



COVID-19 SAFETY PLAN

ICE ZOO Sydney

CLUBS	Ice Zoo Skating Club Ice Zoo Hockey Club
Location	Ice Zoo Ice Rink, Alexandria NSW
CLUB Facility Location	Ice Zoo Ice Rink, Alexandria NSW
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Brooke Crawford is responsible for this document	

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1. Introduction

The purpose of this COVID-19 Safety Plan (**Plan**) is to provide an overarching plan for the implementation and management of procedures by Ice Zoo to support the Rink and its members and participants in the staged resumption of community sport and Rink activities.

The arrangements set out in this Plan are intended to prevent the transmission of COVID-19 among members, participants, coaches, officials, administrators/volunteers, visitors, families and the broader community. The Plan provides the framework to govern the general operation of the Ice Zoo Skating Rink, the playing/training behaviour of all members and participants and the monitoring and reporting of the health of attendees at Ice Zoo Ice Rink facilities.

This Plan includes, but is not limited to, the conduct of:

- a. staged training and competition activities (sport operations); and
- b. facility management and supporting operations (facility operations).

At all times the Plan is subject to all regulations, guidelines and directions of government and public health authorities.

2. Key Principles

This Plan is based on, and accepts, the AIS [Framework for Rebooting Sport in a COVID-19 Environment](#) (**AIS Framework**) and the [National Principles for the Resumption of Sport and Recreation Activities](#) (**National Principles**), and NSW Government – Helping Businesses Get Back to Work – COVID Safety Plan Restaurants and Café's

The Plan also accepts as key principles that:

- The health and safety of members, participants, coaches, officials, administrators/volunteers, visitors, families and the broader community is the number one priority;
- Members, participants, coaches, officials, administrators/volunteers, families and the broader community need to be engaged and briefed on Ice Zoo Skating Rink's return to sport plans;
- Facilities are assessed and appropriate plans are developed to accommodate upgraded hygiene protocols, physical distancing and other measures to mitigate the risk of transmission of COVID-19;
- Training cannot resume until the arrangements for sport operations and facility operations are finalised and approved, if necessary; and
- At every stage of the return to sport process Ice Zoo must consider and apply all applicable State and Territory Government and local restrictions and regulations. Ice Zoo needs to be prepared for any localised outbreak at training facilities, within our competitions or in the local community.

3. Responsibilities under this Plan

Ice Zoo retains the overall responsibility for the effective management and implementation of both the return to sport activities, General Operations and Café Operations outlined in this Plan.

The Committee of the Clubs at Ice Zoo are responsible for:

- Approving the Plan and overseeing the implementation of the arrangements in the Plan; and
- Revising the Plan as required, ensuring it reflects up to date information from government and public health officials.

The Committee has appointed the following person as the Ice Zoo COVID-19 Safety Coordinator to execute the delivery of the Plan and to act as a point of contact for information relating to this Plan:

Name	Brooke Crawford
Contact Email	brooke@icezoo.com
Contact Number	0478 523 995

Ice Zoo expects all members, participants, coaches, officials, administrative staff and volunteers to:

- Comply with the health directions of government and public health authorities as issued from time to time.
- Understand and act in accordance with this Plan as amended from time to time.
- Comply with any testing and precautionary measures implemented by Ice Zoo.
- Act with honesty and integrity in regard to the state of their personal health and any potential symptoms; and
- Monitor their health and take a cautious approach to self-isolation and reporting of potential symptoms.

4. Return to Sport Arrangements

The Plan outlines specific sport requirements that Ice Zoo will implement for Level B and Level C of the AIS Framework.

Ice Zoo will transition to the training activity and facility use as outlined in Level B of the AIS Framework and the training/competition activities and facility use outlined in Level C of the AIS Framework when permitted under local restrictions and regulations.

4.1 AIS Framework Arrangements

The protocols for conducting sport operations and facility operations under Level B and Level C of the AIS Framework are set out in the Appendix.

4.2 Roadmap to a COVIDSafe Australia

Ice Zoo will also comply with the Australian government's [Roadmap to a COVIDSafe Australia](#), which places limits on the type of activity that can be conducted and the number of people who can gather at facilities, notwithstanding the activities permitted by the AIS Framework (see below).

AIS Activities	Level A: Training in no more than pairs. Physical distancing required.	Level B: Indoor/outdoor activity. Training in small groups up to 10. Physical distancing required.		Level C: Full sporting activity (training and competition) allowed. No restriction on numbers. Contact allowed.	
Roadmap Activities	N/A	Step 1: No indoor activity. Outdoor sport (up to 10 people) consistent with AIS Framework.	Step 2: Indoor/outdoor sport up to 20 people. Physical distancing (density 4m ²).	Step 3: Venues allowed to operate with up to 100 people with physical distancing. Community sport expansion to be considered consistent with AIS Framework.	Further steps TBC

5. Recovery

When public health officials determine that the outbreak has ended in the local community, Ice Zoo will consult with relevant authorities to identify criteria for scaling back its COVID-19 prevention actions. Ice Zoo will also consider which protocols can remain to optimise good public and participant health.

At this time the Committee of Ice Zoo will consult with key stakeholders to review the delivery of its return to sport arrangements and use feedback to improve organisational plans and systems.

Appendix: Outline of Return to Sport Arrangements

Part 1 – Sport Operations

Area	Plan Requirements (for activities under AIS Framework Level B)	Plan Requirements (for activities under AIS Framework Level C)
Approvals	<p>The Rink must obtain the following approvals to allow a return to training at Level B:</p> <ul style="list-style-type: none"> • State/Territory Government approval of the resumption of community sport. • Relaxation of public gathering restrictions to enable training to occur. • Local government/venue owner approval to training at venue, if required. • Insurance arrangements confirmed to cover training. 	<p>The Rink must obtain the following approvals to allow a return to training/competition at Level C:</p> <ul style="list-style-type: none"> • Relaxation of public gathering restrictions to enable training to occur. • Local government/venue owner approval to training/competition at venue, if required. • Rink in discussion with IZSC, NSWISA and Ice Skating Australia approval to return to training/competition for community sport. • Rink committee in discussion with IZHC and IHNSW Australia has agreed to return to competition for Rink. • Insurance arrangements through ISA confirmed to cover competition.
Training Processes	<ul style="list-style-type: none"> • Group sizes will be limited to align with the physical distancing restrictions put in place by NSW Government officials and local facilities management. • Ingress and egress of Ice Rink will be managed to ensure physical distancing. One-way traffic flow such as one dedicated entrance and another dedicated exit (where possible) can help minimise congestion. A traffic flow plan that directs participants through the facility while reducing possibilities to congregate. (see example below) • Clearly labelled entry/exit and flow through the building. • All warm-ups should be done outside of the building. Weather permitting. • No sharing of drink bottles and towels. • Skaters and coaches should come prepared to take the ice after putting on skates • Skaters should enter/exit ice at staggered times and separate entrances. 	<ul style="list-style-type: none"> • Skaters and Coaches will be required to book in for attendance to any training session. This will provide a Training attendance register for the possibility of track and trace. • AIS Framework principles – full sporting activity that can be conducted in groups of any size (subject to COVID Safe Roadmap) including full contact. • All training to be held in groups of 10. Social Distancing rules apply • Limit unnecessary social gatherings. Participants are to leave the ice at the end of their session and after taking their skates off, leave the building. • Sanitising requirements continue from Level B. • Treatment of shared equipment continues from Level B. • Personal hygiene encouraged (e.g. wash hands prior to training, no spitting or coughing). • Skaters should enter/exit ice at staggered times and separate entrances.

	<ul style="list-style-type: none"> • Coaches will conduct lesson plans to ensure skaters are mandatory 1.5mtrs from each other • Participants are to leave the ice at the end of their session and after taking their skates off, leave the building. • Parents or Chaperones are to remain in the ground floor foyer or wait for their children in their vehicle. 	<ul style="list-style-type: none"> • Coaches will conduct lesson plans to ensure skaters are mandatory 1.5mtrs from each other • Participants are to leave the ice at the end of their session and after taking their skates off, leave the building. Parents or Chaperones are to remain in the ground floor foyer or wait for their children in their vehicle.
Personal health	<ul style="list-style-type: none"> • Graded return to sport to avoid injury. • Players, coaches, parents are advised to not attend if unwell (including any signs/symptoms of cold, flu, COVID-19 or other illness). • Wash your hands often with soap and water. This includes before and after training and after going to the toilet • No sharing of tissue boxes, or equipment without an appropriate cleaning protocol, in between training sessions • Use alcohol-based hand sanitisers when you can't use soap and water • Avoid touching your eyes, nose and mouth • Washing of hands prior to, during and after training and use of hand sanitiser where available. • Avoid physical greetings (i.e. hand shaking, high fives etc.). • Avoid coughing, clearing nose, etc 	<ul style="list-style-type: none"> • Players, coaches, parents are advised to not attend if unwell (including any signs/symptoms of cold, flu, COVID-19 or other illness). • Wash your hands often with soap and water. This includes before and after training and after going to the toilet • No sharing of tissue boxes, or equipment without an appropriate cleaning protocol, in between training sessions • Use alcohol-based hand sanitisers when you can't use soap and water • Avoid touching your eyes, nose and mouth • Washing of hands prior to, during and after training and use of hand sanitiser where available. • Avoid physical greetings (i.e. hand shaking, high fives etc.). • Avoid coughing, clearing nose, etc
Hygiene	<ul style="list-style-type: none"> • Ice Rink Barriers are being sanitised and disinfected during each session • All doors, handles, point of sale devices, lifts –interior and exterior call buttons, handrails on stairs and escalators are being cleaned during every session • Café Counters and Front Counters are being disinfected after every session • Frequent cleaning of guest and staff bathrooms • spaces at each facility, surfaces and objects are regularly cleaned with disinfectant • promote regular and thorough hand washing by staff and participants promote exclusion of ill persons 	<ul style="list-style-type: none"> • Hygiene and cleaning measures to continue from Level B.
Communications	<ul style="list-style-type: none"> • Education of athletes, coaches and other personnel on hygiene practices and promote required behaviours relevant to their sport and environment 	<ul style="list-style-type: none"> • Continued Education of athletes, coaches and other personnel on hygiene practices and promote required behaviours relevant to their sport and environment

	<ul style="list-style-type: none"> • Promotion to Coaches of the Covid Safe Sport Coach Certification from Confederation of Australia Sport. • Endorsement of government COVIDSafe app and encouragement to players, coaches, members, volunteers and families to download and use app. Promotion of good personal hygiene practices in and around training sessions using Safe Work Australia COVID SFE resource kit and the use of The Federal Australian Government’s official “Help Stop the Spread: COVID -19 Campaign” • Addition of signs in all bathrooms reminding guests to wash their hands and practice good cough and sneeze etiquette posters in bathrooms). • Provide information on how individuals can access mental health and wellbeing counselling services • COVID Safe messages on all digital platforms, including Website, Social Media and Booking Systems. 	<ul style="list-style-type: none"> • Continued Promotion to Coaches of the Covid Safe Sport Coach Certification from Confederation of Australia Sport. • Endorsement of government COVIDSafe app and encouragement to players, coaches, members, volunteers and families to download and use app. Promotion of good personal hygiene practices in and around training sessions using Safe Work Australia COVID SFE resource kit and the use of The Federal Australian Government’s official “Help Stop the Spread: COVID -19 Campaign” • Addition of signs in all bathrooms reminding guests to wash their hands and practice good cough and sneeze etiquette posters in bathrooms). • Provide information on how individuals can access mental health and wellbeing counselling services • COVID Safe messages on all digital platforms, including Website, Social Media and Booking Systems.
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Part 2 – Facility Operations

Area	Plan Requirements (for activities under AIS Framework Level B)	Plan Requirements (for activities under AIS Framework Level C)
Approvals	<p>Ice Zoo must obtain the following approvals to allow use of Rink facilities at Level B:</p> <ul style="list-style-type: none"> • State/Territory Government approval of the resumption of facility operations. • Local government/venue owner approval to use of facility, if required. • Rink committee has approved plan for use of Rink facilities. • Insurance arrangements confirmed to cover facility usage. 	<p>The Rink must obtain the following approvals to allow use of Rink facilities at Level C:</p> <ul style="list-style-type: none"> • State/Territory Government approval of the resumption of facility operations. • Local government has given approval to use of facility, if required. • Rink committee has approved plan for use of Rink facilities. • Insurance arrangements confirmed to cover facility usage.
Facilities	<ul style="list-style-type: none"> • Ice Rink Barriers are being sanitised and disinfected during each session 	<ul style="list-style-type: none"> • Ice Rink Barriers are being sanitised and disinfected during each session

	<ul style="list-style-type: none"> • All doors, handles, point of sale devices, lifts – interior and exterior call buttons, handrails on stairs and escalators are being cleaned during every session • Café Counters and Front Counters are being disinfected after every session • Frequent cleaning of guest and staff bathrooms • spaces at each facility, surfaces and objects are regularly cleaned with disinfectant • 	<ul style="list-style-type: none"> • All doors, handles, point of sale devices, lifts – interior and exterior call buttons, handrails on stairs and escalators are being cleaned during every session • Café Counters and Front Counters are being disinfected after every session • Frequent cleaning of guest and staff bathrooms • spaces at each facility, surfaces and objects are regularly cleaned with disinfectant
Facility access	<ul style="list-style-type: none"> • For the purpose of Public Health, health screening measures temperature checks will be conducted at check in prior to entry to any facilities and any privacy measures Rink will take to protect sensitive health information. • Access to Ice Zoo will be restricted to limit anyone who has: <ul style="list-style-type: none"> – COVID-19 or has been in direct contact with a known case of COVID-19 in the previous 14 days. – Flu-like symptoms or who is a high health risk (e.g. due to age or pre-existing health conditions). – Travelled internationally in the previous 14 days. • Only essential participants should attend to minimise numbers; Parents/Guardians should wait in the foyer, car park or in their vehicles • gathering numbers should not exceed government allowances (COVIDSafe Roadmap maximum gatherings: Step 2 (20 people), Step 3 (100 people)) • Detailed attendance register to be kept. All bookings to be made through online booking software. • Private Hirer training should keep a register of attendees and at least 1 contact detail ie phone email including coaches. 	<ul style="list-style-type: none"> • Continue Level B protocols as appropriate. • gathering numbers should not exceed government allowances (COVIDSafe Roadmap maximum gatherings: Step 2 (20 people), Step 3 (100 people)) • Any spectators should observe physical distancing requirements (>1.5 metres) and density requirements (one person per 4 square metres). • Managed access including separate entry/exit points, managed traffic flows, stagger arrival/departure times. • Non-essential personnel to be discouraged from entering change rooms. • Physical distancing protocols including use of zones in Rink,, change rooms, bar/cafe including by use of physical zone indicators. • Bar/cafe operations to include food and cash handling protocols, hygiene and cleaning measures and established zones. • General advice on physical distancing in Rink facilities including discouraging face to face meetings where possible, restricting site visitors, deferring or splitting up large meetings. • Detailed attendance register to be kept. All bookings to be made through online booking software.
Hygiene	<ul style="list-style-type: none"> • Safe hygiene protocols distributed by national/state sporting body or local association that will be adopted by Rink including: • Safe Work Australia COVID SFE resource kit and the use of The Federal Australian Government’s official “Help Stop the Spread: COVID -19 Campaign” 	<ul style="list-style-type: none"> • Continue hygiene and cleaning measures as per Level B].

	<ul style="list-style-type: none"> • Ice Rink Barriers are being sanitised and disinfected during each session • All doors, handles, point of sale devices, lifts – interior and exterior call buttons, handrails on stairs and escalators are being cleaned during every session • Café Counters and Front Counters are being disinfected after every session • Frequent cleaning of guest and staff bathrooms • spaces at each facility, surfaces and objects are regularly cleaned with disinfectant • Availability of hand sanitiser at entry/exit points to venue 	
Management of unwell participants	<ul style="list-style-type: none"> • Isolation/medical requirements for all players, members, volunteers and their families at the onset of any symptoms. • Unwell persons will be isolated in the Access Bathroom until they can be safely and comfortably removed from premises. • Staff to wear gloves and facemasks when dealing with symptomatic persons. • After use, the Access Toilet to be sanitised and left for • Training of volunteers/Rink management on treatment of symptomatic participants and disinfecting of facilities used by such participants. • Notification protocols for notifying public health authorities and other attendees of symptomatic participants]. 	Measures as per Level B.
Rink responsibilities	<p>The Rink will oversee:</p> <ul style="list-style-type: none"> • Provision and conduct of hygiene protocols as per the Plan. • The capture of a record of attendance at all training and Rink activities and maintaining an up-to-date log of attendance. • Coordination of Level B ice and training operations. • Operation of the Rink's facilities in support of all Level B training activities in accordance with this Plan. 	As per Level B.

> HELPING BUSINESS GET BACK TO WORK



COVID-19 Safety Plan

Effective 1 July 2020

Restaurants and cafes (including food courts)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS

Business name: Ice Zoo Ice Rink

Plan completed by: Brooke Crawford

Approved by:

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

REQUIREMENTS	ACTIONS
Wellbeing of staff and customers	
Exclude staff and customers who are unwell from the premises.	<p>Before participating in any shift, we have requested all staff, including Supervisors, Casual Team Members, Contract Coaches, they must not attend work, if in the past 14 days if they have:</p> <ul style="list-style-type: none"> - been unwell or had any flu-like symptoms, or - been in contact with a known or suspected case of COVID-19, or - any sudden loss of smell or loss of taste, or - are at a high risk from a health perspective, including the elderly and those with pre-existing medical health conditions. <p>We have advised that they should check the NSW Government website for advice regarding the full list of symptoms associated with COVID-19 infection: https://www.nsw.gov.au/covid-19/symptoms-and-testing</p>
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	<p>Distribution of information from authorities to heighten staff awareness of the importance on implementing controls to prevent Corona virus spread.</p> <p>Staff are briefed prior to their shift regarding shift information and any COVID 19 information updates</p> <p>Train Staff in:</p> <ul style="list-style-type: none"> • Signs and Symptoms of Corona virus infection • What is "physical distancing" and how to enforce this at Ice Zoo • COVID Cleaning requirements and Ice Zoo COVID Cleaning Schedule • The use of "My Guest List" QR Code check in app <p>We have worked with NSWISA and IHNSW to promote and encourage the use of the following resources and websites in order to obtain accurate information:</p> <p>Australian Government Department of Health: https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert</p>

	<p>NSW Government Department of Health: https://www.health.nsw.gov.au/Infectious/covid-19/Pages/default.aspx World Health Organisation: https://www.who.int/ Australian Institute of Sport: https://ais.gov.au/health-wellbeing/covid-19 Sport Australia: https://www.sportaus.gov.au/</p> <p>Similarly, we have promoted the range of COVID-19 “campaign resources’ produced by the Federal Government, including posters outlining hygiene practices (e.g. promoting thorough hand washing) found at:</p> <p>https://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources</p> <p>Supervisors are requested to complete the COVID 19 Skills Set Training Course. HLTSS00064 Infection Control – Health & Community Services National Code: HLTINF001 Comply with infection prevention and control policies and procedures HLTSS00065 Infection Control – Retail National Code: HLTINFCOV001 Comply with infection prevention and control policies and procedures HLTSS00066 Infection Control – Food Handling National Code: HLTINFCPOV001 Comply with infection prevention and control policies and procedures</p>
<p>Make staff aware of their leave entitlements if they are sick or required to self-isolate.</p>	<p>Whilst our workforce is casual, we have made them aware of the above-mentioned symptoms and stipulated that they should stay away from work and self-isolate if they experience any symptoms.</p> <p>Staff also have the appropriate contact details for the HR person at Ice Zoo for questions and/or clarification.</p>
<p>Display conditions of entry (website, social media, venue entry).</p>	<p>We will display posters, distribute and “share” information about COVID- 19 across our digital channels and at appropriate locations around our venue.</p> <p>Where appropriate, we will identify and address potential language, cultural and disability barriers associated with communicating COVID-19 information to staff, guests, contractors, and other stakeholders.</p>
<p>Venues must assign one staff member as a COVID-19 Safe Hygiene Marshall who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping. If the venue has a capacity of 250 patrons or more, the identified Safe Hygiene Marshall/s must always be present while the venue is operational; for venues with a capacity of less than 250 patrons, the identified Safety Marshall/s must be present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm,</p>	<p>Shift Supervisors will act in the capacity COVID Safe Hygiene Marshall while on shift.</p> <p>Staff are also responsible for monitoring Social Distancing and immediately reporting to the Shift Supervisor any concerns/breaches</p> <p>Café Capacity is 30 pax Ice Surface Capacity is 150 pax Surrounding Area Ice Surface – Individual Party Space 2 x 15 pax - Surrounding Barrier – 60 pax</p>

REQUIREMENTS	ACTIONS
Physical distancing	
Capacity must not exceed one customer per 4 square metres of space.	Maximum number of staff inside the cafe: <ul style="list-style-type: none"> - 1 Shift Supervisor - 1 Barista - 2 Customer Service Staff Maximum Number of Patrons within the Café Area <ul style="list-style-type: none"> - Café dimensions are 22m x 5.5 mtr – - 30 people max capacity
If the premises hosts events such as weddings and/or has an area for dancing, ensure there is adequate room to promote physical distancing. Develop strategies to avoid crowding and to ensure people do not take alcoholic drinks onto the dancefloor. Dancefloors at weddings must be restricted to the wedding couple and wedding party only.	Not applicable
Ensure no more than 20 customers at a table.	Café tables are 1.5m in length. Only 2 stools around a café table to restrict different groups sitting at the same table.
Reduce contact between customer groups wherever possible.	Use of Federal Government resources (posters, TV ads etc) Signage placed on tables regarding Social Distancing
Move or remove tables and seating to support 1.5 metres of physical distance wherever possible. Household or other close contacts are not required to physically distance.	Café tables are 1.5m in length. Only 2 stools around a café table to restrict different groups sitting at the same table.
Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.	Queuing system is in place in front of the cafe with 1.5 social distancing enforced via signage on the ground. Orders are placed at the register and customers are asked to sit at an available space (practicing social distancing) until their order is ready. Orders are picked up from the designated "pick - up" area at the counter.
Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations.	Positions are marked on the ground in front of the counter at 1.5metres apart.
Alcohol can only be consumed by seated customers.	Customers will be advised that alcohol must be consumed whilst seated either at Café Tables or at seating surrounding the ice surface.
Where reasonably practical, stagger start times and breaks for staff members.	Roster and staff break allocation reflects staggered starts to minimize contact is Staff area
Consider physical barriers such as plexiglass around counters with high volume interactions with customers.	All staff are advised that they must wear a mask at all times while on duty.

Review regular deliveries and request contactless delivery / invoicing where practical.	Payment for deliveries are set up on an invoice or CC online basis. No Cash on Deliveries
Introduce strategies to manage gatherings that may occur outside the premises.	Not applicable
Physical distancing	
High energy dance, as well as singing and wind instruments, can spread COVID-19 if a participant is infected. Additional planning around these activities should be undertaken from a work health and safety perspective, including ensuring 3 metres distance from the audience.	Not applicable

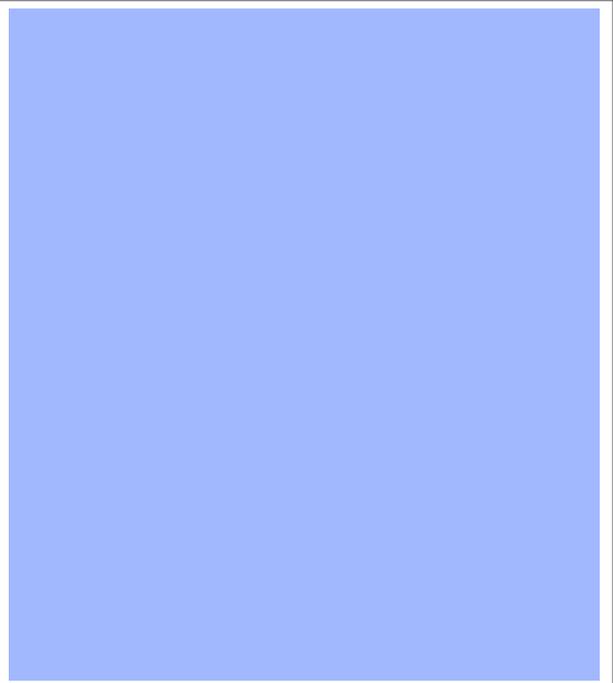
REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	<p>We will wipe down key spaces, surfaces and objects such as benchtops, door handles, café tables (after every use) etc regularly.</p> <p>Further we will:</p> <ul style="list-style-type: none"> - Promote and provide hand washing guidance to all staff and contractors (http://www.who.int/gpsc/clean_hands_protection/en/); - Promote regular and thorough hand washing by staff, contractors, customers and participants Provide sanitising hand rub within the venue and refill regularly - Replace/refill soap in toilets regularly - Place bins around the venue <p>Strict adherence to hygienic procedures, with an increased focus on effective cleaning routines, contact surfaces, equipment, tools and facilities:</p> <ul style="list-style-type: none"> • increased surveillance of hygiene effectiveness. • review to ensure enough access to hand washing and hygiene stations; and • cleaning and sanitising of ice rink and equipment, particularly high contact areas including Front Counter, Rink Barriers, Skate Hire and Hire Skates. • Appropriate use and disposal of personal protective equipment (PPE). • Ensure a “fit for work” policy to prevent site access by staff who may place the business at risk. • Measures that may also be considered include documented coronavirus training, and a temperature recorded health check prior to work.
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.	<p>We will:</p> <p>Refill soap in toilets regularly.</p> <p>Refill paper towel dispensers in toilets when required. Place bins around the venue.</p>

Reduce the number of surfaces touched by customers wherever possible.	We will use signage to remind patrons. Cafe counter surface will be cleaned regularly with disinfectant.
No self-serve buffet style food service areas, communal bar snacks, communal condiments, or hookahs.	<p>There is no self-serve style service at the Cafe.</p> <p>All condiments such as salt, pepper, sauces, honey, sugar etc. have been removed from bench tops and customers must request these items. Gloves are used when handling food for packaging.</p>
Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.	Serving cutlery is prepackaged single use disposable.

Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.	Menu is displayed on TV screens behind Cafe
Clean frequently used indoor hard surface areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	Antibacterial wipes and cleaning detergent is available. Surfaces are cleaned periodically by Café Staff
Maintain disinfectant solutions at an appropriate strength and used in accordance with the manufacturers' instructions.	We will store sanitisers, disinfectant solutions and detergents appropriately and use in accordance with the manufacturer's instructions.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	We will encourage staff to wear gloves when cleaning and wash their hands thoroughly before and after with soap and water.
Encourage contactless payment options.	We will encourage appropriate food/beverage and cash handling arrangements are in place including the use of correct monetary value to minimise contact and where possible, we encourage contactless electronic payment.

REQUIREMENTS	ACTIONS
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Record keeping	
Keep name and mobile number or email address for all staff, dine-in customers (excluding food courts) and contractors for a period of at least 28 days. For groups, one contact is sufficient to support contact tracing. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.	<p>All people entering the venue (patrons, chaperones, contractors, and staff) are required to register and provide contact details through My Guest List online registration system – QR Code.</p> <p>For the purposes of contact tracing, We have encouraged all participants to download the COVIDSafe App.</p>
Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.	<p>So as to further aid the fight against COVID-19, Ice Zoo supports the Australian Government's COVIDSafe app and has strongly encouraged all members of the Ice Zoo Skating community to get behind this initiative.</p> <p>We have encouraged members of both the Ice Zoo Skating Club and the Ice Zoo Hockey Club to download the app from the Apple App store and Google Play.</p>
Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace and notify SafeWork NSW on 13 10 50.	We commit to cooperate fully with NSW Health if contacted in relation to a positive case of COVID-19 and notify SafeWork NSW on 13 10 50.



COVID -19

RE-OPENING POLICY

The Australian federal government have announced a 3-step plan for reopening:

Under Stage 1, cafes and restaurants can open and seat up to 10 patrons at any one time, provided they can ensure four square metres of space per person. Food courts will remain closed for seated patrons, and bars and clubs are not permitted to open.

Stage 2 has similar rules, however this is where Sport can resume and we are understanding that up to 20 patrons at any one time.

Stage 3 is not entirely finalised yet but indicates that up to 100 patrons can be in a venue at any one time.

Amendment: Indoor Recreational Venues are to follow the 4m² rule and enforce social distancing. Ice Zoo has a capacity of:

Café Capacity is 30 pax

Ice Surface Capacity is 150 pax

Surrounding Area Ice Surface – Individual Party Space 2 x 15 pax

- Surrounding Barrier – 60 pax

Every state and territory in Australia have different timelines, phases and rules for following the 3-step plan and reopening after the COVID-19 pandemic. It's important that Ice Zoo stay well-informed about these for NSW, the state in which it operates.

WHAT ARE THE NSW GOVERNMENT GUIDELINES / RULES AROUND REOPENING?

- **Keep to the 4 square metre rule.**
- **Clean and disinfect surfaces regularly**
- **Wash hands regularly and provide hand sanitiser**
- **Consider going cashless**
- **Communicate with customers and staff**

WHAT RE THE AIS RECOMMENDATIONS?

“All community sporting organisations must ensure that the activities undertaken in training and competition are consistent with the applicable guidance from Local Public Health Authorities. Resumption of sporting activity may not be linear.”

Three levels (Levels A, B, C) of sporting activities are recommended in the context of a COVID-19 environment. Ice Zoo falls under both Category A and category B for the initial reopening phase.

AIS recommend a “GET IN GET OUT” framework.

LEVEL A

One to one coaching inclusive of both Figure Skating and Ice Hockey disciplines.

LEVEL B

Scrim Training up to and including Five on Five

Classes of 10 Students per Skate Academy, Hockey Development Session (Max 100 people on the ice)

Ice Hockey Club Training max 10 Skaters per Class (Max 100 people on the ice)

LEVEL C

Full return to sport. Graded as per National and State Government Guidelines.

Below is our mapped-out plan for the management including, management of participants and spectators, general hygiene measures, additional personnel considerations, proposed schedule and staff education/training.

WHAT IS THE PERMITTED CAPACITY?

Level B: Maximum 100 customers on premises and 4 square metre rule applies. Additional staff including Customer Service Staff and Coaching Staff

A minimum of 4 square metres of space for each person on the premises – this includes customers and staff.

ICE ZOO Dimensions

Principle Rink Area 30mtr x 52mtr Total 1560m²

Café Area 13mtr x 12mtr Total 156m²

NOTE:

Café Capacity is 30 pax

Ice Surface Capacity is 150 pax

Surrounding Area Ice Surface – Individual Party Space 2 x 15 pax

- - Surrounding Barrier – 60 pax

1. KEEP TO THE 4 SQUARE METRE RULE.

- Allow each customer 4 square metres of space.
- Always monitor and control the number of customers in the premises.
- Use floor markings to help keep customers apart
- Put systems in place, such as clear queue markers outside your premises and at checkouts and counters, to help keep your customers comfortable.
- Consider physical, distance or other engineering controls, such as screens, to protect staff and customers at social interaction points.

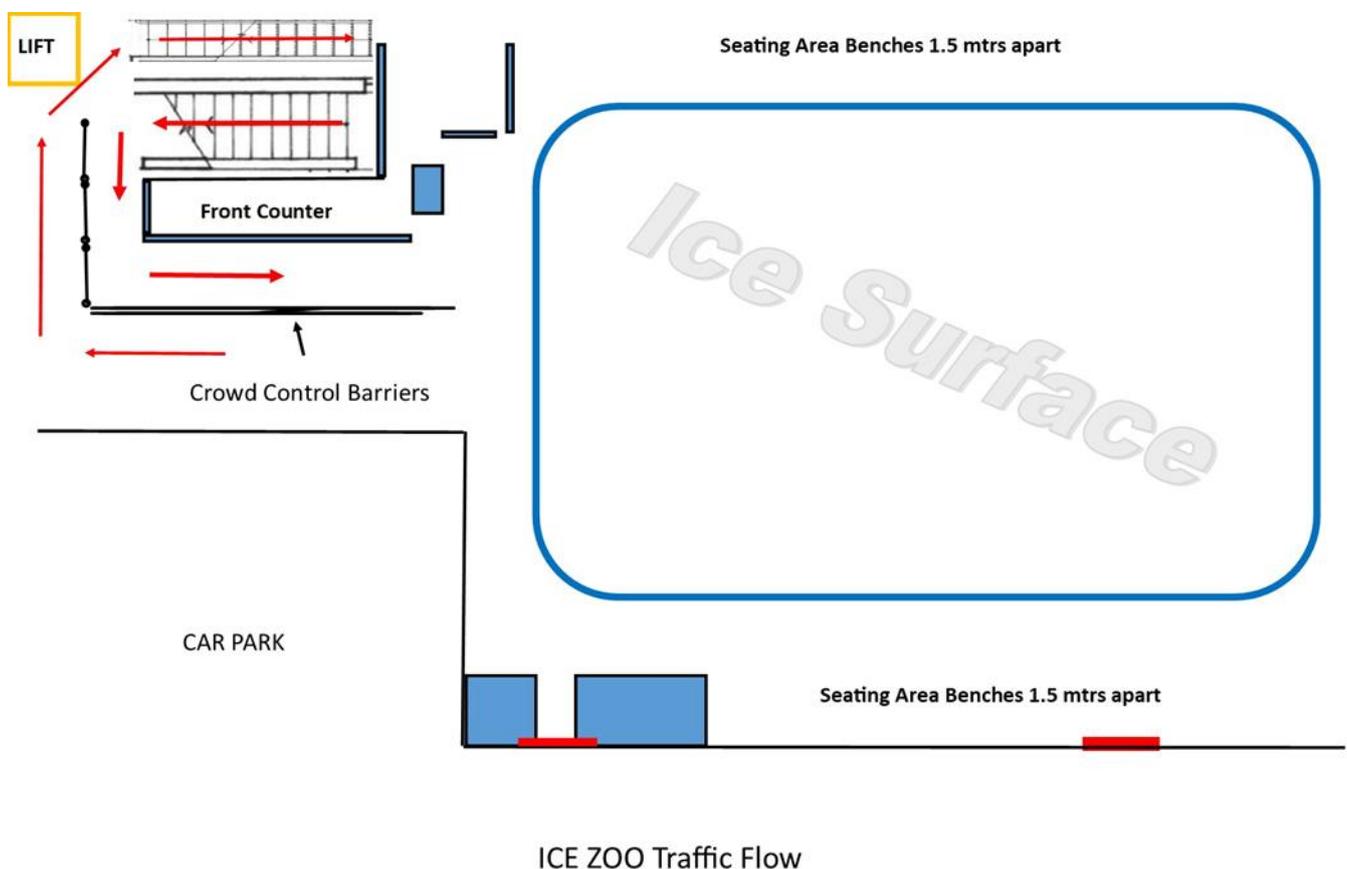
Management of Participants

Using the Australian Institute of Sport “Get in and Get out” philosophy.

- Group sizes will be limited to align with the physical distancing restrictions put in place by NSW Government officials and local facilities management.
- Class sizes of 10 participants only. Multiple classes can be run as long as the total participants does not exceed 100 (10 classes of 10 people)
- Coaches to plan lessons adhering to the 4sqm rule Coaches will conduct lesson plans to ensure skaters are mandatory 1.5mtrs from each other
- A traffic flow plan that directs participants through the facility while reducing possibilities to congregate. (see below)
- Clearly labelled entry/exit and flow through the building.
- Each session has a 15 to 30 minute grace period where previous attendees can exit using the traffic flow plan
- All warm-ups should be done outside of the building. Weather permitting.
- Skaters and coaches should come prepared to take the ice after putting on skates

- Skaters should enter/exit ice at staggered times and separate entrances.
- Participants are to leave the ice at the end of their session and after taking their skates off, leave the building.
- Parents or Chaperones are to remain in the ground floor foyer or wait for their children in their vehicle.

Note: Players, coaches, parents are advised to not attend if unwell (including any signs/symptoms of cold, flu, COVID-19 or other illness).



Booking System – Contact Tracing Compliance

In public health, contact tracing is the process of identification of persons who may have encountered an infected person ("contacts") and subsequent collection of further information about these contacts. The purpose of Contact Tracing is as follows:

- To interrupt ongoing transmission and reduce spread of an infection
- To alert contacts to the possibility of infection and offer preventive counselling or prophylactic care
- To offer diagnosis, counselling, and treatment to already infected individuals

- If the infection is treatable, to help prevent reinfection of the originally infected patient
- To learn about the epidemiology of a disease in a population

The implementation of a booking system for all participants and coaches for training, both Ice Hockey and Figure Skating, will provide the relevant information needed if necessary.

Skaters and coaches will need to book in their session via Ice Zoo website and have the session confirmed VIA EMAIL prior to attending their training session. Any unbooked participant will not be allowed entry unless there is a spot available and they register immediately.

Private Hire Clients are to keep a register with contact information for all their attendees at their sessions. This register to be made available to Rink management for record keeping purposes.

MY GUEST LIST

As of 1st July 2020, Ice Zoo will be using the “My Guest List” QR code system.

Guests will scan the QR Code and enter their details. These details go to a central database and are kept for a minimum of 28 days to comply with COVID Track and Trace requirements.

Ice Zoo management are able to access this database to upload any information if required by the relevant authorities.

Participants will be encouraged to download the “COVID SAFE” App.

2. CLEANING AND SANITISING

The health and safety of our employees and guests is our top priority which includes maintaining high standards for cleaning and sanitation. In addition to our regular procedures, Ice Zoo has taken additional steps to maintain a safe and clean environment for employees and guests including:

- Ice Rink Barriers are being sanitised and disinfected during each session
- All doors, handles, point of sale devices, lifts – interior and exterior call buttons, handrails on stairs and escalators are being cleaned during every session
- Café Counters and Front Counters are being disinfected after every session
- Frequent cleaning of guest and staff bathrooms

The use of The Federal Australian Government’s official “Help Stop the Spread: COVID -19 Campaign”

Addition of signs in all bathrooms reminding guests to wash their hands and practice good cough and sneeze etiquette

Regular deep cleaning and sanitization for all Ice Zoo facilities

General hygiene measures at Ice Zoo

Ice Zoo Staff should ensure that:

- spaces at each facility, surfaces and objects are regularly cleaned with disinfectant
- promote regular and thorough hand washing by staff and participants
- promote exclusion of ill persons

3. WASH HAND REGULARLY AND PROVIDE SANITISER

- Have hand sanitiser near the entrance, at the cash register and next to any other high-contact points such as ice surface entry points and front counter. Make sure hand sanitiser is at a height and in a position where it cannot be reached by small children.
- make sure dispensers are regularly refilled
- Encourage customers to use the sanitiser.
- provide hand washing guidance

4. CASHLESS

Ice Zoo will encourage cashless transactions. The booking system will allow for payment online or payment via tap on arrival.

5. COMMUNICATE WITH CUSTOMERS AND STAFF

- The use of The Federal Australian Government's official "Help Stop the Spread: COVID -19 Campaign"
- Addition of signs in all bathrooms reminding guests to wash their hands and practice good cough and sneeze etiquette

Education

Educate staff on the process that will be followed if they need to be excluded from work as result of being identified as a confirmed case or close contact, as well as the process for returning to work.

This may include discussion of job security or leave arrangements. The aim is to encourage staff self-reporting of suspected illness.

- Managers to identify workers with symptoms of illness (particularly respiratory) for exclusion from work.
- Distribution of information from authorities to heighten staff awareness of the importance on implementing controls to prevent coronavirus spread.

Ice Zoo will also consider their policy or required actions when a staff member or the health department advise that a positive detection has occurred.

This will include, where relevant:

- transport from the site to appropriate accommodation or health facility.
- contact tracing of potentially impacted staff; and
- increased hygiene and cleaning of surfaces, equipment and break rooms, toilets and hygiene stations which may have been used or accessed by the staff member while infectious.

We have also reinforced with all our employees the importance that we all work together to prevent the spread of illness in the workplace. We continue to monitor the situation and follow the advice of Fair Work Australia who monitor the situation through The Australian Department of Health. We are advising staff our focus is to ensure a safe environment for our clients and staff. We ask that anyone who is at risk, according to the official advice, does not attend Ice Zoo.

Ice Zoo continues to focus on promoting a healthy active lifestyle and invite skaters to enjoy the incredible skating experience that Ice Zoo is renowned for.