



# Club Menangle Trackside COVIDSafe Plan

Club Menangle Trackside incorporates facilities falling into the following categories of NSW Government COVIDSafe plans:

- Racecourses
- Food & Drink Premises
- Registered Clubs
- Function Centres
- Major Recreation Facility

January 8, 2022

Version 31

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## Revision History

This plan will be amended from time-to-time as new standards, insights and best practice measures develop. The table below clarifies the details of the versions:

Version	Date	Changes
1	19/05/20	Initial Construction
2	27/05/20	Capacity limits/Opening hours/Separation of Racing Participants & Spectators
3	28/05/20	Booking details
4	03/06/20	Physical distancing for racing regionalization /Owners to attend Macarthur Pavilion
5	07/06/20	Security Check points/Venue management contact details
6	30/06/20	Capacity revision, General public in Pavilion Sports Bar/Allow owners outside/Contact Tracing
7	14/07/20	Capacity revision, Contact tracing changes, Venue definition on Title Page
8	22/07/20	Clarification of COVIDSafe marshal & Booking restrictions
9	03/08/20	Face Masks
10	24/08/20	Temperature Checking
11	24/09/20	Reopening of grandstand seating & Separation of marquee area, Capacity revision
12	21/10/20	Change to outdoor capacity/Compulsory check-in/Increase of maximum booking size.
13	23/11/2020	Markets regulations
14	04/12/2020	Capacity revision/Dance floor addition/Removal masks policy
15	21/12/2020	Tightening of capacity restrictions/Removal dance floors/Reintroduction face masks
16	05/01/2021	Mandatory face mask policy/Capacity revision/Check in via Service NSW app
17	12/02/21	Removal face mask policy/Capacity revision, integration spectators & participants
18	26/02/21	Removal grandstand restrictions, temperature checking/Reopening Playground
19	29/03/21	Removal dancing restrictions and temperature checking.
20	06/05/21	Reintroduction masks, prohibition of standing consumption, indoor singing/dancing
21	17/05/21	Repealing masks, standing consumption, indoor singing/dancing restrictions
22	18/06/21	Reintroduction masks for front of house staff
23	22/06/21	Reintroduction masks for gaming room
24	23/06/21	Return 4m <sup>2</sup> rule, no standing consumption, no internal singing/dancing
26	11/10/21	Reopening of facilities in line with the Public Health (COVID-19 General) Order 2021
27	18/10/21	Updated vaccination proof, standing consumption, internal live music, events
28	08/11/21	Capacity revision, integration spectators and participants
29	15/12/21	Removal vaccination proof and capacity limits
30	24/12/21	Reintroduction face masks and capacity density limit
31	08/01/22	Ban on singing/encouragement for seated consumption/Strategy for positive cases

## Purpose of this COVIDSafe Plan

This COVIDSafe plan details standards and best practice for the club industry with specific tailoring to reopening of the **Club Menangle Trackside located at Racecourse Avenue, Menangle Park.**

It incorporates and draws information from a range of materials:

- The Safe Work Australia (SWA) guidance for the hospitality industry
- The National COVID-19 Coordination Commission
- Industry reopening standards discussed between Clubs NSW and the NSW Government
- HRNSW COVID-19 Pathway Protocols
- Existing legislative obligations, particularly the *Work Health and Safety Act 2011 (NSW)*, *Registered Clubs Act 1976 (NSW)* and *Food Act 2003 (NSW)*
- Public Health Orders (COVID-19 Restrictions on Gathering & Movement)

The policies and procedures outlined in this COVIDSafe Plan will help to make the premises a safe environment in which to work and visit. All staff, as part of the induction process, will be required to be familiar with this Plan.

## Management of Venue

The management of the venue and on-premises license will be carried out by Club Menangle management and will comply with all directives detailed in this COVIDSafe Plan.

This Plan can be viewed and downloaded from the club website, obtained from the club or sent by email or post.

Title	Name	Telephone	Mobile	Email
CEO	Bruce Christison	02 4645 2200	0438 398 214	bchristison@clubmenangle.com.au
GM Racing Operations	David Wonson	02 4645 2200	0438 398 251	dwonson@clubmenangle.com.au
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GM Facilities	Ken White	02 4645 2200	0438 398 230	kwhite@clubmenangle.com.au

## Capacity

Club Menangle Trackside's capacity is determined by the regulations applicable to major outdoor recreation facilities. A major recreation facility means a building or place used for large-scale sporting or recreation activities that are attended by large numbers of people whether regularly or periodically, and includes theme parks, sports stadiums, showgrounds, racecourses and motor racing tracks.

Club Menangle will be utilising the density limit of 1:2m<sup>2</sup> to calculate total capacity.

The total publicly accessible area of Club Menangle trackside is 18,968m<sup>2</sup> (internal: 3,772m<sup>2</sup> & external: 15,196m<sup>2</sup>) illustrated in Figure 1 and detailed in table 2 below.

The total capacity is **9,484** (internal: 1,886 & external: 7,598) **inclusive of staff and children.**

**Figure 1.** Total publicly accessible area of Club Menangle Trackside (15,196m<sup>2</sup>)



Club Menangle Trackside will operate 4 different internal areas at race meetings, classified as Food and Beverage Premises.

- 1 – Miracle Mile Restaurant
- 2 – Macarthur Pavilion & Winning Post Café
- 3 – Rex Horne Grandstand Level 2
- 4 – Tanyia Harris and Lawn Marquees

**Table 2: Individual room capacities.**

Area	Size	Capacity (1:2m <sup>2</sup> )
Miracle Mile Restaurant	919m <sup>2</sup>	450
Macarthur Pavilion	945m <sup>2</sup>	470
Rex Horne Grandstand Level 2 (Can be split into thirds).	681m <sup>2</sup>	340
Tanyia Harris and Lawn Marquees	1227m <sup>2</sup>	600(LM – 450, THM – 150)

Each of these areas will have access to restrooms that does not require walking through another dining area. Patrons will not be permitted to access dining areas other than the one they have been assigned to.

Each area will have signage at its entrance notifying guests of the total capacity. Floor markings combined with bollards will direct traffic and encourage physical distancing where crowding may occur.

A swing tag system will help staff to police this and prevent co-mingling of guests from different dining areas when multiple dining areas are in use.

## **Opening Hours**

Tuesday- 1pm-6pm\*

Saturdays- 5pm-10pm\*

\*These times are subject to change based on the racing schedule

## **Recording of Customer Details**

All patrons and participants will be required to record their attendance through the Service NSW app via the venue specific QR code. For customers who do not have a mobile phone reception staff will upload their details to the online form.

Following the completion of the check-in process through the Service NSW app:

Guests will still be required to sign in abiding by the Registered Clubs Act directives for temporary members.

Existing Members will be required to show their card to enter the club.

## **Bookings**

There will be no limit on booking sizes

Bookings will be taken via the Club Menangle website and office. A flexible booking system is in use where cancellation is available due to COVID-19 factors.

Bookings will be time based and staggered where possible to minimize crowding.

A dinner service will be in operation during metropolitan race meetings only.

If there is no vacancy, entry will be refused.

## **Functions**

Events will be conducted in accordance with current density limits.

Dancing and singing is permitted only as part of a wedding service

Communal catering is prohibited.

## **Markets**

Monthly food markets will be conducted in conjunction with contractor Aussie Night Markets, resuming December 2021.

Markets will contain food and clothing stalls along with amusement rides.

Aussie Night Markets will have their own COVIDSafe plan acting in conjunction with this plan.

Furniture in the market area will be removed and guests will be encouraged to sit on the trackside lawn

All adult attendees will be required to check in via a QR code.

Physical distancing will be enforced through floor markings at queueing points and via multiple COVIDSafe Marshals.

Separate car parks and entry points will be used for market customers and racetrack guests to avoid congestion as illustrated in Figure 2.

**Total capacity of the markets is 7,598 reflected in the total publicly accessible external area detailed in Figure 1.**

**Figure 2.** Separation between markets guests and racetrack guests.



## Risk Assessment

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?
COVID-19 from customers who are infected	Staff or other customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	Cleaning and disinfecting frequently touched surfaces. Physical distancing, seating has been removed and set seats for customers to encourage. A floor plan is also available to show capacity of each area. No more than 50 customers are allowed each dining area of the venue. The capacity of each dining area will be clearly communicated and monitored. Contactless payments are encouraged. Alcohol based hand sanitiser is provided at all touchpoints and on entry to the venue (out of reach of children). Posters on hand washing are prominent in all bathrooms.
COVID-19 from staff who are infected	Other staff or customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	Cleaning and disinfecting frequently touched surfaces. Staff have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well. If a staff member becomes unwell at work, a process is in place to isolate them and arrange for them to be sent home to receive medical attention. Staff presenting with flu-like symptoms will be required to self-isolate. Alcohol based hand sanitiser is also available in all staff areas and service points. Staff meetings are held over video link and information sent by email where possible. Break times (if applicable) are staggered to minimise the number of staff using break room at one time.
Customer aggression	Physical or psychological injury to staff.	Moderate, customers may become frustrated by new requirements	Moderate, There is extensive communication on all new requirements.	There is always a manager rostered on to assist with customer complaints. PPE will be made available to security staff in the event they may need to come within close contact of a customer. Processes are in place to ban abusive and violent customers from the venue or call police.
Persistent use of hand sanitiser	Dermatitis	Moderate, many staff will not have used hand sanitiser regularly before	Moderate, affected individuals may have a significant reaction	Staff are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser in non-medical situations
Persistent use of latex gloves	New or aggravated latex sensitivity	Low, most gloves will not be latex based	Moderate, affected individuals may have a significant reaction	Staff are provided with non-latex gloves or remove gloves when not necessary.

## Separation of Racing Participants and Spectators

From November 12, 2021, HRNSW has removed the requirement for segregation between participants and spectators within the venue during race meetings.

### Entry to the premises

Racing Participants and Spectators will be separated before the Club Menangle Admin building. Racing participants will travel around the back of the main track to their car park at the rear of the stable area. Spectators will continue to the main carpark. Figure 3 illustrates the separation of participants and spectators prior to entry to the venue into separate car parks.

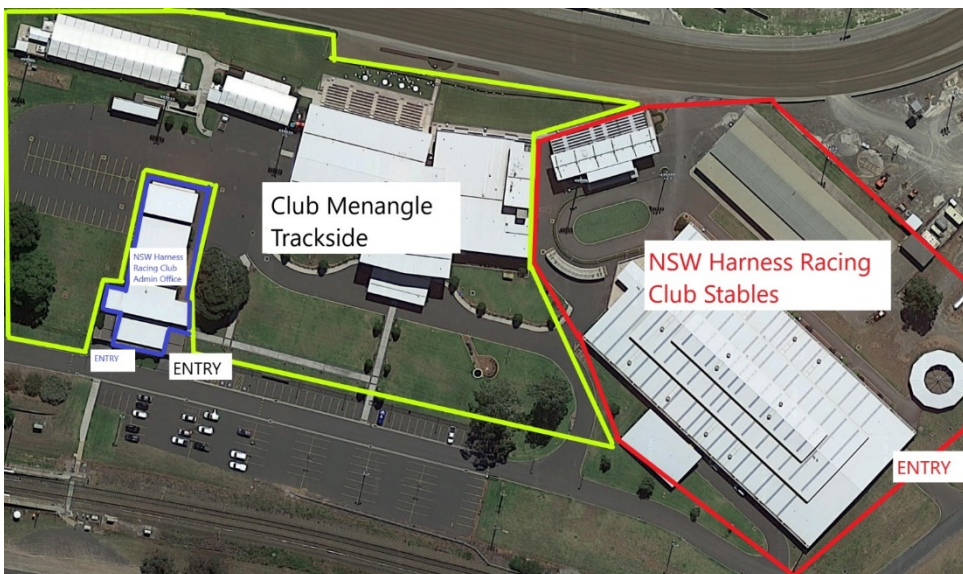
**Figure 3.** Entry to Premises



Figure 4 illustrates the 3 separate zones of control for persons on site. Entrants will be required to check in via the Service NSW app to the respective area, there are separate QR codes for both the spectator and participant zones.

Security Checkpoints at the entry for both the spectator and participant areas will screen entrants to ensure they are compliant with all NSW Health & HRNSW directives. Checkpoints will have additional staff to prevent crowding. Hand sanitizer will be available in the event of bag checks being required.

**Figure 4.** Entry to the venue



## **Wellbeing of Staff:**

### **Exclusion**

Most importantly, if any staff are experiencing flu-like symptoms (such as sore throat, cold, cough, aches, or shortness of breath) they will not be permitted to work, self-isolate for 14 days pending the results of a test for COVID-19.

Staff are aware of leave entitlements should they be required to self-isolate.

### **Staff Training**

All staff have completed the Australian Government Department of Health Infection Control COVID-19 Certificate.

Further training will be provided to all staff to comply with the below areas of control.

### **Physical distancing**

Physical distancing is important because COVID-19 is most likely to spread through close contact with a person who has a confirmed infection. Physical distancing means keeping people apart.

Currently, this means keeping a distance of at least 1.5 metres between people.

The likelihood of interactions causing the spread of COVID-19 is low if physical distancing advice and good hygiene are followed.

Club Menangle staff physical distancing:

- Staggered start times and breaks
- Customer capacity limits
- Use of PPE masks
- Encourage contactless payments

### **Masks**

All customer facing staff will be required to wear a face mask at all times.

### **Workstations**

Where reasonably practical, staff will always maintain 1.5 metres physical distancing (including at meal breaks) and workers will be assigned specific workstations.

Front of house workers can collect food without entering the food preparation area.

Plexiglass barriers have been considered for work areas but deemed impractical.

### **Start times**

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

### **Physical barriers**

Bollards will be used to separate customers and staff around service and dining areas

### **Handwashing and hygiene**

COVID-19 is most likely spread from person to person through:

- Direct contact with a person while they are infectious
- Contact with droplets when a person with a confirmed infection coughs or sneezes
- Touching objects or surfaces that are contaminated by droplets coughed or sneezed from a person with a confirmed diagnosis

Good hygiene is necessary to stop the spread. This means:

- frequent hand washing with soap or hand sanitising, including before and after you eat and after going to the bathroom
- limiting contact with others, including through shaking hands
- stop touching your eyes, nose and face
- covering your mouths while coughing or sneezing with a clean tissue or your elbow
- putting used tissues straight into the bin.

If hand sanitiser is unavailable, workers will be regularly given the opportunity to wash their hands with soap for 20-30 seconds.

This will occur after a worker has had contact with a customer, as well as after cash transactions.

It is particularly important workers sanitise or wash their hands before or after touching their face.

## **Cleaning**

Frequently used indoor hard surface areas will be cleaned using commercial grade disinfectant.

Frequently touched areas and surfaces will be cleaned several times per day.

Tables, chairs, and any table settings will be cleaned between each customer.

## **Signage and Posters**

Signs and posters are placed around the workplace to remind workers and others of the risks of COVID-19 and the measures that are necessary to stop its spread.

This includes posters on what is COVID-19 and how we can stop it spreading, how to wash your hands and the physical distancing requirements.

## **Wellbeing of Customers:**

### **Exclusion**

Signage at entry will instruct customers of requirements and notify them that anyone presenting with flu-like symptoms will not be permitted entry.

### **Conditions of Entry**

Conditions of entry will be clearly displayed on public platforms, including on the website, social media platforms and at the venue entrance

Conditions of entry including requirements for vaccination, to stay away if unwell and record keeping will be clearly displayed on public platforms, including on the website, social media platforms and at the venue entrance

On approach to the club entry floor markings have been placed to encourage physical distancing in the event of queueing

Entry will be via a single point assisting with total venue capacity control.

Reception staff will be able to fully brief customers on new requirements for service and point them to their table.

All patrons will be required to record their attendance through the Service NSW app via the venue specific QR code. For customers who do not have a mobile phone reception staff will upload their details to the online form.

All check-in processes will be reviewed by both security and reception staff to ensure compliance.  
The reception desk is a high touch area and will be cleaned by staff between each customer interaction.  
In the event of possible queuing to sign-in floor markings will denote physical distancing requirements

### **Masks**

All patrons will be required to wear a mask whilst inside the venue when they are not either eating or drinking.  
Patrons will not be required to wear masks in external areas.

### **Live Music**

Singing or dancing are not permitted unless part of a wedding service.

### **Crowd Control & COVIDSafe Marshal**

All social distancing requirements and practices endorsed by this plan will be monitored by the designated COVIDSafe marshal.

There will be a COVIDSafe marshal rostered for all trading periods, they will be distinguishable by wearing a high-visibility vest.

All directions of the COVIDSafe marshal must be followed, guests who cannot follow these directions will be asked to leave the venue.

### **Physical distancing**

At points of queueing throughout the venue floor markings have been placed to encourage physical distancing. These markings are located at the:

- Club entry
- Bar areas
- EBTs
- ATMs
- Smoking areas

Furniture layout has been modified to encourage distancing within groups who are dining together. There is also adequate distance between different dining groups in the dining area.

### **Gaming**

Both the internal and external gaming areas will be operational.

Machines will be cleaned by staff between each customer interaction and hand sanitiser will be made available in the gaming area.

### **Food & Beverage Service**

Guests may stand while consuming beverages.

Guests will order food and beverage from the main bar.

Contactless payments are encouraged via portable terminals.

Customers will receive individually packaged cutlery for their meal. This non-disposable cutlery is washed using a commercial grade dishwasher.

Where possible packaged beverages will be sold in lieu of using glass ware

Menus will be available digitally via QR code

### **Children's Play Areas**

The external children's play area will be open and cleaned regularly.

### **Signage and Posters**

Signs and posters are placed at the entry and in the bathrooms round to remind guests of the risks of COVID-19 and the measures that are necessary to stop its spread. This includes posters on what is COVID-19 and how we can stop it spreading, how to wash your hands and the physical distancing requirements.

Floor markings will be placed in all areas of possible queuing to illustrate distancing requirements

### **Cleaning & Hygiene**

Bathrooms will be fully stocked with hand sanitiser, soap and paper towels to accompany hand dryers. These will be checked periodically by staff to ensure adequate supply.

Hand sanitising stations are available for customers at the entrance to the venue. All surfaces will be thoroughly cleaned before each service.

Disinfectant solutions will be maintained at an appropriate strength and used in accordance with the manufacturers' instructions

### **Ventilation**

The 'COVID-19 guidance on ventilation' has been reviewed and all practical strategies to improve ventilation will be employed as part of this COVIDSafe plan.

Outdoor furniture will be increased and bookings available for all external areas. As required external facilities will be opened to allow customers to remain outside for the duration of their visit.

Where possible windows and doors will be opened to increase natural ventilation.

All mechanical ventilation equipment throughout the venue will be operated to maximise the intake of outside air and reduce recirculation of air

All mechanical ventilation systems have been serviced with new filters installed prior to reopening. Equipment will be serviced regularly following reopening.

The General Manager of Facilities and ventilation contractors have been consulted to optimise indoor ventilation wherever possible.

### **Strategy for Dealing with Positive Cases**

#### **Customer Testing Positive**

In the event of a customer testing positive and Club Menangle is notified by either NSW Health or a private party then all staff working during the corresponding team will be reminded to check for symptoms. Additional cleaning will also take place to sanitise specific areas of the venue if applicable.

#### **Staff Testing Positive**

In the event of a worker testing positive on either a PCR or RAT they will be required to self-isolate immediately for 7 days. Workers who have tested positive for COVID-19 can only return to work after they are medically cleared. This means they have completed the required isolation period of 7 days and are no longer symptomatic

or infectious. The staff member can leave self-isolation after 7 days if they do not have a sore throat, runny nose, cough or shortness of breath.

To ensure the safety of the workplace and workers, all areas used by the staff member will be cleaned. SafeWork NSW will be notified to assist the contact tracing and management of COVID-19. An assessment will be carried out to determine how much contact other workers had with the person who tested positive for COVID-19, while that person was infectious in the workplace. Any workers who have had high risk exposures or moderate risk exposures will be reminded to be aware of symptoms and get tested should they present.

### **Notification**

All workers and contractors will be advised of the general situation, noting that the privacy and confidentiality of the person who tested positive for COVID-19 must always be maintained. Information provided will include:

- Symptoms of COVID-19 that staff and contractors should monitor themselves for
- Where to seek advice and help
- Reminders to staff, contractors, visitors and customers to not enter the premises if they are unwell
- Advice on physical distancing and personal hygiene measures (e.g. hand hygiene and cough etiquette)
- What infection control measures the business operator has put in place, including cleaning
- Any other specific advice provided by public health authorities

### **Ongoing transmission**

Evidence of ongoing spread of infection (transmission) from person to person in the workplace might mean the business has to close temporarily to stop transmission between workers.

Cleaning requirements. Premises must be appropriately cleaned following attendance of a confirmed case. This can be done overnight so as not to disrupt normal business hours. If premises are told during business hours they may need to close to undertake cleaning.

### **Review**

This plan and its guidelines will be reviewed regularly and following each government announcement.

Following any review, modifications will be listed in the revision history.

Any modifications to the plan will be communicated to staff.

Copies of the plan available on the website and at the venue will also be updated in the event of any modification.