



Crown Melbourne COVIDSafe

Crown Melbourne's priority remains keeping our guests, our employees and the community safe.

A COVIDSafe Plan has been developed to support a safe reopening of the property for our guests and maintain a COVIDSafe workplace for our employees.

Crown continues to take advice and adhere to public health directions and recommendations in order to remain compliant throughout its operations considering the COVID Safe principles. These include:

- Physical Distancing
- Face Masks
- Hygiene and Enhanced Cleaning
- COVID-19 Response and Contact Tracing
- Indoor and Outdoor Spaces
- Workforce Bubbles

Crown will monitor adherence to this plan and with new advice and recommendations, will adjust this plan, ensuring Crown Melbourne provides a COVIDSafe environment for all who visit, work with and use our facilities.

1. Physical Distancing

Physical distancing requirements and capacity limitations on venues are in place to ensure all Victorian Government and health department directives. Awareness materials advising of the physical distancing requirements are displayed throughout the complex.

- Total occupancy of indoor spaces has been assessed and limited to the appropriate density quotient as advised by Department of Health and Human Services.
- Signage and guidance material, including floor markings, are displayed to assist in awareness and adherence to physical distancing protocols. Where appropriate, screens and barriers have been installed.
- Furniture, workstation layouts and configurations have been adjusted to meet these requirements

- All employees are required to undertake COVID-19 training prior to returning to the workplace. This includes requirements for physical distancing and awareness of public health directions.
 - A series of COVID-19 Safety Alerts have been developed which support the COVID-19 training and provide up to date information e.g. carpooling, face masks and personal hygiene etc.
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2. Face Masks

In line with Victorian Government requirements, the wearing of face masks by all, including guests and employees is mandatory whilst indoors (except where a medical exemption applies).

All patrons shall be required to wear a face mask whilst accessing our property, however face masks may be removed while eating, drinking or smoking (within permitted areas). In line with current Victorian government mandates, face masks are mandatory whilst inside the property and for staff whilst providing service in outdoor entertainment venues.

3. Hygiene and Cleaning

- Enhanced cleaning protocols have been implemented at increased frequencies across all areas of the entertainment complex with an emphasis on high contact surfaces and frequently accessed areas or communal items such as lift buttons, escalator handrails and restroom facilities in accordance with SafeWork Australia guidelines.
 - Cleaning logs have been implemented and are displayed in shared spaces.
 - Hand sanitiser dispensers, touchless whenever possible, have been placed at key patron and employee entrances including car parks, restaurants and all back of house and high contact areas.
 - An extensive awareness campaign has been implemented and is supported throughout the complex by providing hand sanitiser on all Table Games and throughout common areas within Gaming Machine locations, including guests being provided with stylus pens to support a touchless Gaming Machine experience.
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4. COVID-19 Response and Contact Tracing

Crown has a dedicated COVID-19 Response team including COVID Marshals onsite during operating hours of the property. The COVID Response team shall ensure COVID-19 safety protocols have been implemented in accordance with health authorities and SafeWork Australia guidelines.

Crown has developed processes and specific actions in the event of a suspected/confirmed case of COVID-19. Employees are trained and shall undertake contact tracing, deep cleaning protocols and notification processes in accordance with the health authority requirements.

In order to comply with this, each guest of Crown will be required to provide their details via specific QR code technology to assist with rapid contact tracing if required and will be subject to non-evasive temperature checks utilising thermal cameras/hand held scanners at entry points.

5. Indoor and Outdoor Spaces

Where possible, outdoor food & beverage entertainment spaces have been developed to continue to provide additional service options to our guests.

To ensure the indoor environment continues to provide a safe environment for all, outside-air ventilation dampers have been further opened to optimize fresh air inside the building in an efficient and effective manner.

6. Workforce Bubbles

Workforce bubbles for our employees have been implemented where practicable.

These include:

- Communicating to employees they cannot work across multiple sites
- Adjusting of rosters
- Staggering of start and finishing times, shifts and break times
- Minimising time in shared facilities, such as break rooms
- Minimising groups of employees mixing across different shifts

Where this cannot be reasonably achieved or employees are required to vary shifts, the COVID controls such as personal hygiene, cleaning and sanitising, physical distancing and wearing of face masks will be adhered to.

Specific COVID Arrangements as at 25/11/2020

Gaming:

- 24/7 trading will be across 22 Gaming areas in addition to Teak and Mahogany restaurants.
- Only alternate Gaming Machines and Electronic Table Games will be operational. Live Table Games will be spaced to ensure there is 1.5m between Tables and customer limits will apply.
 - Mahogany Room, Mahogany Suite, Mahogany Lounge, Teak Room and Eastern end of the Main Floor including Atrium and Maple Room may be in operation 24/7.
- The density quotient for each area will be on a 1 customer per 4sqm basis with a 150 maximum capacity.

- Smoking will be permitted in outside areas only.
 - Selected customers can book a 3 hour play session through the Crown Rewards Contact Centre on 1300 8 CROWN.
 - Customers may extend their play session subject to availability.
 - All customers will need to book a gaming session and contact tracing will be managed on entry through QR codes.
 - Teak and Mahogany restaurants will operate from 12 noon to 10pm and subject to arrangements set out below.
 - The casino can be entered via one of three entry points; Mahogany Room level 1, Mahogany Lounge and the Atrium for MGF and Teak Room access.
 - A COVID Marshall will be in each area to ensure adherence to density quotients.
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Food & Beverage:

- Restaurant furniture has also been spaced to ensure 1.5m between diners.
 - QR Code technology implemented at all restaurants.
 - Hand sanitisers will be available throughout all venues and restaurants.
 - Density quotient as follows:
 - Indoor spaces
 - Less than 200sqm – 1 customer per sqm, up to a maximum of 50;
 - Over 200sqm – 1 customer per 4sqm, up to a maximum of 150 patrons.
 - Outdoor space – up to 300 per venue. Total venue capacity cannot exceed 300 including indoor and outdoor patronage.
 - All venues operating – check website for further details.
 - Food courts limited to 50% of venue seating.
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Hotels and Tenancies:

- Crown Towers (open), Crown Metropol (opens 1 December), Crown Promenade (closed).
- Hotel guests will undergo temperature checks upon entry.
- Hotel lifts will be signed to specify maximum capacity per lift.
- Crown Pools will accommodate up to 150 guests.
- All furniture throughout shared and communal areas has been adjusted to maintain physical distancing and quotient numbers.
- Hotel Gyms will re-open with increased cleaning and sanitising of equipment.