



**THE STAR**

ENTERTAINMENT  
GROUP

**THE STAR ENTERTAINMENT GROUP LIMITED**  
**SITE SPECIFIC PLAN – THE STAR GOLD COAST**

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**Version 8.4 issued to Queensland Health on 4 December 2020**

## 1. Purpose

The Star Entertainment Group (**The Star**) acknowledges the heightened government and community expectation on businesses to manage and prevent the spread of COVID-19 within its premises. The Star has developed this Site Specific COVIDSafe Plan (**Plan**) to meet these evolving expectations and provide guests, Team Members and the community with a safe environment that ensures they will have confidence and peace of mind when they visit The Star Gold Coast (**Property**). This Plan is consistent with guidance provided by the various Australian and Queensland Government authorities and sets out the Public Health Protection and Workplace Health and Safety measures in relation to COVID-19.

The health and safety of The Star's guests and Team Members are fundamental to the development of this Plan. The Plan incorporates a wide range of mitigation strategies to manage the transmission risk of COVID-19 at the Property. Measures include physical distancing and guest interaction policies, heightened cleaning and hygiene, employee (**Team Member**) training, emergency response and compliance.

The Property is a unique operation with diversified and multiple operational units including hotel, food and beverage, gaming and car park. The Property has the unique features that will assist in The Star's COVID-19 transmission risk mitigating strategies, including:

- large indoor spaces that can be managed to achieve low contact intensity;
- ability to control all access points to the Property, with limited, identifiable, and controlled entry and exit;
- ability to identify all people that enter specific spaces that enables individual level tracking and tracing at all times, if that data is required by the Queensland Health Authorities; and
- highly sophisticated and extensive security and surveillance, delivering an industry-leading ability to monitor guest and Team Member movement in real-time.

The Star will operate the Property in accordance with this Plan and will limit the number of guests within the Property in accordance with the Queensland Government's COVID-19 Directions as set out in Schedule 2. In particular, The Star will operate in accordance with the checklists contained in Schedule 1 and updated versions of certain Industry COVIDSafe Plans as further Government COVID-19 Directions are given by the Queensland Chief Health Officer (**CHO**).

## 2. Framework

Prior to the COVID-19 pandemic, the Property operated on a 24/7 basis, welcoming more than 10,000 guests per day with industry-leading control and management processes that ensure The Star's safe and responsible operation. These are further enhanced by an on-site regulator and police presence.

With the COVID-19 environment bringing rapid changes, The Star will continue to monitor developments at the government and community level and adapt measures in this Plan as appropriate. The specific COVID-19 measures this Plan addresses are throughout our front-of-house and back-of-house environments and include:

- Physical distancing and guest interaction;
- Record keeping;
- Hygiene practices;
- Increased cleaning;
- Training;
- Emergency response;
- Compliance and enforcement; and

- Communication to guests and Team Members.

### **3. Best Practice Guidelines**

#### **3.1 CONDUCTING BUSINESS**

##### **Consultation**

While Queensland Health is the lead agency for the declared public health emergency, Workplace Health and Safety Queensland (**WHSQ**) has also provided further advice and guidance in the development of this Plan. The Plan has also been developed in consultation with the following stakeholders:

- **The Star’s member associations such as the Queensland Hotels Association, Business Council of Australia, Queensland Tourism Industry Council and the Tourism Transport Forum** – The Star has benefited from learnings in other sectors by working closely on industry committees, panels and through other member initiatives as these associations have developed industry COVID-Safe plans and provided advice to member companies.
- **Team Members** – The Star has worked closely with its Team Members to keep them informed of COVID-19 risks and changes needed for re-opening. Communication continues to be provided weekly in English and Simple Chinese (more frequently as required). One of the first initiatives implemented following Team Members feedback was establishing *The Star Coronavirus Hotline* – a 24/7 free-call number which is operated by nurses equipped to provide an initial triage assessment to respond to medical questions from Team Members about COVID-19. During the shutdown, relevant information has also been provided to Team Members through numerous platforms including the My Star app, The Star’s Intranet, groupwide emails, Facebook posts, department briefings and direct leader/supervisor messages.
- **United Workers Union (UWU)** – at the onset of COVID-19, The Star and UWU immediately began to consult on the likely impacts to Team Members at the Property. This occurred ahead of the shutdown and continued throughout closure to prepare for re-opening. Consultation with the UWU is ongoing at both an executive level, and with relevant leaders across the Property, as The Star implements this Plan.
- **Two pre-eminent Australian medical professionals:**
  - **Dr Paul Griffin**, Director of Infectious Diseases at Mater Health Services Brisbane, Principle Investigator at Q-Pharm, visiting scientist at Mater Medical Research Institute and Queensland Institute of Medical Research, Senior Lecturer at The University of Queensland; and
  - **Dr David Heslop**, Associate Professor at the School of Public Health and Community Medicine at UNSW, Senior Medical Adviser for CBRNE to Special Operations Headquarters Australia and to the Australian Defence Force joint senior leadership.

### **Risk Summary**

The safety and wellbeing of guests, Team Members, partners and community are The Star's utmost priority. This Plan focuses on what is unique to the casino environment with specific mitigations in place to minimise risk of transmission of COVID-19. This Plan focuses on the major mechanisms to reduce transmission across the following areas:

- high frequency touch points, including Table Games;
- social distancing;
- communal facilities and spaces;
- guest interactions; and
- Team Members interactions.

### **Risk Mitigations**

Extensive measures have been developed and will be implemented throughout the Property to help protect guests, Team Members, partners and community. Team Members are required to practise good hygiene, and those unwell are required to stay home. Alcohol-based sanitiser and hand washing stations are available across the Property, including in foyers, at entrance/exit areas and ATMs.

## **4. Applicable Queensland Government COVID-19 Directions**

This Plan will follow all applicable directions from the Queensland Chief Health Officer, to address the public health risk of COVID-19. This Plan will be amended as required to ensure the Property is operated in accordance with those directions.

To the extent there is any inconsistency between the COVID-19 Directions and this Plan, the Directions will prevail.

## **5. Review and risk management**

Consistent with The Star's existing Health & Safety (H&S) Risk Management procedures and in accordance with applicable State laws, and taking into consideration health departmental advice, recognised subject-matter expertise, industry best practice and Property level safety risk, The Star will implement a risk-based approach to manage COVID-19 specific requirements. This evaluation will be achieved by conducting risk assessments of each of the operating venues (including restaurants, bars, gaming areas and hotels) and other identified areas (including heart of house areas and departments) to identify COVID-19 hazards and risk factors and put in place controls to mitigate those risks as far as reasonably practicable.

In alignment with The Star's Risk Management procedure, The Star will evaluate the effectiveness of the risk controls, processes and operational practices on an ongoing basis. The Chief Operations Officer (**COO**) of the Property has been appointed as being responsible for implementation of the Plan. The COO will work closely with a dedicated COVID-19 Task Force, led by the General Manager of Health & Safety (**Task Force**), which will focus on the continuous enforcement and improvement of this Plan. This Task Force will:

- ensure the Property continues to meet the latest Work, Health and Safety guidelines and the Queensland Government's COVID-19 Directions, as amended from time to time;

- conduct monthly internal audits and regular in-field compliance checks in consultation with the relevant Team Members of the Property during the initial stages of re-opening;
- update this Plan following such internal audits and compliance checks (if required);
- update this Plan as government restrictions change;
- communicate any changes to the Plan to Team Members via team briefings, Team Members emails, Star workforce App, The Star Intranet, departmental noticeboards and back of house signage;
- communicate changes (as appropriate) to guests; and
- record and respond to any Team Member or guest complaints in relation to COVID-19 risks across the Property.

## 6. Statement of Compliance

A Statement of Compliance (in a form substantially similar to [the Queensland Government's Statement of Compliance](#)) will be completed, signed and displayed at the Property. The approved Plan will be published on the Property website and made available for guests/members of the public to review at the Property.

## Schedule 1 – Checklists

<b>COVID-SAFE CHECKLIST – GENERAL</b>	
<b>Conditions of Entry</b>	
<p>1. The Star will encourage The Star Club Membership in order to use gaming facilities, to enable 24/7 rapid tracking/tracing of member contact details if required by Queensland Health, as The Star Club Member database captures:</p> <ul style="list-style-type: none"> <li>(a) name;</li> <li>(b) address;</li> <li>(c) email;</li> <li>(d) telephone number; and</li> <li>(e) date/time of patronage.</li> </ul> <p>Non-members will be required to provide their contact tracing information upon entry to the casino licensed area in accordance with COVID-19 Directions.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<p>2. Signage including the rights of management to refuse entry will also be displayed prominently at the Property. Security personnel at entry and exit points will look for visible signs of COVID-19 and flu-like symptoms (sneezing, coughing, fever, generally looking unwell).</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<p>3. For Team Members who present unwell during work, Workforce Management and/or Managers/Supervisors will capture and record the relevant details in alignment with The Star’s Leave and Attendance Policy.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<p>4. To ensure COVID-Safe management of deliveries, and the presence of contractors and visitors, the Property will work in accordance with Safe Work Australia requirements which include:</p> <ul style="list-style-type: none"> <li>(a) Minimising the number of workers attending to deliveries and contractors</li> <li>(b) Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with Team Members</li> <li>(c) Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery</li> <li>(d) If practical, provide a drop-off or collection area for deliveries</li> <li>(e) Contractors to sign in on arrival (or be electronically recorded) with records kept for 56 days. Tracing and tracking of contractors enabled onsite through Contractor Tags worn while on Property.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<p>5. Upon being informed of a confirmed case of COVID-19 on property, Workplace Health and Safety Queensland will be notified. The Property will keep a record of any notifiable incident for at least five years from the day notice of an incident is provided to the regulator.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Guest Interaction</b>	

6. All entrances and exits within the Property feature separate inflow/outflows.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
7. Physical distancing, hygiene and cleaning measures and reminders are implemented throughout the Property to guests and Team Members.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
8. Updated COVID-19 information for visitors is prominently displayed with messages on social distancing, hand hygiene, not to come on site if you are unwell and what to do if you feel unwell during your visit.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
9. Social distancing measures in place.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
10. Signage indicating maximum occupancy and floor decals to highlight physical distancing, will be used in lifts, stairwells, and at the entrances to bathrooms and other common areas.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
11. Team Members (including security and gaming) will regularly conduct floor walks of the casino to monitor and enforce social distancing. This will be further enhanced by the use of a Star- developed app that enables real time updates for Team Members at entrances; through the use of the Star's 'Reveal System'; and through onsite security, supervisors and sophisticated surveillance system.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
12. The Property will advertise and encourage the downloading and operation of the COVID-Safe App.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
13. Use of online reservations will be encouraged to reduce face to face interactions where possible.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
14. Prominent signage will show the Property's COVID-Safe Site accreditations and Government COVID-19 regulatory advice.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Completing Service and Payment</b>	
15. The Property's restaurants and hotel outlets have moved to, and will continue to promote, cashless transactions where reasonably practicable.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
16. Within the casino environment, regulatory requirements prevent the opportunity to perform cashless functions at Gaming Tables, with limited availability at EGMs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>High Frequency Touch Point Cleaning</b>	
17. Across the Property, a schedule of regular cleaning of high-frequency touch points (e.g. door handles, lift buttons, point of sale devices, counters and displays, kiosks, porter trolleys, elevators – interior and exterior call buttons, handrails on stairs and escalators, tabletops, light switches, toilets, taps, TV remotes, touch screens, service and reception desks, ATM buttons) will be undertaken by dedicated cleaning Team Members.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
18. Two-hourly checks and replenishment of hand wash and paper towel supplies in all bathrooms both front and heart of house. Team Members will regularly walk the floor and check on levels of sanitiser gel and wipes available.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

19. Alcohol-based wipes must be readily available to guests in gaming areas, with signage encouraging players to wipe down their Electronic Gaming Machine before and after play.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Social Distancing</b>	
20. The Property will be operated in accordance with the relevant occupant densities in the COVID-19 Directions.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
21. Maximum guest capacities will be managed across the Property using a technical counting application monitoring guests as they enter, exit and move through certain gaming areas in the Property.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
22. Guest arrivals will be via exit and entry points which have been established with directional signage for traffic flow.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
23. Entrances and exit points are marked by arrows on floor and/or ropes/signage to direct one-way traffic flows.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
24. External queues to casino or outlet entrances will be managed by security who will enforce social distancing within queues and will advise guests waiting to enter to queue once the maximum number of people (guests, Team Members and contractors) has been reached for the capacity of the venue.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
25. Signage, floor markings and supervision by Team Members will be used to achieve social distancing of guests.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
26. All fixed seating (e.g. bench or booth seating) will have appropriate social distancing signage in place (where reasonably practicable).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
27. At the Property, The Star Club members will be required to swipe in at Property's entry points, and encouraged to swipe out at exit points as they leave.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
28. At the Property's Private Gaming Rooms, The Star Club members are required to swipe in using their own card on arrival and encouraged to swipe out as they leave.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
29. Private Gaming Room numbers will be monitored and maintained by Team Members working on the front counter, Team Members inside the Private Gaming Room, through the Star App and through security.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
30. Queues to the casino entrance will be managed by security who will enforce social distancing and will advise guests waiting to enter to queue once maximum occupancy according to current restrictions has been reached for the venue. Should queues to the casino entrance become extensive, one or more of the following actions will be taken to reduce congestion and crowding: (a) queues staggered across multiple locations; (b) additional use of social distancing markers (e.g. floor decal, signage or bollards); and (c) Security staff instructed to reduce congestion between queues and adjacent foot traffic.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Communal Spaces and Facilities</b>	

31. The Property has developed and trained a team on specific housekeeping work instructions pertaining to infectious control management cleaning and sanitising.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
32. Increased cleaning / sanitising rotation of frequent touch points, Team Members changing rooms, rest rooms, offices, foyer tables and chairs, loading docks.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
33. Provision of cleaning products including alcohol wipes to all team and guest areas	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
34. Tissues and bins for hygienic disposal along with supporting signage on coughing etiquette will be made available both front and back of house.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
35. Additional front of house Team Members will be deployed for the purposes of cleaning and sanitising high touch areas and surfaces.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
36. Increased sanitisation of shared audio-visual items such as microphones and lecterns.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
37. All common touch points will be regularly sanitised.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
38. Increased provision of PPE for cleaners.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
39. Alcohol-based hand sanitiser from dispensers and appropriate waste receptacles will be placed at key entrances. Hand sanitisers will as minimum be alcohol-based and contain at least 60% ethanol or 70% iso-propanol.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
40. Prominent signage promoting good hand hygiene will be displayed throughout the venue at entry points, public areas, hired event spaces and restrooms.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
41. The Property records commercial dishwasher temperatures daily.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
42. Ongoing revision, updating and creating policies and procedures.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
43. In communal Designated Outdoor Smoking Areas (DOSAs), those areas will feature: (a) Signage on doors to balconies designated for outdoor smoking areas will state the maximum number of people permitted according to the Queensland Government COVID-19 Directions; (b) Team Members and security will monitor social distancing in DOSAs; (c) Doors/handles to DOSAs will be regularly cleaned; and (d) Hand sanitiser will be placed near entrance to DOSAs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Managing Egress and Emergency Evacuation</b>	
44. The Property's existing evacuation procedures have been updated to ensure evacuation measures will be in a COVID-Safe manner, including: (a) The Emergency Management Plan and Emergency Operations Centre pack have been updated with instructions for Assembly	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

<p>Wardens, responsible for monitoring and accounting for evacuated personnel, to maintain social distance requirements.</p> <p>(b) Other department Team Members may assist as required.</p> <p>(c) In the event that social distancing is compromised by the space available or the number of persons assembling, the updated plans enable the Chief Fire Warden to decide on the use of a secondary Assembly Point;</p> <p>(d) Upon completion of an assembly, any single use equipment (e.g. PPE) is to be disposed of appropriately and replaced; and</p> <p>(e) Any reusable equipment used is to be sanitised, cleaned and checked before being returned to storage (i.e. oxygen, helmets, megaphones, torches, etc.).</p>	
<b>Team Member Practices</b>	
45. Where a Team Member has been tested for COVID-19 and is awaiting test results, they will be instructed not to attend the business until they have been confirmed as having a negative result. In the interim period, they must self-isolate, but may work from home in circumstances that allow.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
46. Clearance may be given by the public health authority or by the Team Member's treating clinician and provided for the employer and recorded within the Team Member's department.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
47. Team Members (those who are identified as 'at-risk') will be assessed individually to determine best approach arrangements	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
48. The Property will follow the Work Safe Australia guide to work-related psychological health and safety in the event Team Members may face aggression from guests. This will be further supported by the Property's existing Team Members training and policies, and free 24/7 EAP confidential counselling service and 24/7 COVID hotline, which is operated by nurses equipped to provide an initial triage assessment for medical questions about COVID-19.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
49. Ensure that Team Members are aware how they can access further information on COVID-19 via The Star Coronavirus hotline or by contacting Queensland Health.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Team Member Interactions</b>	
50. Review Team Member work areas (e.g. EDRs, kitchens, offices) to ensure where practical minimum physical distances are maintained	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
51. Cancellation or delay of non-essential meetings otherwise meetings should be held via video conferencing or telephone, if necessary, face-to-face meetings to be held in an identified suitable location that meets the physical distancing requirements	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
52. Revise shift arrangements to minimise where practicable the number of Team Members on the premises at any given time, which may include staggered start/finish times and meal breaks reflected in rostering systems	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

53. Encourage Team Members to work safely from home where practicable and in alignment with SGR's Flexible Working Arrangements Policy to reduce the number of workers in office environments	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
54. Team Member heart of house areas including EDRs, change rooms, uniform rooms, kitchens and food preparation areas are marked with social distancing decals, and signage to ensure social distancing requirements are met (one person per 2m <sup>2</sup> to the extent reasonably practicable and maintaining social distancing)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
55. Sanitiser and wipes available to Team Members throughout heart of house areas	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
56. Frequent touch-point cleaning and routine cleaning of EDRs, bathrooms, changerooms and other Team Member areas	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
57. In Heart of House areas signage to be displayed (e.g. floor decals, posters) to maintain social distancing in corridors, stairwells and lifts where practicable	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
58. To keep Team Members updated on COVID-19, safety requirements and changes to normal operations, communications will continue to be made available via: (a) The Star intranet; (b) MyStar App; (c) Team Member Facebook page; (d) On-Property posters and digital screens; (e) Departmental noticeboards and briefings; (f) Leader/Supervisor briefings, start of shift communications, emails, etc; and (g) On-Property audio voiceovers.	
<b>Training</b>	
59. Team Members will be provided with information, training and instruction that is necessary to protect them from the risk of exposure to COVID-19 arising from their work.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
60. Team Members are required to complete The Star's COVID-Safe training as they return to work on re-opening. The training has been explained to returning Team Members in face to face briefings held jointly with the United Workers Union	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
61. PPE will be provided in accordance with relevant legislation and state/national guidelines with information, instruction and training provided with the wearing of specified PPE being a mandatory requirement for 'at risk' roles such as first aiders, incident responders, rapid response cleaners and other identified work groups	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
62. The Property will continue to consult with Team Members on COVID-19 measures in the workplace and provide Team Members with adequate information and education, including changes to work tasks and practices, and appropriate cleaning and disinfection practices at	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

work.	
63. Team Members will be trained to identify the early signs and symptoms of COVID-19 and the requirement to stay home if unwell.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
64. Team Members will be required to adhere to official advice about how to help reduce the spread of COVID-19.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
65. The Property will continue to consult with Team Members on COVID-19 measures in the workplace and provide adequate information and education, including changes to work tasks practices and appropriate cleaning, hygiene, social distancing and disinfection practices at work.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
66. Workplace specific training for onboarding new Team Members will include COVID-19 practices and risk assessments within the workplace and their area of work	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Signed:</b> 	<b>Date:</b> 08.12.2020
<b>Name of licensee or approved person:</b> Jessica Mellor - Chief Operating Officer - The Star Gold Coast	

<b>COVID-SAFE CHECKLIST – TABLE GAMES</b>	
<b>Social Distancing</b>	
1. Guest arrivals to the casino will be via exit and entry points which have been established with directional signage for traffic flow.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
2. Casino entrances and exit points are marked by arrows on floor and/or ropes/signage to direct one-way traffic flows.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
3. Casino guests to maintain social distancing for table game areas, which will be monitored by Team Members and management.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
4. Gaming table dealers and security will monitor the number of players at each table game.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
5. Table Game dealers will enforce required guest behaviours, such as: any contact between players will result in players being asked to leave, and no sharing of food and drinks or objects such as mobile phones.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
6. Hand sanitiser stations and alcohol-based wipe stations will be readily available for guests in the Table Games area.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
7. All fixed seating (e.g. bench or booth seating) will have appropriate social distancing signage in place (where reasonably practicable).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
8. Social distancing will be rigorously enforced and monitored by trained Team Members and will also be monitored via security.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
9. Only allow up to 7 seated or standing players for all Table Games. Double-sided Big Wheel and Craps tables will be treated as 2 separate tables, with no more than 7 seated or standing players per side.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
10. Back-betting (by people standing behind seated players) will be permitted provided the back better is part of the same 'social group' as the person at the table game they are standing behind.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Record Keeping</b>	
11. Star Club members required to have an up-to-date membership and upon arrival at any table swiping of the card will be required to ensure that attendance at any table will be able to be accurately traced should it be required.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
12. Membership for players will be encouraged to assist tracking and tracing. Non-member players will log their name, email, phone number and date and time of entering the Property, with records kept for 56 days. If a player cannot provide an email (e.g. they indicate to Team Members that they do not have an email), a residential address will be requested instead.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
13. Industry-leading security camera surveillance will be used to completely and accurately trace guest movements within the venue.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
14. All members, visitors, contractors and Team Members encouraged to download the COVID-Safe App.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
15. For Star Club members, dealers will swipe the players' card before commencing play and close their play/rating out at the conclusion of	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

play.	
<b>Wellbeing of Team Members</b>	
16. Implement measures to maximise the distancing between Team Members to the extent it is safe and practical and minimise the time that Team Members are in close contact.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
17. Dealers will be trained on symptoms to watch for particularly coughing or sneezing and any players exhibiting any of these symptoms will be asked to leave not only the table but the facility.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
18. To enable pre-screening of members prior to Table Game play, all Star Club members will be sent a communication outlining the rigid requirements/expectations of all guests during this phase of opening, particularly to not attend if unwell or subject to any quarantine restrictions.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
19. Direct Team Members to stay at home if they are sick, and to go home if they are unwell.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
20. Consult with Team Members on COVID-19 measures in the workplace, and provide Team Members with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
21. Mandatory completion by Team Members of COVID-Safe Star online compliance training.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
22. Regular Team Members surveys after re-opening to ensure all aspects of COVID-Safe training is understood.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Hygiene and Cleaning</b>	
23. All Dealers will be trained on mitigation strategies required to ensure they are rigorously enforced and compliance is monitored.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
24. Table Game dealers will incorporate stringent hand hygiene and sanitisation measures. Dealers will instruct each player to use hand sanitiser before commencing play, and at the conclusion of play.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
25. Dealers will sanitise their hands every hour, particularly after contact with any objects that players may have touched including chips and money.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
26. Dealers will spray or wipe chips in the float with an anti-viral cleaner every second hour.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
27. High touch surfaces such as tables, rails and chairs will be cleaned regularly and routinely by dedicated cleaning Team Members.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
28. Wipes will also be available to guests, and use will be encouraged, for guests to wipe their own chairs, tables or other surfaces.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
29. Wipes will be available to Team Members, including the dealer, to wipe any surfaces immediately upon concern of any potential contamination events.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
30. All Team Members instructed to practice good hygiene by frequently	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

cleaning their hands.	
31. Gaming Technicians will be required to disinfect hard surfaces, push carts and trolleys at the beginning and end of each use	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
32. Frequently touched surfaces will be cleaned and disinfected on a 2-hour basis in public and communal casino areas.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
33. Shared use of equipment and tools minimised.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
34. Dealers will disinfect the on/off button when entering a game.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
35. Dealers will disinfect the outside of shufflers both upon entry to a table and when a table is rendered inactive.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
36. Dealers will disinfect the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
37. Dealers will disinfect dice for each new shooter.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
38. Dealers will disinfect the discard rack and Blackjack discard holders at least once every 4 hours.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
39. Chipper machines will be disinfected on a daily basis.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Signed:</b> 	<b>Date:</b> 08.12.2020
<b>Name of licensee or approved person:</b> Jessica Mellor - Chief Operating Officer - The Star Gold Coast	

<b>COVID-SAFE CHECKLIST – EVENT SPACES, FUNCTION AREAS AND MEETING ROOMS</b>	
<b>Social Distancing</b>	
1. Guest arrivals to event spaces will be through defined entry points which have been established with directional signage for traffic flow.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
2. Entrance and exit points are marked by arrows on floor and/or ropes/signage to direct one-way traffic flows.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
3. Implement measures to restrict numbers within each event space, function area or meeting room, including maintaining the approved number of people allowed as per the current CHO Directions. The event spaces will be monitored by Team Members and management.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
4. Dance floors will not be operated for dancing, unless otherwise permitted by current CHO Directions.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
5. Markers will be placed on the floor to assist with social distancing around the toilet and registration areas.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
6. The number of people in each room will be monitored by Team Members.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
7. All foyer seating (e.g. bench) will have appropriate social distancing signage in place.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
8. Maximum capacity of each room will be displayed on signage located outside each room. Hygiene and Social Distancing protocols will be displayed on internal signage.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
9. New clients will agree to The Star's policies and procedures by signing The Star's standard form contracts.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
10. Where internal queues form within banquet space entrances, they will be managed by Team Members who will enforce social distancing according to current restrictions.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Record Keeping</b>	
11. All guests' contact details will be registered before, or at the time of, their arrival. The event spaces will be closed for private functions only with no public allowed to enter. Collection of name, phone number, email address, and the date and time period of the event will be collected for every use of the event spaces, function areas and meeting rooms and kept for 56 days (or as otherwise required by the Queensland Government COVID-19 Directions).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
12. In-house surveillance will be used to assist with tracing guest movements at the venue in the event of a contact tracing investigation by Queensland Health.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
13. All, delegates, guests, contractors and Team Members will be encouraged to download the COVID-Safe App.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Wellbeing of Team Members</b>	
14. Implement measures to maximise the social distancing between Team	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

Members to the extent it is safe and practical and minimise the time that Team Members are in close contact.	
15. Team Members will be trained on symptoms to watch for particularly coughing or sneezing and any guest exhibiting any of these symptoms will be reported to the supervisor for further investigation in conjunction with the Event Organiser.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
16. Direct Team Members to stay at home if they are sick, and to go home if they are unwell.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
17. Consult with Team Members on COVID-19 measures in the workplace, and provide Team Members with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
18. Mandatory completion by Team Members of COVID-Safe Star online compliance training.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
19. Regular Team Member surveys after re-opening to ensure all aspects of COVID-Safe training is understood.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Hygiene and Cleaning</b>	
20. All Team Members will be trained on mitigation strategies required to ensure they are rigorously enforced, and compliance is monitored.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
21. High touch surfaces such as tables, rails and chairs will be cleaned regularly and routinely by dedicated cleaning Team Members. When tablecloths are used, they will be replaced after each meeting day. Where possible for classroom style meetings, tablecloths will not be used and tables will be cleaned between meetings.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
22. Wipes will be available to Team Members, to wipe any surfaces immediately upon concern of any potential contamination events.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
23. All Team Members instructed to practice good hygiene by frequently cleaning their hands.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
24. Team Member and/or Audio Visual Technicians will sanitise any hard surfaces, push carts, trolleys and other audio/visual equipment after each use.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
25. Frequently touched surfaces will be cleaned and disinfected – including shared equipment and tools, tables, countertops and sinks.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
26. Shared use of equipment and tools minimised.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
27. Non-disposable crockery/cutlery/glassware will be used only when cleared after each course and washed using a commercial grade dishwasher or glasswasher. Use disposable/recyclable cutlery/glassware when available, or strict table clearing guidelines requiring gloves.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
28. Hand sanitiser stations and wipe stations will be placed throughout the foyers and meeting rooms.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Deliveries, contractors, and visitors attending the premises</b>	

29. Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with staff.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
30. Use electronic paperwork where practical.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Event-specific Requirements</b>	
<p><b>31. Sit down, Breakfast, Lunch and Dinner</b></p> <p>(a) For sit down catered functions, beverages will be served by Team Members directly to tables.</p> <p>(b) Guests will not be permitted to handle food. Self-service buffets/stations will not be offered as a service style for food.</p> <p>(c) Multiple food service options will be offered to the client to enable flexibility in how food can be served individually and adhering to social distancing regulations (e.g. pre-packaged meals and fully served food stations). This will be pre-mapped per event type and numbers.</p> <p>(d) Individually served menu items including condiments bread roll and butter.</p> <p>(e) Salt and Pepper shakers to be given to guests on request – not left on tables.</p> <p>(f) A minimum of 1.5m between guests seated at different tables.</p> <p>(g) In all banquets, drink and food service to guests will be table service or bar service. For stand-up cocktail areas social distancing will be managed by way of dry bars, table and chairs etc.</p> <p>(h) Reasonable efforts will be made to ensure that guests seated at tables are part of the same social group. Such groups may include:</p> <ul style="list-style-type: none"> <li>(i) family groups;</li> <li>(ii) friendship groups (e.g. the same social group of friends);</li> <li>(iii) religious groups;</li> <li>(iv) work colleagues or associates and their partners; or</li> <li>(v) sporting groups.</li> </ul>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A</p>
<p><b>32. Business Meetings: Theatre Style / U-Shape / Hollow Square / Boardroom</b></p> <p>(a) A minimum of 1.5m between guests seated at different tables.</p> <p>(b) Business breakfasts or dinners where the guests don't know each other, need to take into account the 1.5m distance between tables.</p> <p>(c) Complimentary TSGC pens &amp; pads will be provided per person upon request.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A</p>
<p><b>33. Expos</b></p> <p>(a) Staggered bump in and out for large events will be enforced with a limited number of custom stand builders and others on the floor at any one time Dedicated Team Member(s) to monitor social distancing and room capacities.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<p>(b) Increased spacing of booths with larger aisles – 3m for one-way foot traffic and 4m aisles for two way foot traffic.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

(c) Maximum of 2 exhibitors per 3x3m site (9m <sup>2</sup> ). Only one delegate permitted to meet with an exhibitor at a time.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
(d) Clients will be encouraged to stagger attendee registration times as practical.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>34. Stand-up Cocktail event</b>	
(a) No self-service buffet, or water stations (unless otherwise permitted by current CHO Directions).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
(b) All food and beverage service will be either table, bar or tray service to the guest.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
(c) Furniture will be positioned throughout the event space to assist with social distancing.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
(d) Food (including canapes) will be individually served to the guest.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Signed:</b> 	<b>Date:</b> 08.12.2020
<b>Name of licensee or approved person:</b> Jessica Mellor - Chief Operating Officer - The Star Gold Coast	

<b>COVID-SAFE CHECKLIST – HOTELS</b>		
<b>Pre-screening</b>		
1.	Businesses will take steps to ensure that any potential customers are aware that they MUST NOT attend if they have ANY symptoms consistent with COVID-19.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
2.	Businesses will advertise (poster/website) the right of refusal of entry and/or service to customers that refuse to comply with the conditions of this Plan.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
3.	Businesses will enhance booking/ticketing systems to include advice regarding their approach to COVID-19 management.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
4.	Businesses will enforce appropriate quarantine of staff members in accordance with relevant public health guidelines at the time (e.g. for contacts of cases and returned travellers).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
5.	Businesses will ensure all staff are aware that they MUST NOT attend if they have ANY symptoms consistent with COVID-19. In addition, to COVID-19 symptoms, staff should be advised not to attend work with any flu-like symptoms or related illness.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Social Distancing</b>		
6.	Businesses will implement measures to support a social distance in communal areas and to remind individuals of their personal responsibility to maintain a social distance in communal areas.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
7.	Businesses will implement measures to ensure staff avoid any intentional physical contact in the workplace.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
8.	Where possible businesses will implement measures to minimise close personal contact.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
9.	Businesses will take all possible steps to prevent crowds from gathering.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
10.	Where possible, businesses will ensure that markers and/ or physical barriers are installed to remind guests to maintain a social distance.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
11.	Implement measures to restrict numbers of guests at the Hotel in accordance with the current CHO Directions.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Wellbeing of Team Members</b>		
12.	Businesses will ensure that all staff have undertaken mandatory COVID-19 training when they return to work.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
13.	Staff are required to actively participate in additional training and are also required to sign-off that they have agreed to the COVID-19 safety procedures.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
14.	Businesses will provide adequate personal protective equipment and training for staff who may require it.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
15.	Gloves for heavily soiled cleaning or handling of contaminated items.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

16.	Staff who are unwell or symptomatic will be very actively discouraged from attending and advised to seek appropriate medical review. Business needs to consider how they will support staff through this process, including use of leave entitlements.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
17.	Businesses will require all staff to adhere to their personal safety responsibilities and the general community advice regarding COVID-19, and to; - Provide immediate advice about illness, contact with infection or vulnerability to COVID-19, - Staff who are not well enough to work are not to attend the office and personal leave must be taken for any illness related absence.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
18.	If a staff member is at work and develops any cold or flu-like symptoms, they must immediately remove themselves from the public place and advise their supervisor or manager. They will be directed to leave until they have recovered.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
19.	Any staff member who has a confirmed case of COVID-19, whether asymptomatic or not, must immediately advise their supervisor or manager and self-isolate in accordance with government regulations for the time period stipulated.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
20.	Staff must notify their supervisor or manager if; - They have been in direct contact with someone who has been diagnosed with COVID-19, and/or - They have been in regular contact with someone (partner, friend or family member) who has been overseas recently or who is showing signs of illness.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
21.	If the business is notified of a confirmed case of COVID-19, risk mitigation measures will be actioned as appropriate following Queensland Health advice.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Hygiene and cleaning</b>		
22.	Businesses will promote frequent and effective hand washing by all staff, customers and visitors.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
23.	Businesses will ensure adequate time and resources are provided for enhanced cleaning procedures to be undertaken.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
24.	Businesses will ensure appropriate training for staff to implement enhanced cleaning procedures in line with contemporary practice.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
25.	Businesses will provide ready access to hand hygiene products (alcohol-based hand rubs and/or a sink with soap and water) with particular attention to; - Entry and exit points to the venue/vehicle, - Toilets and bathrooms, - Prior to contact with any high-touch surface.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
26.	Businesses will prominently display signage highlighting hand hygiene	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

27.	Wherever possible, businesses will provide touchless solutions for interactions which may include ticketing, payment and booking.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
28.	Businesses will give preference to electronic menus and other communication collateral.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
29.	Where it is not possible or practical to provide/use disposable items, businesses will ensure thorough dishwashing of re-usable cutlery and crockery after each use and will not re-use items without washing.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
30.	Businesses will ensure that all skin-touch surfaces are cleaned regularly using products that meet requirements for effectiveness against COVID-19 and in line with relevant guidelines including toilets, basins and bathroom facilities will be cleaned regularly with increased and scheduled frequency where practical.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Record Keeping</b>		
31.	Contact information must be kept for guests, contractors, and staff. This information must include: name, phone number, email address, and the date and time period of stay. If requested, this information must be provided to public health officers. The information should be securely stored, not used for any other purpose and deleted after 56 days.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
32.	Courtesy Transport must be frequently cleaned and disinfected between uses. Physical distancing must be maintained as far as possible during use. Contact information must be kept for patrons, contractors, and staff. This information must include: name, phone number, email address, and the date and time period of patronage. If requested, this information must be provided to public health officers. The information should be securely stored, not used for any other purpose and deleted after 56 days. Venues can utilise electronic systems, POS (Point of Sale Systems), written registers or written personnel records of attendance.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>Signed:</b> 		<b>Date:</b> 08.12.2020
<b>Name of licensee or approved person:</b> Jessica Mellor - Chief Operating Officer - The Star Gold Coast		

**Schedule 2 – Site Specific Requirements for the Property**

Categories	Site Specific Requirements for The Star Gold Coast																																	
<b>General</b>	The Star will operate the Property in accordance with the General COVIDSafe Checklist in Schedule 1.																																	
<b>Gaming</b>	<p>The capacity for the gaming area is as follows:</p> <table border="1"> <thead> <tr> <th>Gaming Area</th> <th>Area / People limit</th> </tr> </thead> <tbody> <tr> <td>Total gaming area across Property</td> <td><b>13,342m<sup>2</sup></b></td> </tr> <tr> <td>People capacity</td> <td><b>6,671 pax</b></td> </tr> </tbody> </table> <p>The Star will also operate:</p> <ul style="list-style-type: none"> <li>the Table Game areas of the Property in accordance with the COVID-Safe Checklist for Table Games in Schedule 1; and</li> <li>the other gaming areas of the Property in accordance with the 'gaming room' checklist contained in the <a href="#">Queensland Hotels And Clubs Industry COVIDSafe Plan</a>.</li> </ul>	Gaming Area	Area / People limit	Total gaming area across Property	<b>13,342m<sup>2</sup></b>	People capacity	<b>6,671 pax</b>																											
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<b>Food &amp; Beverage</b>	<p>The capacities for the food and beverage venues are as follows:</p> <table border="1"> <thead> <tr> <th>Food &amp; Beverage Outlet</th> <th>Front of House Area (m<sup>2</sup>)</th> <th>People Limit (pax)</th> </tr> </thead> <tbody> <tr> <td>Nineteen at The Star</td> <td>1,120</td> <td>560</td> </tr> <tr> <td>Kiyomi</td> <td>343</td> <td>171</td> </tr> <tr> <td>Cucina Vivo</td> <td>680</td> <td>340</td> </tr> <tr> <td>Garden Kitchen and Bar (GKB)</td> <td>2,152</td> <td>1,076</td> </tr> <tr> <td>M&amp;G</td> <td>170</td> <td>85</td> </tr> <tr> <td>Mei Wei</td> <td>83</td> <td>41</td> </tr> <tr> <td>Imperial at The Star</td> <td>224</td> <td>112</td> </tr> <tr> <td>Atrium Bar</td> <td>330</td> <td>165</td> </tr> <tr> <td>Harvest</td> <td>1,037</td> <td>518</td> </tr> <tr> <td><b>Total</b></td> <td><b>6,146</b></td> <td><b>3,070</b></td> </tr> </tbody> </table> <p>The Star will operate the food and beverage venues of the Property in accordance with the 'food and beverage' and 'Entertainment (DJ and Live Entertainment Areas – Including Nightclubs)' checklists contained in the <a href="#">Queensland Hotels And Clubs Industry COVIDSafe Plan</a>.</p>	Food & Beverage Outlet	Front of House Area (m <sup>2</sup> )	People Limit (pax)	Nineteen at The Star	1,120	560	Kiyomi	343	171	Cucina Vivo	680	340	Garden Kitchen and Bar (GKB)	2,152	1,076	M&G	170	85	Mei Wei	83	41	Imperial at The Star	224	112	Atrium Bar	330	165	Harvest	1,037	518	<b>Total</b>	<b>6,146</b>	<b>3,070</b>
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<b>Hotels</b>	The Star Grand and The Darling will operate in accordance with the COVIDSafe Checklist for Hotels in Schedule 1 which is broadly consistent with the accommodation aspects of the <a href="#">Queensland Tourism And Accommodation Industry COVIDSafe Plan</a> .																																	

	The Azure Spa and sauna will operate in accordance with the <a href="#">Personal Services COVIDSafe Checklist</a> .																																																									
<b>Retail</b>	The Star Gold Coast gift shop will operate in accordance with the Queensland Government's COVID-19 Directions.																																																									
<b>Event spaces, function areas and meeting rooms</b>	<p>The capacities for the larger event spaces are as follows:</p> <table border="1"> <thead> <tr> <th>Event Space</th> <th>Front of House Area (m<sup>2</sup>)</th> <th>People Limit (pax)</th> </tr> </thead> <tbody> <tr> <td>Ballroom</td> <td>1650</td> <td>825</td> </tr> <tr> <td>Event Gallery</td> <td>640</td> <td>320</td> </tr> <tr> <td>Pool area (excluding pool)</td> <td>1413</td> <td>706</td> </tr> <tr> <td>Poolside lawn</td> <td>1050</td> <td>525</td> </tr> <tr> <td>Marquee</td> <td>1450</td> <td>725</td> </tr> <tr> <td><b>Total</b></td> <td><b>4,753</b></td> <td><b>3,102</b></td> </tr> </tbody> </table> <p>The capacities for the miscellaneous event spaces are as follows:</p> <table border="1"> <thead> <tr> <th>Event Space</th> <th>Front of House Area (m<sup>2</sup>)</th> <th>People Limit (pax)</th> </tr> </thead> <tbody> <tr> <td>The Star Grand Hotel Penthouse (not inc bedrooms)</td> <td>219</td> <td>109</td> </tr> <tr> <td>The Star Grand Level 21 Boardroom</td> <td>47</td> <td>23</td> </tr> <tr> <td>The Darling Penthouse</td> <td>235</td> <td>117</td> </tr> <tr> <td><b>Total</b></td> <td><b>501</b></td> <td><b>250</b></td> </tr> </tbody> </table> <p>The capacities for the function areas and meeting rooms are as follows:</p> <table border="1"> <thead> <tr> <th>Function areas and meeting rooms</th> <th>Front of House Area (m<sup>2</sup>)</th> <th>People Limit (pax)</th> </tr> </thead> <tbody> <tr> <td>Coolangatta Room #1</td> <td>60</td> <td>30</td> </tr> <tr> <td>Coolangatta Room #2</td> <td>60</td> <td>30</td> </tr> <tr> <td>Coolangatta Room #3</td> <td>60</td> <td>30</td> </tr> <tr> <td>Coolangatta Room #4</td> <td>58</td> <td>29</td> </tr> <tr> <td>Broadbeach Room #1</td> <td>60</td> <td>30</td> </tr> <tr> <td>Broadbeach Room #2</td> <td>60</td> <td>30</td> </tr> </tbody> </table>	Event Space	Front of House Area (m <sup>2</sup> )	People Limit (pax)	Ballroom	1650	825	Event Gallery	640	320	Pool area (excluding pool)	1413	706	Poolside lawn	1050	525	Marquee	1450	725	<b>Total</b>	<b>4,753</b>	<b>3,102</b>	Event Space	Front of House Area (m <sup>2</sup> )	People Limit (pax)	The Star Grand Hotel Penthouse (not inc bedrooms)	219	109	The Star Grand Level 21 Boardroom	47	23	The Darling Penthouse	235	117	<b>Total</b>	<b>501</b>	<b>250</b>	Function areas and meeting rooms	Front of House Area (m <sup>2</sup> )	People Limit (pax)	Coolangatta Room #1	60	30	Coolangatta Room #2	60	30	Coolangatta Room #3	60	30	Coolangatta Room #4	58	29	Broadbeach Room #1	60	30	Broadbeach Room #2	60	30
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Poolside lawn	1050	525																																																								
Marquee	1450	725																																																								
<b>Total</b>	<b>4,753</b>	<b>3,102</b>																																																								
Event Space	Front of House Area (m <sup>2</sup> )	People Limit (pax)																																																								
The Star Grand Hotel Penthouse (not inc bedrooms)	219	109																																																								
The Star Grand Level 21 Boardroom	47	23																																																								
The Darling Penthouse	235	117																																																								
<b>Total</b>	<b>501</b>	<b>250</b>																																																								
Function areas and meeting rooms	Front of House Area (m <sup>2</sup> )	People Limit (pax)																																																								
Coolangatta Room #1	60	30																																																								
Coolangatta Room #2	60	30																																																								
Coolangatta Room #3	60	30																																																								
Coolangatta Room #4	58	29																																																								
Broadbeach Room #1	60	30																																																								
Broadbeach Room #2	60	30																																																								

	<table border="1"> <tr> <td>Stradbroke Room</td> <td>68</td> <td>34</td> </tr> <tr> <td>Currumbin room</td> <td>37</td> <td>18</td> </tr> <tr> <td>Kirra Room</td> <td>34</td> <td>17</td> </tr> <tr> <td>Burleigh Room</td> <td>28</td> <td>14</td> </tr> <tr> <td><b>Total</b></td> <td><b>525</b></td> <td><b>262</b></td> </tr> </table>	Stradbroke Room	68	34	Currumbin room	37	18	Kirra Room	34	17	Burleigh Room	28	14	<b>Total</b>	<b>525</b>	<b>262</b>
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	<p>The event spaces, function areas and meeting rooms will be operated in accordance with the COVIDSafe Checklist for Event Spaces, Function Areas and Meeting Rooms in Schedule 1.</p>															
<p><b>Theatre</b></p>	<p>The Theatre has a seated venue capacity of 1,943 pax. The theatre will be operated at 100% of seated capacity, at ticketed events with patrons in allocated seating. The Theatre will be operated in accordance with:</p> <ul style="list-style-type: none"> <li>• <b>for physical performing arts schools and performances</b> – in accordance with the Checklist contained in Appendix A of the <a href="#">Dance and Physical Performing Arts Industry COVIDSafe Plan</a>;</li> <li>• <b>for non-live screenings</b> – in accordance with the Checklists contained in Appendix A of the <a href="#">Cinema Industry COVIDSafe Plan</a>; and</li> <li>• <b>for live performances</b> – in accordance with the Checklists contained in section 10 of the <a href="#">Live Performance Venues / Theatres Industry COVIDSafe Plan</a>.</li> </ul>															



THE STAR

ENTERTAINMENT  
GROUP