



Bondi Junction - Berkeley - Kingswood - Waverley
Proud home of the Sydney Roosters

Dear Valued Members,

Thank you for your continuing support. It has been heart-warming during these difficult times to see so many familiar faces enjoying the facilities at our Clubs.

I wish to reiterate that the health and safety of our Members, Guests and Staff is absolutely paramount, and we remain extremely vigilant to the evolving nature of Covid-19 and the regulations imposed by the Health authorities and the NSW Government. We are adopting the strictest operating practices in this respect to ensure that at all times we are going above and beyond any mandated guidelines as our commitment to keeping our community safe.

In my last letter to Members, just prior to re-opening the Clubs on 1 June, I made reference to the Members survey that remained open until early June. I would like to sincerely thank many of you for very kindly completing this survey, as it helps us to understand your concerns and feelings and also lets us know where we are doing a great job!

We have collated and reviewed all of your responses across our Clubs and are now in a planning phase so that we can action your feedback in an orderly manner. We do greatly value your opinions, and over time, I trust that you will see tangible changes that are a consequence of these survey results. I will elaborate further on these initiatives when at the point of implementation. However, in the shorter-term we have adopted the highest-ranking Member requirements with regard to sanitation and social distancing at the point of re-opening our Clubs.

In closing, we kindly ask you to keep doing what you are doing, maintaining social distancing and adhering to our venue rules. It has assisted us enormously in providing a safe environment for all our Members, Guests and Staff.

Should you have any feedback or concerns please email us at marketing@eastsgroup.com.au. Our team is always here to assist.

Your sincerely

Joe Kelly
Chief Executive Officer
East's Group | Sydney Roosters

www.eastsgroup.com.au

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