



SOUTHPORT SHARKS

COVID-19  
STAKEHOLDER POLICY

*Updated 3 July 2020*

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## INTRODUCTION

On 22nd March 2020, the Federal Government imposed further restrictions on the community to improve our nation's response to the COVID-19 virus.

As a community club servicing 47,000 members and employing 270 staff, we responded without hesitation to these new rules. Regrettably, the Club, Fitness Centre and Mantra at Sharks hotel were forced to temporarily close.

Clearly, the decision made by our government is in the interests of our nation and we fully support any measures undertaken to save people's lives. Our club's objective is now focused on an operational model that will not only withstand these restrictions but allow us to reopen all services and outlets in the future.

We commit to following the guidelines contained within the following Approved Industry COVID Safe Plans:

- Industry COVID Safe Plan for Queensland Hotels and Club, May 2020
- Industry COVID Safe Plan for Fitness Facilities
- Queensland Tourism and Accommodation Industry COVID Safe Plan, June 2020

During this unprecedented time, our empathy is with all our members, staff, contractors, consultants and stakeholders who have been affected by these events. It's a tough period for everyone, however, we thank you for our continued support and patience during this time.

Dean Bowtell  
Chief Executive Officer  
Southport Sharks

# SOUTHPORT SHARKS CORE VALUES

PERFORM AT OUR BEST

WORK AS A TEAM

PROVIDE A POSITIVE EXPERIENCE

HONESTY AND TRUST

RESULTS DRIVEN

## CORONAVIRUS

Symptoms of COVID-19 include:

- fever
- coughing
- sore throat
- shortness of breath

Anyone who is sick with the above symptoms should immediately self-isolate before seeking medical advice. The closest Fever Clinic is at the Gold Coast University Hospital, located within 600 meters from Southport Sharks. You may wish to have a buddy accompany you, if you struggle to communicate in English.

To protect others, you must:

- practice good hygiene
- practice social distancing
- follow the limits for public gatherings
- understand how to self-isolate if you need to

All members of the community are encouraged to download the COVID-19 safe app as this speeds up contacting people exposed to the virus and minimises further spread.

We can all help slow the spread of COVID-19 in Australia.

## HYGIENE OFFICER

The nominated Hygiene Officer will undertake the following duties:

- ensure each member or visitor registers their contact details before entering the club
- enforce social distancing requirements
- oversee the sanitation and hygiene standards to ensure they are maintained at all times
- check sanitation checklists on a regular basis.

## DUTY OF CARE

Southport Sharks acknowledges our responsibility to take care of the health, safety and welfare of our community, including staff, members, visitors, contractors and suppliers.

This includes:

- providing and maintaining an environment that is without risk to health and safety
- providing adequate and accessible facilities for the welfare of all stakeholders; and
- monitoring the health of staff and the conditions of the facilities for the purpose of preventing illness or injury.

### Duty to staff

Southport Sharks will do all we can to ensure the health and safety of our staff, in order to minimise the risk of exposure to COVID-19 as much reasonably practicable. This will be undertaken by:

- implementing working from home arrangements where possible
- requiring staff to practice physical distancing
- requiring staff to practice good hygiene (e.g., through workplace policies and ensuring access to adequate and well stocked hygiene facilities)
- requiring staff to stay home when sick
- cleaning the workplace regularly and thoroughly, and
- encouraging staff to download the COVID-19 app and have an influenza injection.

### Duty to members, visitors, contractors and suppliers

We will ensure our club does not put the health and safety of other persons at risk of contracting COVID-19, by undertaking the following:

- requiring them to practice physical distancing, including through contactless payments and deliveries
- requiring them to practice good hygiene, and
- restricting access to anyone who has been unwell in the past 14 days.

Patrons will be permitted to wear face masks within the club, however may be asked to remove this temporarily for the purpose of identification upon entry.

### Duty to maintain our facilities

Southport Sharks will maintain our facilities to ensure they do not put the community at risk of contracting COVID-19, by:

- cleaning the facilities regularly and thoroughly
- restructuring the layout of the club to allow for social distancing
- limiting the number of people in the premises at any given time
- providing hand sanitiser upon entry and at touchpoints throughout the club
- provide staff training on essential procedures to allow for cleanliness, customer interaction and social distancing.

# ROAD MAP TO EASING RESTRICTIONS AT SOUTHPORT SHARKS

## Stage 1 – From 15th May to 1st June 2020

- Ten (10) people are permitted at any one time for dining in restaurants, registered and licensed clubs, however no bars or gaming are permitted. All venues must have a COVID-19 SAFE checklist in place. Our staff are not included in the total number of people allowed in our business premises at one time.
- Gatherings of up to ten (10) people are allowed for outdoor, non-contact activity or personal training. This includes the person conducting the activity.

## Stage 2 – From 1st June to 3rd July 2020

- Gatherings of up to 20 people for personal training, gyms, health clubs and yoga studios.
- Twenty (20) people are permitted at any one time for dining in restaurants, registered and licensed clubs, however Gaming is not permitted.

Up to 20 patrons per room or per defined area (indoors or outdoors) for a dining or gym venue when following an industry COVID safe plan.

- Tourism accommodation (hotel facilities)

## Stage 3 – From 3rd July 2020

- Restaurants, registered and licensed clubs are permitted capacities of 1 person per 4 square metres. Table service is no longer required.
- Gaming Rooms may open, with maximum capacities of 1 person per 4 square metres.
- Fitness Centres are permitted capacities of 1 person per 4 square metres.
- Private Events with maximum capacities of 1 person per 4 square metres.

## COVID-19 HYGIENE PROCEDURES

Hand sanitiser and/or hand sanitiser dispensers will be placed at customer and staff entrances and contact areas such as reception, hotel lobby, gaming room, bars, restaurants, meeting spaces and fitness centre.

Health and hygiene signage will be located throughout the property including reminders regarding sanitisation, social distancing and respiratory hygiene.

### Staff Areas

Signage will be posted throughout the property reminding employees of the proper way to wash hands, sneeze and to avoid touching their faces.

All employees will receive training on sanitation protocols and undertake a COVID-19 safety course from an approved provider. More comprehensive training will be undertaken for our team members who have frequent guest contact including Food & Beverage, Gaming, Reception, Hotel and Fitness Centre.

Mandate hygiene practices across the board including:

- Handwashing before during and after shifts, every 30 minutes.
- Hand sanitisers and wipes to be made available throughout the property.
- Scheduled sanitising of all shared surfaces every 60 minutes.
- Ban physical contact (no handshakes, high fives, fist bumps etc.)
- Temperature checks to be carried out once during each shift.

### Customer Touchpoints

Before entering the premises, all customers, both members and non-members, must provide their contact information. This may be by way of electronic sign-in (if software allows) or manual visitor books. Contact registers must be kept securely and confidentially for a period of at least 56 days and will only be used for the purposes of tracing any COVID-19 infection within the community.

Signs will be placed at entry points to instruct customers not to enter if they are unwell or have COVID-19 symptoms.

The number of persons in the premises at any one time will be in line with government regulations. Furniture has been positioned to maintain distancing of 1.5 metres per person and floor/wall markings are in place to identify 1.5 metres between persons for queues and waiting areas.

Customers are encouraged to use cashless transactions, ie paywave where possible to avoid unnecessary contact.

Staff will be responsible for ensuring a high standard of cleanliness and sanitisation. In addition to our prior cleaning schedule for bathrooms, floors etc, the following COVID-19 cleaning protocols have been implemented:

- Cashier desks, counters, handrails etc will be sanitised hourly.
- Dining tables, bar tops, stools and chairs will be sanitised after each use.
- Condiments will served in single use containers (either disposable or washed after each use)
- Pens and all other reusable guest contact items will be sanitised after each use.
- Menus will be laminated and sanitised after every use.

*For further information regarding our sanitation procedures, please refer to the COVID19 Internal Operational Policy.*

## MENUS AND FOOD SUPPLY

Buffets have been eliminated in accordance with the government regulations. With the reduced number of diners permitted in the premises, our chefs have re-engineered menus to reflect the dishes most preferred by our members.

Takeaway menus have been created for pick up at the club and menus are available on our website.

We will continue to work with suppliers to ensure quality and freshness of products and with the best cost saving value to the club.

Our valued suppliers have committed to assist us with ingredient availability or substitutes where necessary. Menus have been prepared with the understanding that demand ingredients on short notice may no longer be feasible and they may require more time to source the necessary produce.

## COMMUNICATION

### Internal

Southport Sharks have always and will continue to have honest conversations with our staff. This is particularly important during the closure period of our club when people are uncertain about the future. We commit to maintaining regular contact with our staff to keep them updated on changes that are occurring on a regular basis.

The majority of our staff are in the service sector which is not a work-from-home industry. There will always be some exposure risks when being out of isolation, however the safety and wellness of our staff in their workplace is of great importance.

We understand it will take some time to fully recover and unfortunately, this may require some additional sacrifices such as unpaid leave and pay cuts in order to help with the survival of the business.

We commit to act compassionately and fairly in these circumstances.

### External

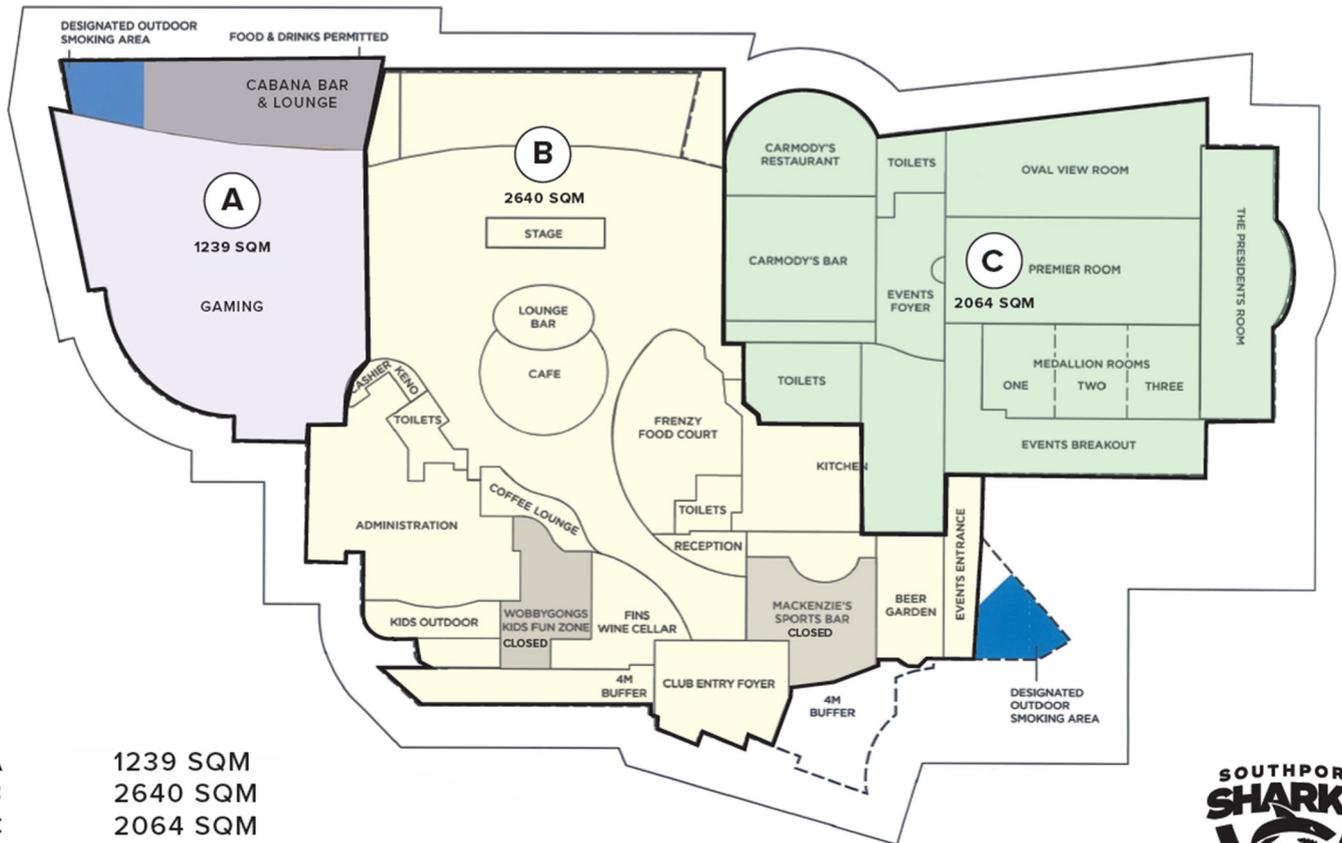
Communication from our CEO was extended to members advising them of the closure of the club, immediately following the government announcement. Similarly, we will notify members of our gradual re-opening and update websites, external signage etc as key dates are identified. All messaging across all platforms (social media, EDM's press releases, conversation with guests etc) will be aligned and timely to avoid customer confusion or miscommunication.

During the closure period, we conducted telephone calls and a member survey in order to keep engaged with members, check in on their wellbeing and identify some preferences on changes to the business when it re-opens.

In the unfortunate event that we find ourselves faced in a situation where someone on our premises has been identified with COVID-19, we will follow the guidelines to inform the relevant authorities. All residents are encouraged to download the COVID-19 safe app as this speeds up contacting people exposed to the virus and minimises further spread.

We will be transparent with our members and staff regarding any positive testing and co-operate with officials to identify any potential carriers. We understand our community may be scared, frustrated or stressed in this scenario, and whilst we will not be qualified to provide medical advice, we will be happy to answer any queries you may have.

# FLOOR PLANS



A	1239 SQM
B	2640 SQM
C	2064 SQM
<b>TOTAL</b>	<b>5943 SQM</b> inc. Services, Admin

Capacity 1:4 - 1485     3/7/20 Capacity Policy: 680



**Legend**

-  Couch (3 pax)
-  Large wooden table
-  High top with stools
-  Low table's with basket chairs
-  Plant
-  Bollards

