

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**

Your COVID-19 Safety Plan

Retail and auctions

Business details

Business name	Dee Why Village Plaza
Business location (town, suburb or postcode)	24-26 Howard Avenue, Dee Why NSW 2099
Select your business type	
Retail and grocery	
Completed by	Shelby Cockburn - Marketing Manager, Dee Why Village Plaza
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Effective date	2 August 2021
Date completed	15 August 2021

Wellbeing of staff and customers

Exclude staff, customers and attendees who are unwell from the premises.

Agree

Yes

Tell us how you will do this

External/internal signage and security presence at entryways confirming check-ins and reminding patrons, customers and staff that if they feel unwell DO NOT enter Dee Why Village Plaza and get COVID-19 tested immediately.

Dee Why Village Plaza continues to encourage the public to stay at home if they are feeling unwell, get COVID-19 tested immediately and self isolate until you have received a negative result.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning.

Agree

Yes

Tell us how you will do this

Dee Why Village Plaza Centre Management continues to communicate with our retailers on a weekly basis with COVID-19 updates, resources, information and reminders about:

- 1) When and where to get COVID-19 tested.
- 2) Check-in QR codes - visibility and accessibility. Manual check-in registers for customers who do not have access to a mobile device.
- 3) 1.5 metre physical distancing measures between yourself and others - floor markers, queuing and social distancing measures.
- 4) Maximum capacity limits per store - 1 person per 4 square metre rule.
- 5) Wearing a face mask correctly over your nose and mouth at all times.
- 6) Hand hygiene - Offer hand sanitiser and hygiene wipes (trolleys and handbaskets) upon entry to retail stores.
- 7) Stringent daily cleaning inside each retail store to protect retailers, staff and the broader community.

Display conditions of entry including requirements to stay away if unwell and record keeping.

Agree

Yes

Tell us how you will do this

The conditions of entry to Dee Why Village Plaza are clearly displayed at all entryways including:

- Wear a face mask. it is a condition of entry poster signage,
- Check-in upon entry. It is a conditions of entry poster signage, and
- Stay home and get tested if you feel unwell poster signage.

Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.

Agree

Yes

Tell us how you will do this

All retail stores within Dee Why Village Plaza MUST display their check-in QR code in a clearly visible and accessible area for the public to check-in upon entry to the store.

All retail stores within Dee Why Village Plaza MUST offer a manual check-in register option for patrons who do not have access to a mobile device.

Encourage staff to access COVID-19 vaccination.

Agree

Yes

Tell us how you will do this

Dee Why Village Plaza Centre Management continues to encourage retailers, staff and patrons to access COVID-19 vaccination to protect themselves and their loved ones.

Retailers have been provided with information and links to the NSW Health Eligibility Checker to distribute to their staff to book their COVID-19 vaccination.

Physical distancing

Capacity must not exceed the greater of one person per 4 square metres of space in the premises, or 25 persons.

Agree

Yes

Tell us how you will do this

Maximum capacity signs are displayed upon entry to each retail store within Dee Why Village Plaza. The maximum capacity signage is based on the square metre footage of each individual tenancy. Retailers, staff and our Security team regularly monitor the number of patrons inside each store at any one time to ensure the 1 person per 4 square metre rule is abided by.

Ensure 1.5m physical distancing where possible, including:

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

Agree

Yes

Tell us how you will do this

To ensure physical distancing rules are enforced, Dee Why Village Plaza staff continue to monitor internal and external common areas and inside retail stores in our effort to disband groups of patrons from sitting or standing together, spacing out queuing patrons along social distancing floor markers, moving people along from high traffic areas to avoid congestion and reminding people of the 1.5m physical distance they must maintain from others at all times.

Dee Why Village Plaza has also sectioned off access to common area seating and internal/external Food Court seating areas to prevent patrons from mixing.

Avoid congestion of people in specific areas where possible.

Agree

Yes

Tell us how you will do this

Dee Why Village Plaza Security staff monitor high traffic areas within the Plaza to move patrons along and ensure patrons are following social distancing measures and instructions when queuing and entering retail stores to avoid congestion.

Have strategies in place to manage gatherings that may occur immediately outside the premises, such as at the conclusion of services.

Agree

Yes

Tell us how you will do this

Dee Why Village Plaza Security staff move on/disband groups of patrons from the internal and external common areas and outside of retail premises to ensure patrons are not mixing with each other.

Hygiene and cleaning

Face masks must be worn by staff and customers in indoor areas, unless exempt.

Agree

Yes

Tell us how you will do this

Dee Why Village Plaza staff continue to monitor and address patrons, staff and retailers upon entry to ensure they are correctly wearing a face mask over their mouth and nose, as a condition of entry to Dee Why Village Plaza (unless they have a medical exemption they can present documentation to support).

Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.

Agree

Yes

Tell us how you will do this

Motion-sensor hand sanitiser dispenser units are well stocked and installed throughout Dee Why Village Plaza for the public to access.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Agree

Yes

Tell us how you will do this

The Dee Why Village Plaza cleaning team regularly restocks and cleans the toilet facilities including, female and male toilets, disabled bathrooms and parents room/ baby changing areas.

All public toilet facilities at Dee Why Village Plaza are well stocked with hand soap, motion-sensor hand dryers, paper towel and motion-sensor air fresheners.

Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.

Agree

Yes

Tell us how you will do this

The Dee Why Village Plaza cleaning team thoroughly cleans and disinfects all touchpoint areas including doors, handles, walls, columns, railings, ATMs, vending machines, toilets,

shopfront benches etc. throughout the day in addition to the stringent and thorough after-hours cleaning that occurs each night at Dee Why Village Plaza by our experienced sanitation team.

In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Agree

Yes

Tell us how you will do this

Ducted air conditioning is offered throughout Dee Why Village Plaza to ensure the good circulation and ventilation of air flow throughout the internal areas of the shopping centre.

Scheduled testing of the water cooling towers is undertaken and regularly maintenance and all repairs are undertaken to ensure the air conditioning is optimised throughout Dee Why Village Plaza.

Record keeping

Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.

Agree

Yes

Tell us how you will do this

Upon entry to Dee Why Village Plaza and all retail stores within Dee Why Village Plaza patrons MUST check-in using the Service NSW QR codes using their mobile device. Manual check-ins are also available on site where patrons do not have a mobile device

available.

Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.

Agree

Yes

Tell us how you will do this

Dee Why Village Plaza security staff monitor patron check-ins to confirm check-ins via the Service NSW App (while keeping a safe 1.5 metre distance) at Dee Why Village Plaza entryways.

Dee Why Village Plaza Centre Management also monitors the display and accessibility of retailer and Centre QR codes including at the entryways to premises.

Signage is regularly audited to ensure check-in QR codes are available, visible and easily accessed by patrons at all trading retailers and upon entry to Dee Why Village Plaza.

If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, volunteers, visitors and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.

Agree

Yes

Tell us how you will do this

Manual (paper and pen) check-in register are available upon entry to Dee Why Village Plaza at each of the 3 entryways. The manual check-in register option is presented on a table display with hand sanitiser, pens and check-in sheets for customers who do not have access to a mobile device to manually check-in.

Security staff monitor the entryways to ensure customers check-in to Dee Why Village

Plaza upon entry electronically via the Service NSW App or manually via the check-in register.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes