



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



THE STAR
GOLD COAST

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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 for the staged re-opening of the Property.

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 in there-opening of 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, car park and retail. 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 at a revised maximum occupant capacity allowing for 4m² per person with social distancing. In particular, The Star will operate in accordance with updated versions of the following Industry COVIDSafe Plans as further Government COVID-19 Directions are given by the Chief Health Officer:

- operate the table game areas of the Property in accordance with the checklist at Schedule 1 which reflects industry best practice guidelines, developed by The Star in consultation with Queensland Health;
- operate the other casino areas of the Property in accordance with the 'gaming room' checklist contained in the [Queensland Hotels And Clubs Industry COVIDSafe Plan](#);
- operate the food and beverage venues of the Property in accordance with the 'food and beverage' checklist contained in the [Queensland Hotels And Clubs Industry COVIDSafe Plan](#); and
- continue to operate the hotel areas of the Property (including pools and gym) in accordance with the relevant Queensland Government COVID-19 Directions (as amended from time to time) and consistent with the accommodation aspects of the [Queensland Tourism And Accommodation Industry COVIDSafe Plan](#) (to the extent of any inconsistency, this Plan will prevail); and
- use the industry checklist (including therapist training) prior to reopening the Azure Spa https://www.covid19.qld.gov.au/_data/assets/pdf_file/0021/127236/COVID-Safe-Checklist-Beauty-Salons.pdf Sauna to remain closed, subject to future restrictions.

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. As the Property re-opens, these existing control and management processes that ensure safe and responsible operation will be enhanced by additional measures to specifically address COVID-19 risks.

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.

Property areas and capacity

The Star will operate the Property based on the 4 square metres per person rule with social distancing. The following table contains the designated areas’ dimensions and proposed capacities to demonstrate how social distancing requirements will be achieved:

The Star Gold Coast:

Categories	Property Re-opening Plan						
Gaming	<p>The gaming areas of the Property will re-open when permitted by the Queensland Government’s COVID-19 Directions. The designated area dimensions within the gaming footprint of the Property are set out in the below table:</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Gaming Area</th> <th>Area / People limit</th> </tr> </thead> <tbody> <tr> <td>Total gaming area across Property</td> <td>10,754m²</td> </tr> <tr> <td>People capacity for gaming areas across the Property (at 4m² pp)</td> <td>2,689 pax</td> </tr> </tbody> </table>	Gaming Area	Area / People limit	Total gaming area across Property	10,754m ²	People capacity for gaming areas across the Property (at 4m ² pp)	2,689 pax
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People capacity for gaming areas across the Property (at 4m ² pp)	2,689 pax						
Food & Beverage	<p>The Star Gold Coast has a selection of food and beverage outlets which sit within the building but are located outside the ‘blue line’ of the casino area. Each can be accessed within the integrated resort without guests having to enter the casino zone/footprint.</p>						

	<p>The food and beverage outlets outside of the Property's casino area are:</p> <table border="1" data-bbox="386 226 1377 940"> <thead> <tr> <th data-bbox="386 226 662 327">Food & Beverage Outlet</th> <th data-bbox="662 226 889 327">Front of House Area (m²)</th> <th data-bbox="889 226 1133 327">People Limit (at 4m² pp)</th> <th data-bbox="1133 226 1377 327">Scheduled Opening Date</th> </tr> </thead> <tbody> <tr> <td data-bbox="386 327 662 436">Nineteen Restaurant and PDR</td> <td data-bbox="662 327 889 436">280</td> <td data-bbox="889 327 1133 436">70</td> <td data-bbox="1133 327 1377 436">16/05/20</td> </tr> <tr> <td data-bbox="386 436 662 506">Kiyomi Bar and Library</td> <td data-bbox="662 436 889 506">343</td> <td data-bbox="889 436 1133 506">86</td> <td data-bbox="1133 436 1377 506">12/06/20</td> </tr> <tr> <td data-bbox="386 506 662 575">Cucina Vivo Restaurant</td> <td data-bbox="662 506 889 575">473</td> <td data-bbox="889 506 1133 575">118</td> <td data-bbox="1133 506 1377 575">12/06/20</td> </tr> <tr> <td data-bbox="386 575 662 644">Garden Kitchen and Bar (GKB), M&G*</td> <td data-bbox="662 575 889 644">590</td> <td data-bbox="889 575 1133 644">148</td> <td data-bbox="1133 575 1377 644">19/06/20</td> </tr> <tr> <td data-bbox="386 644 662 714">Mei Wei*</td> <td data-bbox="662 644 889 714">170</td> <td data-bbox="889 644 1133 714">50</td> <td data-bbox="1133 644 1377 714">24/06/20</td> </tr> <tr> <td data-bbox="386 714 662 783">Imperial at The Star</td> <td data-bbox="662 714 889 783">83</td> <td data-bbox="889 714 1133 783">41</td> <td data-bbox="1133 714 1377 783">Stage 3 start date</td> </tr> <tr> <td data-bbox="386 783 662 852">Atrium Bar</td> <td data-bbox="662 783 889 852">224</td> <td data-bbox="889 783 1133 852">56</td> <td data-bbox="1133 783 1377 852">TBC</td> </tr> <tr> <td data-bbox="386 852 662 921">Harvest</td> <td data-bbox="662 852 889 921">330</td> <td data-bbox="889 852 1133 921">83</td> <td data-bbox="1133 852 1377 921">Stage 3 start date</td> </tr> <tr> <td data-bbox="386 921 662 940">Total</td> <td data-bbox="662 921 889 940">700</td> <td data-bbox="889 921 1133 940">175</td> <td data-bbox="1133 921 1377 940">When permitted</td> </tr> <tr> <td data-bbox="662 921 889 940">Total</td> <td data-bbox="889 921 1133 940">3193</td> <td data-bbox="1133 921 1377 940">800</td> <td></td> </tr> </tbody> </table> <p data-bbox="386 940 1422 1003">* People limit is at 2m² pp, capped at 50 pax in accordance with Queensland Government COVID-19 Directions.</p> <p data-bbox="386 1024 1422 1199">Within the Property's casino area there are a range of food and beverage outlets which have been closed since 23 March 2020. They comprise a total floor space of 1,635m². They will reopen in Stage 3 to the restriction of one person per 4m² with social distancing, for both seated and standing guests. Staff supervision and social distance attendants will be used in those venues.</p>	Food & Beverage Outlet	Front of House Area (m ²)	People Limit (at 4m ² pp)	Scheduled Opening Date	Nineteen Restaurant and PDR	280	70	16/05/20	Kiyomi Bar and Library	343	86	12/06/20	Cucina Vivo Restaurant	473	118	12/06/20	Garden Kitchen and Bar (GKB), M&G*	590	148	19/06/20	Mei Wei*	170	50	24/06/20	Imperial at The Star	83	41	Stage 3 start date	Atrium Bar	224	56	TBC	Harvest	330	83	Stage 3 start date	Total	700	175	When permitted	Total	3193	800	
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<p>Hotels</p>	<p>The Property is an integrated resort, featuring both a 596-room hotel (The Star Grand) and a 57-suite hotel (The Darling).</p> <p>The Darling has been operating (as an essential service) throughout the COVID-related shutdowns in accordance with the Queensland Government's COVID-19 Directions.</p> <p>The Star Grand will re-open in June 2020 and will operate in accordance with the Queensland Government's COVID-19 Directions.</p>																																												
<p>Retail</p>	<p>The Star Gold Coast gift shop will not re-open for the time being, however when it does, it will operate as a retail outlet in accordance with the Queensland Government's COVID-19 Directions.</p>																																												
<p>Event spaces</p>	<p>Event spaces, conference rooms and The Star Gold Coast Theatre remain closed, but will reopen when permitted under Queensland Chief Health Officer COVID-19 Directions.</p> <p>The total area of event spaces, conference rooms and the theatre across the Property is 4,670, permitting 1,167 people at 4m² pp with social distancing in these areas.</p>																																												

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.

Key mitigation measures are set out in the following sections.

3.2 CONDITIONS OF ENTRY

On re-opening, The Star will encourage The Star Club Membership in order to use gaming facilities. This will enable 24/7 rapid tracking/tracing of member contact details if required by Queensland Health, as The Star Club Member database captures:

- name;
- address;
- email;
- telephone number; and
- date/time of patronage.

The Star will send Star Club Members regular information during the re-opening period, including:

- communication sent in advance about the changes they will experience at the Property;
- new requirements on attendance (e.g. hand hygiene, social distancing etc); and
- the refusal of guests if they display COVID-19 symptoms.

All non-members will be required, on arrival at the Property, to log their name, email, phone number and the date and time of entering the Property. 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. Records will be kept for 56 days (or as otherwise required by the Queensland Government COVID-19 Directions).

Signage including the rights of management to refuse entry will also be displayed prominently at the Property. Security personnel located at each entry and exit points have now added to their business-as-usual responsibilities of greeting guests, checking ID, and controlling numbers – to

now also be looking for visible signs of COVID-19 and flu-like symptoms (sneezing, coughing, fever, generally looking unwell). The Property's sophisticated surveillance system also enables monitoring of people on arrival and throughout the building.

Social distancing attendants will conduct regular floor walks (including bathrooms), and they will be looking for overcrowding and people not adhering to social distancing requirements.

For any guest displaying COVID-19 symptoms, Team Members have been directed to follow a rigorous procedure, which includes recording details for 56 days. Similarly, a rigorous procedure has been established for Team Members who present unwell during work. Workforce Management and/or Managers/Supervisors will capture and record the relevant details in the designated manner and in alignment with SGR Leave and Attendance Policy. A priority for Team Member communications is to instruct any Team Member who is unwell to stay home if unwell and seek medical advice.

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 (<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/physical?tab=tab-toc-employer>) which include:

- Minimising the number of workers attending to deliveries and contractors
- Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with Team Members
- 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
- If practical, provide a drop-off or collection area for deliveries
- 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.

In the event of a confirmed or probable case of COVID-19 infection at the Property, Queensland Health will be notified by the medical professional who confirms the diagnosis and the relevant testing laboratory. Upon being informed, the Property Chief Operating Officer will notify Workplace Health and Safety Queensland that a case has been confirmed. 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.

3.3 GUEST INTERACTION

The Star will limit the number of guests within the Property as determined by four square metres per person and social distancing between people. Once within the Property, guest interactions will be managed via the following processes:

- All entrances and exits within the Property feature uni-directional signage, to separate inflow/outflows;
- Physical distancing, hygiene and cleaning measures and reminders are implemented throughout the Property to guests and Team Members;

- 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;
- Social distancing measures in place and a limit of one person per four square metres;
- 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;
- Social distancing attendants 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;
- The Property will advertise and encourage the downloading and operation of the COVID-Safe App;
- Use of online reservations will be encouraged to reduce face to face interactions where possible; and
- Prominent signage will show the Property's COVID-Safe Site accreditations and Government COVID-19 regulatory advice.

During the initial casino re-opening, The Star Club Members will receive the following information in advance:

- Frequent updates and reminders of health requirements; and
- Regular surveys to seek confirmation that they have understood the information provided, the steps implemented and why The Star has made the changes they are seeing when they visit the properties.

3.4 COMPLETING SERVICE AND PAYMENT

The Property's restaurants and hotel outlets have moved to, and will continue to promote, cashless transactions where reasonably practicable.

Within the casino environment, regulatory requirements prevent the opportunity to perform cashless functions at Gaming Tables, with limited availability at EGMs.

3.5 HIGH FREQUENCY TOUCH POINT CLEANING

As Table Games play involves some frequently touched surfaces, dealers will incorporate the following stringent hand hygiene and chip sanitisation measures:

- Dealers will spray or wipe chips in the float with an anti-viral cleaner every second hour;
- For Star Club members, dealers will swipe the players' card before commencing play and close their play/rating out at the conclusion of play. This measure, together with security and surveillance, will further assist the tracking and tracing of individuals in the event of a COVID event;
- Dealers will disinfect the on/off button when entering a game;

- Dealers will disinfect the outside of shufflers both upon entry to a table and when a table is rendered inactive;
- 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;
- Dealers will disinfect dice for each new shooter (approval for this measure will need to be sought from regulators);
- Dealers will disinfect the discard rack and Blackjack discard holders at least once every 4 hours; and
- Chipper machines will be disinfected on a daily basis.

Further control measures are contained in the Table Games Checklist.

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. There will be 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.

3.6 SOCIAL DISTANCING

The following specific mitigations will apply to Table Games:

- The total number of guests at a Table Game to be reduced, to enable up to a maximum of four (4) guests to be able to play at a Table Game (as per Australian industry standards). This will be achieved by removing every second chair at a seated Table Game or placing markers to indicate the four positions allowed on a non-seated Table Game.
- Chairs and/or markers on the floor will be evenly spaced such that distance between players is maximised;
- Aside from the actual time seated at the table, social distancing will be rigorously enforced monitored by trained Team Members and will also be monitored via security and surveillance, as well as social distancing attendants;
- Only seated players may wager at a gaming table unless playing at Sic Bo, Big Wheel or Craps where they will stand at an allocated marked position;
- Applying the new industry standard during the initial casino re-opening phase in stage 3, to allow only up to four players per Table Game, will result in the following:
 - Baccarat – normally 5 to 7 seated players, will reduce to 4;
 - Blackjack and Blackjack derivatives – normally 5 to 7 seated players, will reduce to 4;
 - Roulette table – normally for crowds of 10+ standing players, will reduce to 4 seated players;
 - Poker and Poker derivatives – normally 7 to 10 seated players, will reduce to 4;
 - Sic Bo – normally 6+ standing players, will reduce to 4 standing players;
 - Big Wheel – normally 6+ standing players, will reduce to 4 standing players;

- Craps – normally for crowds of 10+ standing players per side, will reduce to 4 standing players per side at marked locations; and
- No back-betting (by people standing behind seated players) permitted.

Across other areas of the Property, the following measures will be used to address social distancing:

- Guest arrivals will be via exit and entry points which have been established with directional signage for traffic flow;
- Entrances and exit points are marked by arrows on floor and/or ropes/signage to direct one-way traffic flows;
- During the initial phase of the casino re-opening in Stage 3, no promotions which may cause crowds to gather will be run on the Main Gaming Floor;
- 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 leave once the maximum number of people (guests, Team Members and contractors) has been reached for the capacity of the venue;
- Signage, floor markings and supervision by Team Members will be used to achieve social distancing of guests;
- All fixed seating (eg bench or booth seating) will have appropriate social distancing signage in place;
- In casino gaming areas only the relevant number of chairs will be provided to match the maximum number of guests permitted. This will allow for social distancing and also help ensure guests remain seated;
- At the Property, The Star Club members will be required to swipe in at Property entry points, and encouraged to swipe out at exit points as they leave;
- At the Property 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;
- Private Gaming Room entrances will feature signage for the maximum number of guests based on one person per 4m². 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 and surveillance; and

3.7 COMMUNAL FACILITIES AND SPACES

One of the specific features of a casino is the size and scale of areas such as the Main Gaming Floor (**MGF**). The Star Gold Coast's total gaming area covers 10,754m², enabling 2,689 people at 4m² per person with social distancing.

The Property has introduced floor markers to indicate space regulations for all queues and communal spaces (e.g. entrances, Star Club Member registration desks, lift waiting areas and bathrooms). The Property will have shutdowns daily for deep cleaning.

An intensive schedule of regular cleaning and disinfecting 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.

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. The Property is cleaned and sanitised in accordance with Safe Work Australia COVID-19 guidelines.

In addition to this, The Star will adopt the following control measures:

- The Property has developed and trained a team on specific housekeeping work instructions pertaining to infectious control management cleaning and sanitising;
- Increased cleaning / sanitising rotation of frequent touch points, Team Members changing rooms, rest rooms, offices, foyer tables and chairs, loading docks;
- Provision of cleaning products including alcohol wipes to all team and guest areas;
- Tissues and bins for hygienic disposal along with supporting signage on coughing etiquette will be made available both front and back of house;
- Additional front of house Team Members will be deployed for the purposes of cleaning and sanitising high touch areas and surfaces;
- Increased sanitisation of shared audio-visual items such as microphones and lecterns;
- All common touch points will be regularly sanitised;
- Increased provision of PPE for cleaners;
- 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;
- Prominent signage promoting good hand hygiene will be displayed throughout the venue at entry points, public areas, hired event spaces and restrooms;
- The Property records commercial dishwasher temperatures daily;
- Ongoing revision, updating and creating policies and procedures; and
- In communal Designated Outdoor Smoking Areas (**DOSA**), those areas will feature:
 - Signage on doors to balconies designated for outdoor smoking areas will state the maximum number of people permitted according to the one person per 4m² requirement;
 - Team Members and security/surveillance will monitor social distancing in DOSAs;
 - DOSAs will not provide seating;
 - Doors/handles to DOSAs will be regularly cleaned; and
 - Hand sanitiser will be placed near entrance to DOSAs.

3.8 MANAGING EGRESS AND EMERGENCY EVACUATION

The Property's existing evacuation procedures have been updated to ensure evacuation measures will be in a COVID-Safe manner, including:

- The Emergency Management Plan and Emergency Operations Centre pack have been updated with instructions for Assembly Wardens, responsible for monitoring and accounting for evacuated personnel, to maintain social distance requirements.

- Social Distancing Marshalls may also assist in this regard and may consist of other department Team Members as required.
- 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;
- Upon completion of an assembly, any single use equipment (e.g. PPE) is to be disposed of appropriately and replaced; and
- Any reusable equipment used is to be sanitised, cleaned and checked before being returned to storage (i.e. oxygen, helmets, megaphones, torches, etc.).

3.9 TEAM MEMBER PRACTICES

The Property has developed a management procedure for any Team Members who present at work with COVID-like symptoms:

- Where a Team Member has been tested for COVID-19 and is awaiting test results, they are 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;
- 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;
- We will identify and support Team Members as they return to work either at the Property or those working from home including those identified as most vulnerable;
- Team Members who fit into the category as described by QLD Health as vulnerable Team Members (those who are identified as 'at-risk') will be assessed individually to determine best approach arrangements;
- We will undertake a risk assessment of each of the operating venues and other identified areas to identify COVID-19 hazards and risk factors, determine appropriate measures in consultation with Team Members and their representatives and mitigate those risks as far as reasonably practicable;
- Ongoing reviews of the controls implemented will be undertaken in consultation with our Team Members and representatives;
- 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; and
- 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.

The Star provides Team Members with access to a range of support services including:

- Confidential Employee Assistance Program through Assure programs;
- A free COVID-19 Hotline operated by trained nurses; and
- Star intranet and other internal communications.

3.10 TEAM MEMBER INTERACTIONS

With a workforce of around 2,400 Team Members at the Property (at full operational level), the Plan has a strong focus on minimising risk to Team Members, minimising interactions between teams, and how to adhere to social distancing requirements in common areas such as Team Member dining rooms (**EDRs**), changerooms and uniform rooms. These include:

- review Team Member work areas (e.g. EDRs, kitchens, offices) to ensure where practical minimum physical distances are maintained;
- 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;
- 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;
- 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;
- 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 4m² and maintaining social distancing);
- Sanitiser and wipes available to Team Members throughout heart of house areas
- Frequent touch-point cleaning and routine cleaning of EDRs, bathrooms, changerooms and other Team Member areas;
- The Star Gold Coast EDR relocated to Harvest restaurant to enable social distancing (social distancing and 4m² per person);
- 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; and
- To keep Team Members updated on COVID-19, safety requirements and changes to normal operations, communications will continue to be made available via:
 - The Star intranet;
 - MyStar App;
 - Team Member Facebook page;
 - On-Property posters and digital screens;
 - Departmental noticeboards and briefings;
 - Leader/Supervisor briefings, start of shift communications, emails, etc; and
 - On-Property audio voiceovers.

3.11 TRAINING

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.

- 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;
- 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;
- 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 work;
- Team Members will be trained to identify the early signs and symptoms of COVID-19 and the requirement to stay home if unwell;
- Team Members will be required to adhere to official advice about how to help reduce the spread of COVID-19;
- 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; and
- Workplace specific training for onboarding new Team Members will include COVID-19 practices and risk assessments within the workplace and their area of work.

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.

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

Once approved, The Star will conduct a detailed internal audit and in field compliance check of the Property to ensure operation in accordance with the approved Plan. 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 prior to re-opening the gaming areas.

Once approved, this Plan will be published on The Star Gold Coast website <https://www.star.com.au/goldcoast/>

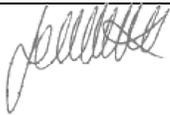
A copy of the Plan will also be made available for guests/members of the public to review at The Star Grand hotel reception.

Schedule 1 Checklist

1.1 SITE SPECIFIC CHECKLIST FOR THE STAR GOLD COAST

COVID-SAFE CHECKLIST TABLE GAMES – WHEN PERMITTED	
Social Distancing	
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
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
Casino guests to maintain social distancing and no more than one person per 4m ² in gaming areas, monitored by Team Members and management.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
The maximum number of patrons at each table game will be limited to 4. This will be achieved by chair placement and /or markers for players to stand at tables that do not have seating.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Chairs and/or markers on the floor evenly spaced such that distance between players is maximised	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
The number of players at each game table will be monitored.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Gaming table dealers, social distancing attendants and security will monitor and maintain social distancing between players	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Team Members will monitor social distancing in the table game areas and not allow congregation around gaming tables that blocks traffic flow and results in social distancing failures	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
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
Where members of the same household (validated by Team Members) wish to play the same table game social distancing may not apply	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Hand sanitiser stations and wipe stations will be placed throughout the table games area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
During the initial phase of casino re-opening in Stage 3, no promotions which may cause crowds to gather will be run on the Main Gaming Floor.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
All fixed seating (eg bench or booth seating) will have appropriate social distancing signage in place.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
External queues to the casino entrance will be managed by security who will enforce social distancing and will advise guests waiting to enter to leave once maximum occupancy according to current restrictions has been reached for the venue.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Record Keeping	

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
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
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
All members, visitors, contractors and Team Members encouraged to download the COVID-Safe App	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Wellbeing of Team Members	
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
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
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
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
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
Mandatory completion by Team Members of COVID-Safe Star online compliance training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
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
Hygiene and Cleaning	
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
Table Game dealers will incorporate stringent hand hygiene and sanitisation measures. Dealers will instruct each player to use	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A

hand sanitiser before commencing play, and at the conclusion of play	
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
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
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
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
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
All Team Members instructed to practice good hygiene by frequently cleaning their hands.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
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
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
Shared use of equipment and tools minimised	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
Signed: 	Date: 03/07/2020
Name of licensee or approved person: Jessica Mellor - Chief Operating Officer - The Star Gold Coast	



THE STAR

ENTERTAINMENT
GROUP