

1. Purpose

The purpose of this standard is to provide a formal, documented process for the management of health risks associated with COVID-19 ensuring the health and safety of employees, contractors and guests attending SkyCity facilities.

Our facilities include various workplaces including casino venues, hospitality venues, construction sites, tourism attractions, hotels, theatre, worker amenities, manufacturing and production workplaces, cash handling facilities and administrative areas within the central business districts of Auckland, Hamilton, Queenstown (New Zealand) and Adelaide (Australia).

Note: These standards have been benchmarked globally against other entertainment and hospitality precincts to identified best practice controls for preventing the spread of COVID-19. In considering the level of mandatory controls required, SkyCity has evaluated the ongoing risk of community transmission in Australia and New Zealand based on the guidance from the relevant Health authorities. SkyCity is united with the Australian and New Zealand communities against COVID-19.

2. Scope

This standard is applicable to all SkyCity employees / workers, contractors, visitors and guests attending SkyCity controlled or managed facilities.

3. Responsibility and Authority

All persons attending SkyCity facilities must clearly understand and take an active role in meeting their responsibilities.

3.1. Group General Manager Health and Safety (GGMHS)

The GGMHS is responsible for and has authority to:

- a) develop, review and maintain this standard in accordance with government advice relating to the COVID-19 response.

Note: The GGMHS is the designated COVID-19 Health & Safety Official for SkyCity and will oversee all requests for information by the relevant Health authorities

3.2. Senior Managers

Senior Managers are responsible for and have authority to:

- a) develop, review and maintain COVID-19 risk registers relevant to their business or undertaking, and
- b) implement relevant risk mitigation strategies to prevent potential spread of COVID-19, and
- c) ensure adequate resources are procured and deployed to prevent potential spread of COVID-19.

3.3. Operational Managers / supervisors

Operational Managers are responsible for and have authority to:

- a) ensure all mandatory controls are implemented to prevent the spread of COVID-19, and
- b) undertake reviews and provide feedback on the effectiveness of controls, and
- c) consult and communicate with workers.

3.4. Workers (including contractors)

Workers are responsible for and have authority to:

- a) Following all reasonable instruction to stop the spread of COVID-19, and
- b) Provide feedback on the effectiveness of controls.

4. References

- Health and Safety at Work Act 2015 (New Zealand)
- Work Health and Safety
- COVID-19: Guidelines for hospitality establishments on physical distancing and gathering size limits
- NZ Casino Industry – COVID-19 Casino venue health management guidelines (May 2020)
- www.covid-19.co.nz
- www.health.govt.nz
- www.health.gov.au
- www.health.sa.gov.au
- www.safeworkaustralia.gov.au
- www.worksafe.govt.nz

5. Definitions

[e.g. Phrase/Acronym]	[e.g. Meaning/Definition]
Back betting	A guest can gather around tables and place a bet from an unseated position by leaning over or around other guests
Casino gathering	A casino gathering is a gathering on a gambling area within a casino venue where it is possible to achieve greater levels of social distancing through additional controls and isolation techniques. Outdoor areas, separated from any indoor enclosed areas, must adhere to either the permitted occupancy or fewer than 100 people, whichever is less.
Donesafe	Electronic Health and Safety management system used for incident management, hazard reporting, document management, checklist, assurance activities etc.
Indoor Gathering	An indoor gathering a gathering within a single enclosed area. Separated, self-contained single enclosed areas within another enclosed area (i.e., a separate function room, a separate dining room or separate bar area, where customers do not need to go into other areas for service, except for bathrooms) that are enclosed by walls and doors or other appropriate solid surfaces are to be treated as separate gathering areas and can each have a maximum of 100 people
Workers	Persons undertaking work directly on a SkyCity controlled or manage facilities. This includes employees of SkyCity or its entities, employees of contractors, other persons visiting SkyCity facilities

6. Requirements

The COVID-19 operational controls are based on the most current information available from the Ministry of Health NZ, Department of Health Australia and the World Health Organisation

6.1. Risk registers

Risk registers will be maintained to ensure all relevant controls to prevent the spread of COVID-19 are identified, implemented and reviewed. The risk registers will consider all of group risks as well as division specific risks as required.

6.2. COVID-19 Work Health & Safety Plans

- Each workplace will have in place a COVID-19 Work Health & Safety plan which will outline the following information:
- Location of workplace (City)
- Building & Type of workplace
- Name of workplace (I.e. Gusto at the Grand, Bowl & Social, The Guardsman)
- Responsible manager
- Persons consulted
- Maximum occupancy numbers (if relevant)
- COVID-19 mandatory risk controls (relevant to the individual workplace)
- COVID-19 cleaning schedule
- Other risks in the workplace

6.3. Mandatory controls

Each facility will implement mandatory risk controls based on their physical layout, floor surface area, activities, occupancy levels, and access controls. Mandatory controls will be prescribed in the COVID-19 risk register.

6.3.1. Workplace occupancy levels

Workplace occupancy levels will be recorded on the COVID-19 Work Health and Safety Plan for those workplaces where applicable. Indoor gatherings within a single enclosed area will not exceed 100 persons (restaurant / bar). Gaming zones will be restricted to 100 seats in any static location to eliminate the risk of casino gatherings in accordance with the hospitality guidelines published by the Ministry of Health NZ. Occupancy levels will consider physical distancing required to achieve safe occupancy.

6.3.2. Workplace COVID-19 Signage

- Signage displaying the conditions of entry shall be situated at each entrance to a workplace or venue outlining health requirements for entry and the implemented COVID-19 risk controls in place.
- Signage will be displayed throughout workplaces providing details of key controls identified to prevent the spread of COVID-19 focusing on best practice hand hygiene and good cough etiquette.
- Signage will be displayed throughout back of house areas to focus on the ongoing provision of information and instruction to workers.
- Signage will be displayed on all gaming tables to educate guests on the prevention of COVID-19. This will include the requirement for regular handwashing and hand sanitising

6.3.3. Guest entry requirements

- Guests visiting the following SkyCity facilities will be required to provide details for the purpose of contact tracing in the event of a request from the relevant Health authority:
 - Hospitality venues
 - Gaming venues
 - Hotels
 - any other venue in accordance with the guidelines release by the relevant Health authorities

6.3.4. Worker entry requirements

- Workers will be required to swipe in at entry points to create a record of attendance to site. This may be used to facilitate contact tracing in the event of a confirmed or probable case of COVID-19.
- Workers should not shadow other workers through entry doors to the facility and single file entry is mandatory.
- Workers should enter through the designated staff entry points or other designated administration entry points including:
 - Federal House Administration offices Auckland
 - SkyCity HQ, 99 Albert St Auckland
 - Level 3 Administration offices, Hamilton
 - any other offsite office location

6.3.5. Health screening – guest

- Security personnel or casino personnel will be positioned on entry to Casino venues and will monitor guests for visual signs of illness and may undertake random secondary temperature monitoring
- Guests who are displaying signs and symptoms of COVID-19 may be restricted from entering the facility for a period of 14 days on the refusal of entry or removal due to suspected illness
- Guest will be permitted to wear their own mask whilst visiting any workplace across of facilities
- Workers shall advise their managers if they observe guests showing signs and symptoms of COVID-19 including coughing, shortness of breath and fever. Managers will notify security and seek the assistance of an Advanced First Aider (AFA). Guests may be discretely removed from public areas to seek further medical advice in accordance with security operating protocols

6.3.6. Health screening – workers

- Workers will be monitored by their managers for signs and symptoms of COVID-19.
- Workers experiencing symptoms will be immediately isolated and removed from the workplace to a designated isolation room at the direction of the security team. The security team will facilitate a call to the COVID-19 Health line (NZ) or National COVID-19 (Coronavirus) hotline for further advice. An incident report shall be completed immediately in Donesafe by the security team and immediate notification made to the Group Health & Safety team.
- Workers will be required to participate in random secondary temperature checks at points of entry
- Workers will be permitted to wear their own face masks within the workplace. Workers must use their facemasks in accordance with facemask hygiene guidance displayed through back of house areas across our facilities.

Note: Facemasks are not deemed mandatory controls unless specified in the Departmental risk register. SkyCity will provide facemasks in the event they are deemed mandatory as a form of risk control.

6.3.7. Hand hygiene

- Hand washing facilities will be made available across our facilities in rest rooms, kitchens and some other areas. Where it is not practicable for hand washing facilities to be in place, appropriate alcohol-based hand sanitiser will be made available for use
- Hand washing facilities are available in each hotel room for exclusive use of hotel guests.
- Hand sanitiser will be located:
 - throughout Casino venues and made available to workers and guests
 - in the immediate vicinity of automated teller machines and member reward kiosks
 - hand sanitiser will be in hotel foyers and hotel reception areas throughout our facilities
 - in each hospitality venue throughout our facilities
 - in worker administration areas
 - throughout back of house areas for use by workers
 - across our maintenance and construction sites

6.3.8. Physical distancing

General

- All workers will be requested to maintain a physical distance of one metre as far as is reasonably practicable

Casino venues:

- Gaming machines will have alternate machines isolated to ensure there is enough physical distance between individual guests.
- Gaming tables will be restricted to ensure at least one metre of physical distance is allocated between players and the dealer. Signage will be in place to inform players of physical distancing requirements
- Back betting will be prohibited to eliminate gathering of crowds
- Additional chairs will be removed from the Casino venue to prevent gatherings and overcrowding
- Physical distance will always be monitored. In peak period Physical distancing attendants will be in place to monitor physical distancing conditions throughout the gaming areas. Guests who fail to comply with conditions of entry may be cautioned. In the event of repeated warnings, guest may be evicted.
- Promotional activities that encourage gatherings will be prohibited
- Casino venues will implement temporary barriers, walls, hoarding and other measures to restrict the ability for guests to gather in areas where there are large floor surface areas

Hospitality venues:

- Hospitality venues will reconfigure furniture to be at least 1 metre apart to maintain appropriate physical distance between guests

Other venue / workplace types

- Ensure physical distancing practices are implemented so far as is reasonably practicable
- Hold meetings via video conferencing (I.e. Skype) to avoid contact with workers located in other workplaces (I.e. SkyCity HQ Level 10 staff should avoid attending meetings on Level
- Continue to organise the workplace considering physical distancing and encourage remote working (where possible).

Waiting areas and queuing zones

- Areas where there is a high potential for waiting and queuing to occur must include signage to promote adequate physical distancing. In the event of frequent and excessive queuing, SkyCity will implement local queuing management to enforce physical distancing requirements

6.3.9. Cleaning practices

Cleaning practices will be increased to prevent the spread of COVID-19. Guidance is provided through publications released by Safe Work Australia as a minimum. Details of specific cleaning requirements for each workplace will be included in the COVID-19 Workplace Health and Safety Plan addressing the below (as relevant):

Casino venues cleaning

- Increased cleaning will occur on high touch surfaces using alcohol-based sanitiser or industrial cleaning agents to focus on:
- Automatic teller machines and member reward kiosks
- Handrails on stairways and escalators
- Lift buttons and handrails
- Gaming machines, tables and chairs
- Counter surfaces and cash handling areas
- Any other surface identified as being touched by people (high frequency)
- Restrooms

Note: All other surfaces will be regularly cleaned as per normal operating process

Hospitality and other public spaces cleaning

- Automatic teller machines and member reward kiosks
- Handrails on stairways and escalators
- Lift buttons and handrails
- Tables, chairs and other furniture frequently touched by workers or guests
- Counter surfaces and cash handling areas
- Any other surface identified as being touched by people
- Restroom
- Spot cleaning can be requested through cleaning services at any time

Note: SkyCity has professional cleaning workforce on site at all times to maintain strong levels of cleaning and sanitisation

6.3.10. Contact tracing

Casino venue

- SkyCity will facilitate in consultation with the relevant government health authorities, supervised access to surveillance monitoring systems for the purpose of contact tracing. This will allow health authorities to determine potential close contacts of a confirmed or probable case of COVID-19. In addition, information on potential close contacts will be obtained through member registration systems and using facial recognition technology.

Hospitality and other workplaces

- SkyCity will provide details to proactively facilitate and participate contact tracing with the relevant health authorities. Information will be obtained through:
 - COVID-19 hospitality registers
 - Hotel and hospitality reservation systems

- Point of sale and financial systems
- Employee rosters
- Visitor and contractor sign in registers
- Surveillance monitoring systems
- Access control systems

6.3.11. Incident response

All incidents where a guest or worker is reported to have signs of COVID-19 including fevers, coughing or shortness of breath shall be reported and managed in accordance with the Security emergency response procedures. All incidents must be recorded in Donesafe.

7. Training

All workers will be required to complete learning activities to ensure they are aware of the following:

- Signs and symptoms of COVID-19
- Restrictions in attending work when exhibiting signs and symptoms
- Sanitising and cleaning protocols
- Hand hygiene and cough etiquette
- Guest requirements in relation to COVID-19
- Reporting of illness

Training Module	COVID-19 Employee Induction	COVID-19 Leader briefing	COVID-19 Contractor briefing	COVID-19 Guest conditions of entry*
Training method	Online	Online / briefings	On entry	Displayed in public areas
All SkyCity employees	X			
All leaders	X	X	X	
Contractors			X	
Guests				X

Table 1. Training needs analysis – COVID-19 Health & Safety response

** conditions of entry will be displayed at points throughout the facility outlining the requirements to prevent the spread of COVID-19*

8. Measurement & monitoring

The implementation of this standard will be monitored by the Group Health and Safety team and feedback provided to the Group Leadership team on a frequent basis

9. Records

Record type	Duration of retention	Method of Retention
COVID-19 Contact tracing information	60 days	Electronic
COVID-19 Health & Safety Assurance records	3 years	Electronic (Donesafe)
Incident reports relating to COVID-19	3 years	Electronic (Donesafe)

10. Related documents

- COVID-19 risk register
- COVID-19 Workplace Health & Safety Plan template
- Operational Control Procedure – Gaming

11. Change Log

Version	Date of Change	Authorised By	Amendment Details
1.0	5/05/2020	Pete Hayes – Group GM Health & Safety	New release