schedule 6) should be implemented at the venue.

A blank template has also been provided Schedule 6 and should be used to create touchpoint cleaning schedules for all other workspaces. These should be completed prior to a workspace coming back online.

2.13.2   How to clean and disinfect

Cleaning means to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. Disinfecting means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. Disinfectants containing greater than equal to 70% alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in). These will be labelled as 'disinfectant' on the packaging.

Cleaning should start with the cleanest surface first, progressively moving towards the dirtiest surface. When surfaces are cleaned, they should be left as dry as possible to reduce the risk of slips and falls, as well as spreading of viruses and bacteria through droplets.

Before a surface is disinfected, it is important it is cleaned first because dirt and grime can reduce the ability of disinfectants to kill germs. Disinfectant may not kill the virus if the surface has not been cleaned with a detergent first.

2.13.3   Personal Protective Equipment (PPE) for Cleaning

In most circumstances, it will not be necessary to wear protective clothing to clean the workplace. However, employees should use personal protective equipment (PPE) that is necessary for the products they are using. As a starting point:

- Gloves are the minimum requirements
- Medical masks should be used if cleaning an area impacted by a suspected or confirmed COVID-19 case.
- Gowns and disposable suits are not required. Clothes that can be washed afterwards are suitable.

All PPE must be selected and used in accordance with (WHS.RM.007) Personal Protective Equipment.

2.13.4   Cleaning Methods according to Surface Type

Safe Work Australia have compiled a table which outlines and recommends minimum frequencies for routine cleaning of various surfaces in the workplace, as well as recommended cleaning and disinfecting following a suspected or confirmed case of COVID-19. It is applicable to all workplaces, however, some surfaces may not be relevant to specific venues. We recommended that workspaces be cleaned at least daily. More frequent cleaning and disinfection may be required when there is a high volume of employees working, customers or visitors that are likely to touch surfaces. This is in addition to the O'Brien Group Food Safety HACCP Program and applicable in non-food related workspaces.

See Schedule 8 for table Cleaning Methods according to Surface Type.

2.13.5 Cleaning Equipment

The cleaning equipment required should already be available within the venue and includes:

- Mops with detachable heads (so they can be washed in a washing machine using hot water)
- Disposable cloths or cloths that can be laundered

It is important to ensure that different cloths are used for cleaning different areas. Colour coded cloths may be helpful for differentiating between areas.

Disposable cloths should be disposed after use.

2.13.6 Cleaning Products (Chemicals)

The cleaning products required should already be available within the venue. A list of the minimum cleaning products (chemicals) required for general cleaning is included as Schedule 8.

This is in addition to the cleaning products (chemicals) provided in food outlets in accordance with the HACCP Food Safety Program.

2.13.7 Cleaning and Disinfection after suspected or confirmed COVID-19 infection

In the event of a suspected or confirmed case of COVID-19 in the venue it is important that all workspaces that the person has been in or had contact with must be thoroughly cleaned as soon as possible.

It is O'Brien Group policy to engage the venue contract cleaners or an external cleaning provider to undertake COVID related cleaning however it may be necessary for workspaces need to be cleaned by O'Brien Group staff. The Safe Work procedure included at Schedule 12 adopted from Safe Work Australia must be followed by whoever conducts the cleaning procedure.

2.14   Workplace Hygiene (Hand Washing/Hand Sanitisation)

All employees should be practicing good hand hygiene whilst at work. Employees should be given ample opportunities to wash their hands and/or sanitise through their day/shift to minimise the risk of spreading COVID-19.

2.14.1   Hand Washing

Correct hand washing is an important step employees can take to minimise the risk of spreading and contracting COVID-19. Employees must wash their hands regularly with soap and water for at least 20 seconds and dry them with clean paper towel. Venues must consider whether there are an adequate number of hand washing stations, in convenient locations, to sustain the increase in employees practicing good hygiene.

Hand basins in kitchens / outlets must be fully operable and ready for use (including proper supplies of hot and cold running water). The hand basin must have a supply of hand soap and paper towel available. Hand basins should be kept clean and not used for washing utensils / kitchen equipment or for storage of anything.

A hand washing instructional sign must also be displayed near the hand basin. The sign has been included in the "signage" folder on the share drive.

Employees must wash their hands:

- before and after eating
- before and after interacting with customers
- after coughing or sneezing
- before and after smoking a cigarette
- after going to the toilet
- when changing tasks and after touching potentially contaminated surfaces

2.14.2   Hand Sanitiser

You are also required to provide alcohol-based hand sanitiser in appropriate locations, such as entry and exits, especially where there are limited hand washing facilities available. An alcohol-based hand sanitiser with at least 60% ethanol or 70% isopropanol as the active ingredient must be used as per the manufacturer's instructions when it is not possible to wash hands.

Employees must sanitise their hands:

- before and after eating
- before and after interacting with customers
- after coughing or sneezing
- before and after smoking a cigarette
- after going to the toilet
- when changing tasks and after touching potentially contaminated surfaces

The table at Schedule 9 should be completed to show the locations of Hand Wash and Hand Sanitisation within the venue.

O'BRIEN GROUP

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2.15   Work Related Violence (Including Customer Aggression)

As detailed in (WHS.RM.017) Work Related Violence Policy & Procedure, O'Brien Group has a zero tolerance policy towards work related violence including all forms of verbal and physical abuse. All staff have a right to attend a workplace free from aggression and violence whether it comes from customers or another employee.

Customer aggression is one of the main psychosocial risks identified in our Psychosocial Hazards Strategy relevant to our business and our venues. Staff working in customer facing roles are at heightened risk of aggression and violence from customers. This can include verbal abuse, physical violence, racial abuse or sexual harassment.

Risks to workers include:

- Physical harm resulting in injury
- Psychological harm including anxiety, fear, loss of confidence
- Increased absenteeism or tardiness
- Decline in productivity and work performance
- Impaired concentration or ability to make good decisions which may increase the risk of injury

The specific risks related to the hospitality industry include:

- Excess consumption of alcohol
- Subservient attitudes displayed by customers towards staff, particularly in corporate areas;
- Younger, inexperienced staff dealing with older customers;
- Employee skills and experience in dealing with situations
- Emotions of teams winning or losing;
- Peer pressure with groups of customers encouraging poor behaviour
- Customer impatience with queues and waiting times
- Customer perceptions of quality, price or customer service

2.15.1   COVID Related Risk

a.   External Violence and Aggression (Customer Aggression)

The risk of customer aggression may be heightened as a result of COVID-19 relating to customer stress or customer experience as a result of changes to the products and processes in our venues. This may include:

- General stress and anxiety related to social distancing rules, including the failure of others to adhere to the guidelines and directives;
- Changes to outlet menus and products to manage food production time and social distancing in outlets and kitchens;
- Queuing requirements introduced to manage social distancing which may include restrictions on the number of customers that can enter outlets;
- Longer wait times as a result of procedural, product and physical layout changes;
- Changes to payment policy including the removal of cash payments in catering outlets;
- Reduced number of staff in outlets due to social distancing controls

b.   Internal Violence and Aggression

COVID-19 may also contribute to incidents of violence or aggression between workers. This can be as a result of:

- Concern about the health risks that staff may be exposed to in the workplace and the effectiveness of the control measures in place;
- Roles or workloads poorly distributed amongst team members;
- Other staff not respecting social distancing protocols;
- Other staff attending the workplace when they aren't well;
- Other staff not following workplace hygiene protocols;
- Increased workloads relating to COVID cleaning
- Workers not adequately trained in new procedures

2.15.2 Coughing, Spitting and Sneezing

O'Brien Group will not tolerate any incidents of customers deliberately coughing, sneezing or spitting on our staff. Anyone caught doing so will be immediately referred to venue security and / or police for removal from the venue and criminal charges if appropriate.

Any staff member who is the subject of any such act must immediately report the incident to their supervisor including the completion of an incident report form in accordance with (WHS.RM.002) Workplace Accident, Incident or Illness Reporting Procedure using (WHS.RM.002.01) – Accident, Incident or Illness Report Form which can be found in the outlet folder, on the share drive or on the venue WHS Noticeboard.

2.15.3 Workplace Violence - Risk Management Process

Each venue must follow the Risk Management Process to identify hazards, assess risks and implement appropriate controls with relation to Workplace Violence.

i.   Identify Hazards

The WHS representatives should consult with venue staff to identify the physical and psychological hazards relating to customer aggression in each workspace. Staff should be consulted in accordance with (WHS.MS.004) WHS Management System Consultation and Communication Procedure. Frontline staff will generally have a good understanding of the risks and the best way to manage them.

Hazards can also be identified through observation of the work taking place. Watching how work is performed may identify additional hazards and potential controls to assist to manage the risk.

It is very important to note that the COVID pandemic is still a relatively new issue. People's behaviour and attitudes will continue to evolve over time. Likewise health officials will continue to learn more about the virus, its transmission, the risks and the best methods of control. Some of the hazards identified initially may change or diminish overtime as the pandemic continues. Likewise, new hazards may emerge. It is imperative that the hazards and risks identified are continually reviewed to ensure they are current and relevant. Likewise the venue should continue to undertake hazard identification and risk assessments to ensure any new issues are identified as soon as possible to ensure the risk is managed appropriately.

ii. Risk Assessments

If the hazards that have been identified are new or different to hazards that usually exist, the WHS representatives must undertake Risk Assessments in accordance with (WHS.MS.012) Risk Management Procedure using (WHS.MS.012.1) Risk Assessment Template. Workers must be consulted as part of this process as per (WHS.MS.004) WHS Management System Consultation and Communication Procedure.

iii. Controls

Each venue should put in place strategies and controls to reduce the risk of Workplace Violence related to COVID-19. These might include:

a.   Physical Work Environment
  - Display signs in all retail catering outlets to advise customers that violence or aggression towards our staff will not be tolerated. Notices can also be displayed on digital screens and menu boards on a rotating basis;
  - Increased awareness and enforcement by venue security staff.
  - Ensure staff have access to back of house areas to retreat to if subject to violence or aggression;
  - Removal of potential weapons that might be used by customers against staff

b.   Work Systems
  - Heightened awareness of all staff by discussing in pre-shift briefings and toolbox talks;

- Proactive management of Responsible Service of Alcohol ensuring that risks related to excess consumption of alcohol are mitigated;
- Manage customer expectations about products, wait times and new procedures through signage and notices placed within outlets. Encourage customers to show patience, respect and understanding;
- Train workers in how to deal with difficult customers, conflict resolution and when to escalate a problem to senior staff, including incident reporting procedures.
- Provide all staff with a copy of the O'Brien Group People First - Health & Wellbeing Strategy: Customer Aggression Talking Points brochure before their next shift. These brochures should also be made available at staff check-in and placed on outlet noticeboards. (Included in schedule 13).

iv.   Review

The venue WHS Committee must ensure that implemented Risk Control Measures are regularly reviewed to ensure they remain effective. This might include:

- When the control measure is proved to be ineffective at controlling the risk;
- Before changes are made that may result in new or different risks (such as changes to outlet procedures, menus or wait times);
- If worker consultation indicates a review is necessary (possibly staff don't feel that the controls are effective or could be improved);
- Following any incident of workplace violence or aggression.

2.16   Temperature Checks

Temperature checks are not recommended by health authorities for screening of staff or customers. Temperature checks themselves do not indicate that person has COVID-19, only the presence of symptoms that may indicate an infection.

Government health authorities recommend that employees do a personal health check before they leave home. If they measure a temperature above 37.5° they should stay home and not attend work.

O'Brien Group may introduce Temperature Screening for employees if health advice changes, if it is determined appropriate after consultation with employees or if it is the policy of a landlord or other stakeholder at O'Brien Group locations. This may include temperature checks upon arrival for work or at any time during a shift if they display flu-like symptoms.

If someone records a temperature of 37.5°C or over they should not be allowed to commence work and should be referred to their GP for further tests.

Customer temperature screening is up to each venue and should be determined by the venue landlord. For O'Brien Group controlled venues (Icehouse, Cumberland Lorne, Club Laverton) temperature checks of customers should only be implemented if recommended by health authorities and only with the approval of the General Manager or Executive Chairman.

Before administering temperature checks employees will be provided instruction on the process for temperature checks and information, training, instruction and supervision, as well appropriate PPE for the employees conducting the temperature checks. The temperature check procedure is below.

2.16.1   Temperature Check Procedure

i.   Prior to conducting temperature checks the thermometer must be thoroughly cleaned ready for use.

ii.   The number of people who can conduct temperature checks should be limited to essential personnel only.

iii.   Follow the instructions provided with the thermometer

iv.   If an employee temperature reading is greater than 37.5°C instruct the employee to self-isolate in a room for 15minutes then retest temperature.

v.   If their temperature has not fallen below 37.5°C the employee is to be instructed to go home and seek medical advice.

vi.   Temperature check results are not to be physically recorded.

2.17   Office Workspaces - Shared Amenities and Equipment

2.17.1   Shared Cutlery and Crockery

Shared cutlery and crockery will still be available in the kitchen/break out spaces. However, if an employee is not comfortable sharing cutlery and crockery, they are encouraged to bring in their own. All employees are responsible for cleaning their personal and shared cutlery and crockery. These items must be washed in hot soapy water then placed through a hot cycle dish wash. Disposable cutlery and plates can also be made available to employees for single use only.

2.17.2   Shared Food

Shared food items between employees and others should be limited where possible. Employee are not to bring in home baked goods, shared meals or drinks until otherwise specified. Food items that are typically supplied in bulk such as biscuit jars, large chips packets and nuts should be replaced with individually wrapped portioned serves. Before employees use shared milk bottles, coffee jars, sugar jars, coffee machine, they are required to wash their hands and/or sanitise and wear gloves whilst using the item. Alternatively, before and after use, the item should be wiped down with a cleaning agent.

2.18   Venue Logistics – Shared Equipment & Resources

2.18.1   Logistics Equipment

The shared use of logistics equipment should be avoided if possible to minimise the risk of spreading COVID-19. Where possible, employees should be allocated equipment for their use only i.e. trolley, cool room jacket. The equipment should be clearly marked with their name to avoid cross over with other employees. Where this is not possible, shared equipment should be limited.

Equipment such as pallet jacks and forklifts should be limited to the use of essential workers only e.g. Venue Manager, Logistics Manager, Storeman. Pallet jack and forklift operators are required to follow good hand hygiene and wash or sanitise their hands before and after every use. They are also required to thoroughly clean the equipment after use.

Logistics equipment should be cleaned at least twice daily and/or before and after use. Cleaning should focus on the high touch point areas such as:

- Handles
- Steering Wheel
- Start/Stop controls
- Seat (Vinyl, Plastic or leather fabrics only)
- Keys

- Horn
- Seat Belt
- Parking Break
- Levers e.g. lift, tilt
- Signal switch

2.18.2   Vehicles

Where possible employees should avoid travelling together in a vehicle for work purposes. If this is unavoidable, only two people are permitted in a 5 seat vehicle with the driver in the driver's seat and the passenger in the seat behind the front passenger seat. Only one employee should be in a single cab vehicle. If employees are required to travel together for work purposes and the trip is longer than 15 minutes the air conditioning must be set to external airflow rather than recirculation and/or the windows should be opened for the duration of the trip.

The vehicle must be thoroughly cleaned after every use, no matter the length of the trip. Cleaning should focus on high touch point areas such as:

- Inside and outside door handles
- Steering Wheel
- Steering wheel controls e.g. Indicators, wipers, cruise control
- Parking break
- Gear stick
- Window controls

- Control Panel e.g. air conditioning, radio buttons
- Seatbelt
- Rear vision mirror
- Centre console
- Seat (Vinyl or leather fabrics only)

2.19   People Movement

Employee movement is essential to ensure venues can be run successfully. However, where possible, venues must try to mitigate risk of contracting, transmitting or spreading COVID-19 by implementing movement controls enabling a safe environment to work in.

2.19.1   Access Entry and Exit Points

Access entry and exit points in the workplace should be appropriately controlled. Venues must provide safe access for all employees to minimise the risk of COVID-19.

Venues must consider if different doors are can be used for entry and exit points to avoid employees crossing paths. If this is not possible, floor markers, tensa-barriers or signage can be used ensure employees are using the correct entry and exit pathways into the workspace. Signage and/or floor markings must be clear and show correct direction to ensure employees use the correct pathways.

Entry and exit points where possible can also be can be propped open and remain open while the workspace is occupied to limit the number of people coming in contact with the door handle. If this is not possible, to minimize the risk, a hand gel pump station can be set up near to entry/exit door.

2.19.2   Staggered Start Times

Employees may be directed by their Department Manager or can request staggered working start and finish times. Managers will direct and/or facilitate staggered start times to assist employees who typically travel to and from work during peak time to avoid being exposed to large number of people whilst travelling. It will also assist with limiting the number of hours employees are exposed to each other in the workspace. A request for a change in start time must be approved by your Department Manager.

2.19.3   Staff Breaks

Staff breaks should not be taken all at once. Breaks need to be staggered over a period of time to avoid staff overlapping start and finish time and assist with reducing the number of staff mingling in a large number at one time. Venue Manager/Department Heads may be required to do up a break schedule for staff to minimise risk.

Example break schedule: Group A   12:00pm – 12:30pm
                          Group B   12:45pm – 1:15pm
                          Group C   1:30pm – 2:00pm

All venues must also follow the advice from their state government in relation to the restrictions in place regarding number of people gathering in a space e.g. 10 persons. Venues must also follow physical distancing measures of 1.5m between employees and 4sqm per person in a space at all time.

If your venue staff break area is not large enough to accommodate employees, venues may need to look at having several break areas whilst still adhering to restrictions and physical distancing.

2.19.4   Non-essential work-related travel

All non-essential work related travel should be avoided where possible until further notice. This includes but not limited to:
*   International travel
*   Domestic travel

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2.20	Resources

O'Brien Group have compiled resources for venues to use and implement around workplace.

2.20.1 Signage

COVID-19 safety related signage is an important communication tool that helps increases awareness and helps to reduce the risk of the virus spreading. COVID-19 safety signage will be placed in appropriate areas of the workspace to remind employees of topics such as:

- How to Hand Wash
- Stop the Spread
- Maximum Capacity in spaces

COVID-19 signage is to be placed in areas where there is high traffic and readily seen e.g. toilet doors, kitchens, meeting room doors, WHS boards. Printable versions of available signage can be found under Company Policies L:\3. Work Health and Safety\5. COVID 19

See Schedule 10 for table COVID-19 Signage and the location of the signage around the venue.

2.20.2 Desktop Reminders

The Information Technology Department have set up COVID-19 information reminders when employees login to the O'Brien Group desktop. The messaging will change frequently and will cover topics such as Hand Washing, Cleaning and Physical Distancing.

2.21   COVIDSAFE Self-Assessment Declaration

All employees must provide declarations about their health before working at O'Brien Group venues and events.

2.21.1   COVIDSAFE Self-Assessment Declaration

O'Brien Group have developed the COVIDSAFE Self-Assessment Declaration which consists of health assessment questions to determine the likelihood of an employee having COVID-19, showing symptoms of COVID-19 or coming in contact with COVID-19. Information provided in the COVIDSAFE Self-Assessment Declaration will be managed according to ADM.010 Employee Records Privacy Policy and Procedure.

The COVIDSAFE Self-Assessment Declaration can be printed or emailed to employees to complete and return to the Venue Manager. Completed COVIDSAFE Self-Assessment Declaration must be filed and kept on site for 14 days.

Should an employee develop flu like symptoms within 5 days of completing the COVIDSAFE Self-Assessment Declaration they must notify their Venue Manager or Human Resources as soon as possible.

2.21.2   Stadium Venues

- Permanent employees must complete a COVIDSAFE Self-Assessment Declaration before returning to work after a period of stand down / business closure, when returning from leave or at any other time required by O'Brien Group

- Casual employees will be sent a text message at least 48 hours before a rostered shift reminding them to declare if they have any illness or symptoms that may indicate a COVID-19 infection. Casual staff will also be asked at check in to confirm that they do not have any of the symptoms.

Example text: COVID-19 Health Declaration: Do you have any flu like symptoms such as fever, cough, sore throat or shortness of breath? Have you tested positive for COVID-19 in the past 14 days? Do you suspect you have come in contact with someone with COVID-19 or you may be infected with COVID 19? If YES to any of these questions, you are instructed to stay home, do not attend work and contact your Staffing Coordinator immediately.

2.21.3   Leisure Venues (Icehouse, Club Laverton, Cumberland Lorne)

- Full time employees must complete a COVIDSAFE Self-Assessment Declaration on a weekly basis.

- Casual employees must complete the COVIDSAFE Self-Assessment Declaration before the start of every shift.

2.21.4   Other Venues / Offices

- Permanent employees must complete a COVIDSAFE Self-Assessment Declaration before returning to work after a period of stand down / business closure, when returning from leave or at any other time required by O'Brien Group.

At all times, all employees have an obligation to report to their department or venue manager if they are feeling unwell or develop cold or flu like symptoms regardless of the last time they completed a self-declaration.

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2.22   Training

Before employees re-enter to the workspace they must complete refresher training and provide certificates of completion. Training should be conducted in accordance with (WHS.MS.011) Workplace Health & Safety Training and Induction Procedure

2.22.1   Food Safety/HACCP course

All food handling staff must complete the O'Brien Group Food Safety/HACCP course. Venues are required to submit a list to Human Resources of employees returning to the workplace and required to complete the course. Human Resources will ensure these employees are active and registered in the course. The course will the emailed to employees to complete prior to returning to the workplace.

To complete the training course employees need to:

1. Visit Academy HQ https://www.academyhq.com/en/auth/login
2. Login with username and password
3. Click on Your Enrolments
4. Click on the Food Safety/HACCP course and complete
5. Email certificate of completion to human.resources@obga.com.au

If employees have any issues logging into Academy HQ or completing the course they are required to contact Human Resources Department human.resouces@obga.com.au.

2.22.2   Infection Control Training

Employees are required to complete the Australian Government Department of Health online Infection Control Training prior to returning to the workplace. To complete the training employees need to:

1. Visit https://covid-19training.gov.au/login (Google Chrome is the best browser to complete the training in)
2. Click to register
3. Register details
4. Login once registered
5. Enrol in the Infection Control Training Course- COVID 19
6. Launch Course and Complete
7. Email certificate of completion to human.resources@obga.com.au

Employees are only required to complete the Infection Control Training Course- COVID 19. There is no requirement for employees to complete the other training components available in this training database.

2.22.3   State Government Training

As State Governments prepare for businesses to start back up and employees return to the physical workplace there may be a requirement for employees to engage in state specific COVID-19 training. As more information is released, venues will be notified if training is required and the training information will be sent to applicable employees.

2.23   COVIDSafe App

O'Brien Group supports the use of the COVIDSafe app as a way of getting back to normal as soon as possible. The COVIDSafe app securely records when you have been in close contact with other users of the app. This will allow State health officials to contact you if you have been in close contact with someone who has tested positive for the virus. The COVIDSafe App collects minimal information from you. None of the information is accessible without your consent. The COVIDSafe app doesn't reveal the identities of anyone with Coronavirus. It simply alerts anyone who may have been exposed to it, so they can take immediate precautions.

We encourage all employees to consider downloading the app and joining the fight to best the virus. The COVIDSafe App can be downloaded from the Apple App Store and Google Play.

For more information regarding the COVIDSafe App visit https://www.covidsafe.gov.au/.

2.24   Emergency Plan

Emergency Contact Phone Numbers Form
The WHS.RM.015.2 Emergency Contact Phone Numbers form has now been updated to include Coronavirus Helplines. Venues are required to complete the new Emergency Contact Phone Numbers form, print and place it on the venue workplace health and safety board.

2.25   Delivery and Contractor Protocols

The spread of COVID-19 can be prevented by addressing the main ways that COVID-19 can enter a food establishment, which includes an infected delivery person or through food items or packaging that are contaminated with the virus.

It is a condition of supplying O'Brien Group venues that our suppliers take steps to prevent the spread of COVID-19 within their own business and all businesses they deliver to.

O'Brien Group have developed a **Supplier Product Safety and Delivery Procedure** (which can be located L:\3. Work Health and Safety\5. COVID 19). The procedure details the standards that suppliers must demonstrate to comply with the terms of supplying O'Brien Group venues. It also details the procedures that have been implemented for all deliveries effective immediately.

The O'Brien Group procurement department will provide a copy of the **Supplier Product Safety and Delivery Procedure** to all existing O'Brien Group suppliers.   All venues personnel should also familiarise themselves with the procedure to ensure suppliers comply with the specified standards and procedures at all times.

Each venue must ensure that they have the necessary resources available at their delivery points to facilitate the **Supplier Product Safety and Delivery Procedure.** This may include but is not limited to:

- Hand Sanitiser for delivery drivers
- Single use gloves for delivery drivers
- Alcohol wipes for delivery equipment (trollies, pallets jacks etc)
- Cleaning equipment for delivery equipment and surfaces (benches, door handles etc)
- Sanitised pens for use by O'Brien Group personnel
- Temperature gun for measuring temperature of delivery driver

The venue must also ensure clear signage is in place at the relevant delivery points to ensure delivery personnel know where to make deliveries. Clear signage must be displayed for any areas that are off limits for delivery personnel (including offices, kitchens, store rooms, outlets).

2.26 Operating Procedures

New Operating Procedures are currently being developed and will be released when completed.

Some work processes and procedures may need to change to reduce the risk of COVID-19 transmission. This may include:

- cashless payments
- cooperate food service style (i.e. buffets vs individual serves)
- food packaging (i.e. enclosed vs. open packaging)
- service standards (i.e. waiter service vs. counter service)

New procedures for key work areas will be developed with venues and shared with each location as appropriate.

Venues must not implement any changes to current procedures without the approval of the Executive Chairman or General Manager.

2.27   Workforce Management Plan

In addition to this Workspace Management Plan, O'Brien Group has developed and adopted a detailed (WHS.CS.004) Workforce Management Plan. This plan must be implemented by each venue to ensure the risks associated with the workforce are identified and controlled appropriately.

The Workforce Management Plan includes new or amended procedures for engaging staff to work at our venues.

2.27.1   Workforce Recruiting

When undertaking recruitment of casual staff, venues cannot conduct bulk / group interviews of more than 20 candidates at once. Interviews should be conducted in rooms / areas that are large enough to ensure social distancing, taking into account entry / exit points, waiting areas and interview spaces.

Candidates should be required to wash or sanitise their hands before entering the interview space. The interviewing staff member should not shake hands with the candidates.

Digital Interviews (using video conferencing) should be implemented where possible to reduce the need for candidates to attend the venue.

Candidates should be instructed not to attend for an interview if they are unwell or have any cold or flu-like symptoms. Interviews can be rescheduled for anyone that is unwell.

Employee On boarding should be completed via the O'Brien Group online on boarding system (M-Files) to reduce the need for candidates to complete paper application forms.

If skills testing is undertaken, the equipment use must be cleaned thoroughly or replaced between candidates.

2.27.2   Workforce Training

Where possible, all training should be delivered online to avoid staff needing to attend the venue. This includes the company induction.

If the venue needs to conduct face to face training and induction, training sessions must be limited to no more than 20 staff members at any one time and must be should be conducted in rooms / areas that are large enough to ensure social distancing, taking into account entry / exit points, waiting areas and training spaces (including seating areas).

Candidates should be required to wash or sanitise their hands before entering the training space. The trainers should avoid any physical contact with the trainees.

All employees must be trained in new procedures relating to COVID Safety in the workplace.

Employees should also complete the training detailed in section 2.22 of the Workspace Management Plan.

2.27.3   Pre Shift Briefings

Pre-shift briefings should be limited to less than 20 staff at one time and should be conducted in rooms / areas that are large enough to ensure social distancing.

Where possible briefings should be conducted remotely such as using video conferencing systems, email or pre-recorded video.

All briefing should include reminders about COVIDSafe procedures and any updated or amended policies and procedures in place.

2.27.4   Rostering

    i.   Availability (Stadia)

Workforce availability messaging is an essential part in the rostering process. Due to COVID-19 staffing department must now include a health declaration statement when contacting the workforce for availability to work an event. By including a health declaration, it will ensure staff experiencing any cold or flu like symptoms do not reply that they are available to work an event. It is critical that the workforce is made aware if they are experiencing any flu like symptoms, they MUST NOT attend the workplace and to continually monitor their health up until the event day.

Example health declaration: *by accepting a shift you declare that you are fit and well as at the date of this message and do not have symptoms of COVID-19. Should you develop any cold of flu like symptoms you must immediately notify us.*

    ii.   Compiling Rosters

When compiling rosters there are several factors to consider in order to minimise the risk of spreading COVID-19.

Venues need to identify what positions are essential and non-essential in the work area e.g. retail food outlet and is there a capability to reduce the number of workers in an area to enable physical distancing. Where this is not feasible, venues must conduct a risk assessment to implement COVIDSafe Work Processes to mitigate the risk of spreading COVID-19.

Staggered start times should be utilised where appropriate to reduce the number of staff arriving at the same time:

- Staggered start times
  - Avoid choke points
  - Enables staggered finish times as well
  - Minimises cross over time with other employees

- Staggered break times
  - Staff breaks should not be taken all at once.
  - Breaks need to be staggered over a period of time to avoid staff overlapping start and finish time and assist with reducing the number of staff mingling in a large number at one time.
  - Roster of break times to be completed and shared with supervisors
    - Group A 12:00pm – 12:30pm
    - Group B 12:45pm – 1:15pm
    - Group C 1:30pm – 2:00pm

    iii.   Reminder Message (Stadia)

Staffing Departments are required to contact all rostered casual employees 48 hours before their shift reminding them to declare if they have any illness or symptoms that may indicate a COVID-19 infection.

Example: COVID-19 Health Declaration: *Do you have any flu like symptoms such as fever, cough, sore throat or shortness of breath? Have you tested positive for COVID-19 in the past 14 days? Do you suspect you have come in contact with someone or you may be infected with COVID 19? If YES to any of these questions, you are instructed to stay home, do not attend work and contact your Staffing Coordinator immediately.*

2.27.5   Sick Call Monitoring

All sick calls must be monitored and documented at venue level. Venues must document:
- Staff member name

- Date of sick call
- Reason e.g. cold, flu, covid

We encourage venues to conduct follow up calls to identify if the staff member is well enough to return to the workplace or if they had flue like symptoms is it a confirmed case of COVID-19. If they staff member confirms they have COVID-19 venues must not permit the staff member to return to work until they have been cleared by a medical professional.

2.27.6   Staff Check-In

Check in procedures may need to be changed to ensure risks are managed appropriately. Venues must consider:

i.   Check In Space
- Is the space big enough to accommodate the 4m2 per person rule
- The permitted number people for the space should be clearly displayed and monitored
- The space may need to be reconfigured provide sufficient space

ii.   Entry and exit location
- Consider the use of separate entry and exit points to ensure staff do not need to cross paths
- Consider the placement of floor markings to direct the flow of staff

iii.   Staggered start times
- Where possible roster staff at staggered start times to avoid congestion at check in

iv.   Time to enter venue
- Restrict how early staff can enter before their rostered start time
- Once staff are checked in ensure they go immediately to their work area and commence their shift
- Staff should not stay at check in or go to another outlet or workspace to socialise with other staff (including friends or family members)

v.   Maintaining social distance at check in
- Use floor markings to define the space required between staff
- Use physical barriers to separate staff at check in from the venue workforce managers

vi.   Change rooms
- Ensure maximum capacity is determined and clearly displayed
- The number of staff in change rooms should be monitored
- Minimise number of staff required to use them by asking staff to arrive fully dressed and ready to commence their shift

vii.   Cleaning
- Prepare a cleaning schedule for the check in area and display it so that it is visible to all staff
- Provide access to handwashing station and/or hand sanitiser
- Ensures lockers are cleaned between uses
- Ensure the space is appropriately cleaned at the end of check in/out

viii.   Non-contact check in – event days
- Staff should scan in with check in card

- Venue staffing teams should monitor computers
- Staff should wristband themselves

ix.   The Health and wellbeing signage should be displayed prominently at check in

- Stop the spread
- Physical distancing
- Identifying the symptoms
- Are you unwell?
- Hand Hygiene

x.   Bag Storage

- Remove furniture to ensure social distancing is maintained
- Use bag storage only

xi.   Uniform issuing & return

- Minimize contact with staff
- Use digital reporting similar to check in
- Staff to place uniforms directly in dirty linen bags/bins. Venue staff must not handle used / dirty uniforms.

xii.   Health Screening on arrival

- Temperature checks should be conducted in accordance with venue policy

2.27.7   Break Rooms

- Food
  - Offer Pre portioned meals only
  - Only use disposable cutlery, napkins, plates
- Install floor markings to ensure social distancing
- Remove furniture to ensure the number of people in the space doesn't exceed the permitted limit and that all staff maintain 1.5m distance from each other
- Break rooms should be cleaned regularly. Staff should be reminded to clean tables, chairs after use.

2.27.8   Staff Communication and Feedback

Maintain a high level of communication with staff to ensure they understand changes to work processes, their obligations, what the company is doing to manage the risks and to ensure they have an opportunity to provide feedback and be involved in the development of safe work procedures. Venues should communicate:

- Changes to work areas
- New safety measures in place
- How to report Concerns
- How to report Queries
- How request education/training
- Location of PPE
- What to do in the event of a COVID outbreak
- What to do if they are unwell
- Incident reporting procedure

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COVID 19: RISK ASSESSMENT

Risk Assessment Number:		Specific Risk:		Risk Category:	
Venue(s) Applicable:		Specific Location:		Created By:	
Consultation with:		Date Created:		Review Date:	

Risk/Hazards	Likelihood of Risk Occurring	Consequence Rating	Risk Rating	Risk Treatment Options	Safe Systems of Work (Activities to address risk)
	• Very Likely • Likely • Unlikely • Very Unlikely	• Catastrophic • Major • Moderate • Minor	• Very High Risk • High Risk • Substantial Risk • Moderate Risk • Acceptable Risk • Low Risk	• Eliminate the hazard • Substitution • Isolation • Engineering controls • Administrative Process • PPE	
Manager Name:		Signature:		Date:	

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COVIDSAFE
WORK PROCEDURE

Insert Title

Venue:		Location:	
Created By:		Document Number:	
Date:		Review Date:	

Title and Basic Description:

Title:
Basic Information:
Relevant Risk Assessment:

Hazards: *(List all the potential hazards and associated consequence, e.g. chemical exposure – inhalation or skin absorption, leading to irritation, burns, acute or chronic injury)*

Resources: *(List all the resources required to complete the task including plant, chemicals, PPE etc.)*

Instructions: *(List step by step procedures for the task. Document each action in order briefly describing **what** is done **not how** it is done.)*

Post Operating Requirements: *(List procedures for disposal of waste, decontamination, storage, shut down of equipment)*

Supervisory Approval

Supervisor Name:		Signature:		Date:	

This SWP is designed as a guide to be used to compliment training and as a reminder to users prior to equipment use.

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COVID-19 SAFE

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Schedule 3: Physical Distancing Control Measures

Physical distancing control measures in place at *Insert Venue* are:

Action	Distancing Control Measure
Employee interactions and tasks	• *Physical distancing* • *Working from home* • *assign employees to specific work stations to minimise the need to go into other spaces* • *wear a badge as a visual reminder to themselves and customers of physical distancing requirements* • *modify the processes in the kitchen and behind the counter to limit employees having to be in close contact* • *no intentional physical touching i.e. hugs, hand shakes*
Workspace layout *e.g. BOH retail food outlet, desks, hallways, stairs*	• *Floor markings* • *1.5m distance between employees* • *4sqm space between employees* • *Designated walk entry/exit points* • *Maximum number people in rooms/ stairs/ hallways* • *Barriers* • *Signage* • *Remove furniture to ensure 1.5m distancing*
Gatherings and training	• *Non face to face* • *Gathering & training outdoors instead indoors* • *Adequate ventilation if indoors* • *Limit face to face conduct where unavoidable face to face required* • *Limit number attendees*
Shared facilities e.g. break rooms/staff check in	• *Limit number employees allowed in common space e.g. 4 persons* • *Spread out furniture/remove furniture* • *Separate amenities for customers & employees* • *Signage about physical distancing* • *Staggered break times and start times*
Deliveries and Contractors	• *Minimise the number of workers attending to deliveries and contractors as much as possible.* • *Ensure handwashing facilities, or if not possible, alcohol-based hand sanitiser, is readily available for workers after physically handling deliveries.* • *Direct visiting delivery drivers and contractors to remain in vehicles and use contactless methods such as mobile phones to communicate with your workers wherever possible.* • *Direct visiting delivery drivers and contractors to use alcohol-based hand sanitiser before handling products being delivered.* • *Use, and ask delivery drivers and contractors to use, electronic paper work where possible, to minimise physical interaction.*
Visitors	• *Non-essential visits cancelled or postponed* • *Ensure handwashing facilities, or alcohol-based hand sanitiser, is readily available* • *Ensure physical distancing*

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Schedule 4: Maximum Capacity – *Insert Venue*

All employees must abide by the maximum persons capacity requirements in the workspaces listed below:

Location	Maximum Capacity
E.g. Boardroom	*6 persons*
Ladies bathroom	*2 persons*

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Schedule 5: Personal Protective Equipment

The use of appropriate PPE may assist to reduce the spread of COVID-19. Some types of PPE is more effective than others and requirements for use may vary between workplaces.

PPE Type	Recommended Products	Location	Usage	Notes
Single use gloves	• Latex Powder Free – Blue / Clear / Black • Latex Powdered – Blue / Clear / Black • Vinyl Powder Free – Blue / Clear / Black • Vinyl Powdered – Blue / Clear / Black • Polyethylene / Low Density Polyethylene Disposable Glove – Blue / Clear	*(INSERT LOCATION)*	• Food preparation / food handling • Cleaning • Handling packaged food & drinks • Cashiers • Fryer/Cooks	• Must be changed regularly • Employees should wash their hands before and after use of gloves • Employees should not touch their face or hair whilst wearing gloves • Gloves should not be re-used
Multi use gloves	• PVC Multi-Purpose • Neoprene Heat Resistant Gloves • Silverlined Rubber Gloves • Nitrile Gloves (Chemical resistant gloves)	*(INSERT LOCATION)*	• Cleaning • Dish washing • Logistics • Working in extreme cold • Working in extreme hot	• Must not be shared between staff Correct gloves should be used for each task
Waiting Gloves	• Cotton waiting gloves (White)	*(INSERT LOCATION)*	• Staff must avoid direct contact with cutlery, plates, glassware • Should be washed regularly	•
Face Masks	• Face (Surgical) mask Respirator mask (P2 & N95)	*(INSERT LOCATION)*	• Not recommended for everyday use • Does not protect wearer from bacteria or viruses • Effective for suspected or confirmed COVID-19 – however anyone in this category should not be in the workplace under any circumstances Use subject to venue policy but generally not recommended by OBGA for catering staff	• Not required for everyday use Only to be made available as part of venue first aid kits

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Schedule 6: Retail Outlet Touchpoint Cleaning Schedule

Item	Frequency	Who	How	With what
RETAIL FOOD				
Outlet entry / exit : Doors / Turnstiles / Gates	- Before outlet opening - Before & after rush periods - During closing procedures - If visibly soiled	Outlet staff – delegated by Supervisor	• Apply cleaning solution • Wipe with paper towel • Dispose of used towel	A 2-in-1 detergent & disinfectant solution
Queuing Rails	- Before outlet opening - Before & after rush periods - During closing procedures - If visibly soiled	Outlet staff – delegated by Supervisor	• Apply cleaning solution • Wipe with paper towel • Dispose of used towel	A 2-in-1 detergent & disinfectant solution
Drink Fridge Doors	- Before outlet opening - Before & after rush periods - During closing procedures - If visibly soiled	Outlet staff – delegated by Supervisor	• Apply cleaning solution • Wipe with paper towel • Dispose of used towel	A 2-in-1 detergent & disinfectant solution
Ice Cream Display Freezer Doors / Sliding Panels	- Before outlet opening - Before & after rush periods - During closing procedures - If visibly soiled	Outlet staff – delegated by Supervisor	• Apply cleaning solution • Wipe with paper towel • Dispose of used towel	A 2-in-1 detergent & disinfectant solution
Hot Food Displays	- Before outlet opening - Before & after rush periods - During closing procedures - If visibly soiled	Outlet staff – delegated by Supervisor	• Apply cleaning solution • Wipe with paper towel • Dispose of used towel	A 2-in-1 detergent & disinfectant solution
Exposed Benchtops	- Before outlet opening - Before & after rush periods - During closing procedures - If visibly soiled	Outlet staff – delegated by Supervisor	• Apply cleaning solution • Wipe with paper towel • Dispose of used towel	A 2-in-1 detergent & disinfectant solution
Cashier Station	- Before outlet opening - Before & after rush periods - During closing procedures - If visibly soiled	Cashier	• Apply cleaning solution • Wipe with paper towel • Dispose of used towel	A 2-in-1 detergent & disinfectant solution
EFTPOS Machines	- Every 15 transactions; or - After customer uses pin pad	Cashier		Alcohol disposable wipes
Point of Sale / Cash Register	- Before outlet opening - During closing procedures - If changing cashier - If visibly soiled	Cashier		Alcohol disposable wipes
Condiment Stations	- Before outlet opening - Before & after rush periods - During closing procedures - If visibly soiled	Outlet staff – delegated by Supervisor	• Apply cleaning solution • Wipe with paper towel • Dispose of used towel	A 2-in-1 detergent & disinfectant solution
Napkin Dispensers	- Before outlet opening - Before & after rush periods - During closing procedures - If visibly soiled	Outlet staff – delegated by Supervisor	• Apply cleaning solution • Wipe with paper towel • Dispose of used towel	A 2-in-1 detergent & disinfectant solution
Fryers, Fryer Baskets, Chip Dumps	- Before outlet opening - Before & after rush periods - During closing procedures	Fryer, Cook or delegated outlet staff member	• Apply cleaning solution • Wipe with paper towel • Dispose of used towel	A 2-in-1 detergent & disinfectant solution

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Schedule 6: Touchpoint Cleaning Schedule Template (Food Areas)

Item	Frequency	Who	How	With what
INSERT LOCATION				
Salt and Pepper Shakers	*In between guests dining/table reset*	*Function Staff*	• *Apply cleaning solution* • *Wipe with paper towel* • *Dispose of used towel*	*A 2-in-1 detergent & disinfectant solution*

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Schedule 7: Workspace Cleaning Schedule (Non Food Areas)

It is everyone responsible to ensure that they are cleaning the workspace.

(insert/add to the table below with areas that require cleaning to mitigate the risk of spreading COVID-19.)

Area	Items to be cleaned	Frequency	Responsibility
Individual Workspace	*• Desk* *• Keyboard* *• Mouse* *• Phone* *• Pens* *• Stapler* *• Folders*	*Twice daily – before start of the day and at the end of the day*	*All employees*
Personal Items	*• Mobile* *• Keys* *• Bags*	*Twice daily – before start of the day and at the end of the day*	*All employees*
Frequently touched surfaces	*• door handles* *• keypads* *• air conditioner controls* *• stair rails* *• kettle* *• microwave*	*• After each use where possible* *• Minimum twice daily*	*All employees*
Personal Hygiene	*• Hands – soap & water* *• Hands – sanitizer*	*• Before and after using the bathroom* *• After blowing nose, sneezing, coughing* *• After touching face and hair* *• Before and after eating or drinking* *• Before and after smoking* *• Before entering the workspace* *• At least 8 times per day*	*All employees*
Professional Cleaning	*clean and disinfect frequently touched surfaces plus regular office cleaning*	*Twice a week*	*Contracted Cleaners*
Loading Dock	*Forklift – steering wheel, keys, seat*	*After each use*	*Forklift Drivers*

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Schedule 8: Cleaning Methods according to Surface Type

| | Following suspected or confirmed case | | Routine cleaning | | |
	Any Surface	Method	Frequently touched surfaces	Infrequently touched surfaces	Method
Soft plastics	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean at least daily or every shift change	Clean weekly	Damp dust + Detergent
Hard plastics	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean at least daily or every shift change	Clean weekly	Detergent
Metal surfaces (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean and disinfect as soon as you become aware	Detergent + Disinfectant* *uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate	Clean at least daily or every shift change	Clean weekly	Detergent
Painted metal surfaces	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean at least daily or every shift change	Clean weekly	Detergent
Deliberately Greased or Oiled metal surfaces	Clean as soon as you become aware	Clean according to manufacturer's recommendations	Clean at least daily or every shift change	Clean weekly	Clean according to manufacturer's recommendations
Wood	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean at least daily or every shift change	Clean weekly	Damp dust + Detergent
Laminate	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean at least daily or every shift change	Clean weekly	Detergent
Glass	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean at least daily or every shift change	Clean weekly	Detergent
Concrete (polished)	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean at least daily or every shift change	Clean weekly	Detergent
Concrete (rough)	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean at least daily or every shift change	Clean weekly	Vacuum (HEPA) or Detergent
Leather	Clean and disinfect as soon as you become aware	Clean and disinfect according to manufacturer's recommendations	Clean at least daily or every shift change	Clean weekly	Clean according to manufacturer's recommendations
Fabric	Clean and disinfect as soon as you become aware	Detergent + Steam clean If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent	Clean at least daily or every shift change	Clean weekly	Vacuum (HEPA) Damp dust + Detergent If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent
Paper	Not suitable for cleaning. Leave undisturbed for a minimum of 72 hours.	Dispose of in the bin (double-bagged), or leave undisturbed for a minimum of 72 hours, longer if possible.	Not suitable for cleaning	Not suitable for cleaning	Use alternate, cleanable options, such as electronic tablets If use is unavoidable, and individual use is not feasible, use a plastic protective sheet over the page.

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Schedule 9: Hand Wash and Hand Sanitisation Locations

Hand wash and hand sanitisation stations can be found in the following locations:

(Insert location of hand wash/hand sanitisation stations)

Hand Station Type	Location
Hand Wash	• *Ladies Bathroom (ground floor & level 1)* • *Gentlemen Bathroom (ground floor & level 1)* • *Kitchen (ground floor & level 1)*
Hand Sanitisation	• *Reception desk* • *Photocopier* • *Garage entry door* • *Boardroom*

Schedule 10: COVID-19 Signage

The below COVIDSafe signage can be found in the following areas of the workspace:

Signage	Location
How to Hand Wash	*Insert Location*
Stop the spread	*Insert Location*
Keeping your Distance	*Insert Location*
Maximum Capacity	*Insert Location*
Desk Unavailability	*Insert Location*
Touch Point Cleaning	*Insert Location*
Office Workspace Health and Hygiene Tips	*Insert Location*

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Schedule 11: Outlet Start Up Checklist

COVID-19 Start Up Checklist (Stadia) : *INSERT VENUE*

Checklist for the reopening of the Stadium incorporating all equipment, systems, approvals, certifications, etc. that need to be validated/checked given many areas have been decommissioned and services/licences lapsed

1.1   Retail Food Outlets

1.1.1 Retail Food | Equipment Recommissioning

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Coke Fridges	Start up. Switch to ECO mode	T-14	CCA		
Coolrooms / Freezers	Switch on	T-14			
Ice Cream Cabinets			Streets		
Hot Food Displays	Test – heat lamps operational	T-5	OBGA		
Exhaust	Turn on and test operation	T-5	OBGA		
Deep Fryers	Turn on and test operation	T-5	OBGA		
Chip Dumps	Turn on and test operation				
Grills / Hot Plates	Turn on and test operation	T-5	OBGA		
Ovens	Turn on and test operation				
Outlet lighting	Turn on and test	T-14			
Point of Sale	Test Transactions EFTPOS testing	T-7	OBGA / Quest		
Plumbing	Check drainage for blockages				
Chemical dispensers					

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1.1.2 Retail Food | Outlet Cleaning

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Deep fryers					
Chip Dumps					
Grills / Hot Plates					
Ovens					
Food preparation benches					
Utensils					
Cashier stations					
Pest Control			SQ		

1.1.3 Retail Food | Restocking

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Soft Drinks		T-3	OBGA Retail Team w Coca Cola staff		
Ice Creams		T-3	OBGA Retail Team		
Confectionary / Crisps		T-3	OBGA Retail Team		
Frozen Food			OBGA Retail Team		
Fresh Food			OBGA Retail Team		
Condiments			OBGA Retail Team		
Food Packaging			OBGA Retail Team		

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1.2   Retail Bar Outlets

1.2.1 Retail Bar | Equipment Recommissioning

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Beer Gas	Turn on Bulk Gas System.	T-14			
	Recheck Equipment, arrange with SQ service if any faults.	T-12			
	Ensure enough Bulk and Bottled Gas on site to deliver event.	T-7			
	Recheck Equipment, arrange with SQ service if any faults.	T-5			
	Recheck Equipment, arrange with SQ service if any faults.	T-1			
Refrigeration / Ice Chests	Turn on	T-14			
	Check all equipment and submit maintenance request if required.	T-12			
	Recheck all equipment and submit maintenance request if required.	T-7			
	Recheck all equipment and submit maintenance request if required.	T-3			
Post Mix and Coke Refrigerator Systems	• Contact Coca-Cola to organise to Flush Syrup Lines and Sanitise System. • Order Post mix that is required. • Turn on all Coca-Cola equipment (fridges, post mix) required for event.	T-14			
	Check Refrigeration and Carbonators for operation, Contact Coca-Cola service if faulty	T-11			
	Fill Coca-Cola Packaged into Bar Fridges.	T-5,4,3			
	Recheck Refrigeration and Carbonators for operation, Contact Coca-Cola service if faulty.	T-1			
Beer Systems	Turn on Beer Cellars.	T – 14			
	Clean Beer Lines, maintenance request any leaks	T – 13-10			

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Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
	• Check Beer Cellars, (submit maintenance request if any are faulty) • Turn on Glycol Systems (in running Keg rooms) required for event	T – 10			
	Order Keg and Packaged Stock	T – 8			
	Distribute Keg stock, Check Keg rooms and Glycols, report any faults	T – 7			
	Fill Beer Lines, check all refrigeration while going around	T – (5-2)			
	Recheck all refrigeration and setups	T – 1			
ETN (Spirit Dispensers)	Spirit Dispensers to be serviced Starting in May 2020, to complete the Yearly service that was postponed in March. This is the usual requirements from ETN and should suffice for 12 months or longer until operation starts. Next yearly check would be 12 months from start date				
	Turn on Power to Spirit Racks	T – 14			
	Install dispenser and test, Call ETN if major Fault OBGA cannot Fix	T – 3			
Outlet lighting		T-14			
Point of Sale	Test Transactions EFTPOS testing	T-7			
Plumbing	Check drainage for blockages				
Chemical dispensers					

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1.2.2 Retail Bar | Outlet Cleaning

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Beer Lines	Per above				
Benches					
Equipment					
Utensils / Tools					
Cashier stations					
Pest Control					

1.2.3 Retail Bar | Restocking

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Draught Beer					
Packaged Beer					
Wine					
Bottled Spirits					
Post Mix					
Packaged Soft Drink					
Water					
Packaging					

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1.3.1 Kitchens | Equipment Recommissioning

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Maintenance	Maintenance checklist to ensure kitchens are up to council standards and any new requirements that may now be required				
Electrical Testing & Tagging	Testing and tagging of equipment where required				
Equipment Servicing	Servicing of equipment i.e. oven water filters, recommissioning of cold rooms or any other maintenance prevention due to the prolonged shut down	T-7 days			

1.3.2 Kitchens | Outlet Cleaning

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Detail Clean and Sanitise	Detailed cleaning and sanitizing of all equipment and surfaces before start of operations				
Pest Control	Confirmation of pest control prevention and servicing during the shutdown period and ongoing prevention	T-5 days			
Chemical Requirements	Review of cleaning chemicals, sanitization procedures including material data sheets and signage				
Equipment checks	Turning on & running equipment prior to game days, this is to avoid any incidents on game days, ensuring nothing requires maintenance from Stadiums				

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1.3.3 Kitchens | Restocking

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Frozen products		T-5 days			
Fresh fruit & vegetables		T-5days			
Packaging		T-5days			
Corporate retail products					

1.4   Corporate FOH

1.4.1 Suites / Boxes & Dining | Equipment Recommissioning

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Maintenance	Maintenance checklist to ensure kitchens are up to council standards and any new requirements that may now be required				
Fridges	Turn on and test operation				
Glass washers	Turn on and test operation				
Air Conditioning	Turn on and test operation				
TVs	Turn on and test operation				
Lighting	Turn on and test operation				

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1.4.2 Suites / Boxes & Dining | Outlet Cleaning

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Detail Clean and Sanitise	Detailed cleaning and sanitizing of all equipment and surfaces before start of operations				
Pest Control			SQ		
Review Cleaning Procedures	Review of cleaning chemicals, sanitization procedures including material data sheets and signage				

1.4.3 Suites / Boxes & Dining | Restocking

Item	Description	Timing	Responsibility	Status *(Not started / In Progress / Complete)*	Comments
Packaged Beer	To be broken down by facility / area				
Wine	To be broken down by facility / area				
Spirits	To be broken down by facility / area				
Soft Drink & Mixers	To be broken down by facility / area				

Schedule 12: COVIDSafe Work Procedure: COVID-19 Cleaning Procedure

COVIDSAFE WORK PROCEDURE

COVID 19 CLEANING PROCEDURE

Created By:	Daniel Smith	**Document Number:**	WHS.CS.005.09
Date:	July 2020	**Review Date:**	December 2020

Title and Basic Description:

Title: COVID 19 Cleaning Procedure

Basic Information: If a person who has been at your workplace is suspected or confirmed to have COVID-19, you must thoroughly clean and disinfect all areas of suspected contamination.

Relevant Risk Assessment:

Hazards: *(List all the potential hazards and associated consequence, e.g. chemical exposure – inhalation or skin absorption, leading to irritation, burns, acute or chronic injury)*

Release of COVID-19 micro-droplets from sneeze or cough

Hand-to-face pathway infection: touching a surface where live virus material is present, then touching their mouth, nose or eyes.

Resources: *(List all the resources required to complete the task including plant, chemicals, PPE etc.)*

PPE – gloves, safety eyewear, disposable apron, surgical mask
Chemicals - combined detergent and 1,000 ppm bleach solution (2-in-1 clean)
Tools – mop, bucket, cloths, rubbish bags
Hygiene – hand sanitizer, soap and water

Instructions: *(List step by step procedures for the task. Document each action in order briefly describing **what** is done **not how** it is done.)*

Clean and disinfect all areas (for example, offices, bathrooms and common areas) that were used by the suspected or confirmed case of COVID-19. Close off the affected area before cleaning and disinfection. Open outside doors and windows if possible to increase air circulation and then commence cleaning and disinfection.

Clean and disinfect hard surfaces using either: a physical clean using detergent and water followed by a clean with 1,000 ppm bleach solution (2-step clean), for example, household bleach or hospital-grade bleach solutions that are readily available from retail stores. Bleach solutions should be made fresh daily.

A physical clean using a combined detergent and 1,000 ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution (refer to the Department of Health website for more information on achieving the correct bleach solution).

There is no need to close down an entire workplace, while cleaning and disinfection takes place, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace. However the cleaning and disinfection must occur before any workers return to affected areas.

Whether you need to suspend operations in your workplace will depend on factors such as the size of the workplace, nature of work, number of people, and suspected areas of contamination in your workplace.

Those cleaning an area of suspected contamination need to be equipped with appropriate Personal protective equipment (PPE). This includes disposable gloves and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaning staff should also wear a disposable apron. If the person with suspected or confirmed COVID-19 is in the area to be cleaned (e.g. a hotel room), put on a surgical mask and ask the person to step outside if possible.

Clean your hands using soap and water for at least 20 seconds, or where this is not possible, hand sanitiser of with at least 60% ethanol or 70% isopropanol as the active ingredient] before putting on and after removing PPE.

Post Operating Requirements: *(List procedures for disposal of waste, decontamination, storage, shut down of equipment)*
Once cleaning and disinfection is complete, place disposable cloths, PPE and covers in a plastic rubbish bag, place it inside another rubbish bag (double-bagging) and dispose of the bag in the general waste. Cleaning equipment including mop heads and cloths should be laundered using hot water and completely dried before re-use. Cleaning equipment, such as buckets, should be emptied and cleaned using a new batch of chlorine bleach solution and allowed to dry completely before re-use.

Supervisory Approval			
Supervisor Name:	Daniel Smith, General Manager O'Brien Group Australia	**Date:**	10 June 2020

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PEOPLE FIRST

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DEFUSING ANGER

If confronted by an *angry person*, you may be able to diffuse the situation.

Try the following steps:

1
Make eye contact, but don't stare.

2
Stand about a metre away, hands open with arms at your sides.

5
Give the person your full attention.

4
Be considerate of cultural differences or disabilities.

3
Avoid aggressive body language such as hands on hips or finger pointing.

6
Speak respectfully – treat the person as you would want to be treated.

7
Be open and honest.

8
Let the person have their say without interruption.

11
Offer to take their details and get someone to follow up with them.

10
Offer to refer their concerns to a manager.

9
Display empathy "I can see this has upset you".

SAFETY FIRST

COVID-19 SAFE