

TAA NSW Industry Suppliers

We provide the following for the assistance of members as a summary of the range of general relief commitments and offers of support as announced by industry suppliers.

(Note: This the extent of information provided by suppliers to date – as further information comes to hand this will be updated)

Supplier	General Arrangements Announced	Additional Support/Further Details
Banktech	<p>During the period of the Government shutdown Banktech and Utopia are happy to work with you on the following basis:</p> <p>Payments related to Gaming Licences Utopia will suspend any payments on any Global Gaming licences due on or after 1 April 2020 until the Government shutdown is lifted.</p> <p>Payments on Hardware Maintenance Banktech will suspend payments on any hardware maintenance (i.e. CRTs, AutoPay, Cash recyclers etc) for payments due on or after 1 April 2020 until the government shutdown is lifted.</p> <p>Payments related to Hardware We will defer payments on hardware purchases (Gaming Systems, CRTs, recyclers etc) for instalment payments due on or after 1 April 2020 until the government shutdown is lifted at which time those missed payments will be added on to your current agreement. For example if the shutdown lasts for 3 months we will then add 3 months on to the end of your existing agreement.</p>	
Ainsworth Game Technology	<p>AGT would like to reassure our customers that we will do whatever we can to assist through this hardship. Outlined below are some of the measures we will be implementing:</p>	<p>Our team is still available should you require any parts or wish to discuss anything</p>

	<ul style="list-style-type: none"> • Games Plus payments: All April payments will be deferred for 30 days. This will be evaluated on a month by month basis and customers will be notified accordingly. • Service Contracts: Payments will be suspended for the period that closures are enforced. <p>Further information will be provided as it becomes available. Our National Sales and Management team is available by phone and email.</p> <p>For the duration of the shutdown it is highly recommended that all machines are powered on once a week for a minimum of 8 hours or twice a week for 4 hours. This will greatly assist in ensuring longevity for continued operation when required to come back online.</p> <p>An alternate option would be to place the EGM into sleep mode (where available). This allows only the machine's processor to continue operating, keeping the batteries on the mainboard charging to hold machine configuration including meters and data.</p>	<p>further. Please contact our office on 1300 556 268 between 8:30am to 5:00pm Monday to Friday.</p>
<p>MAX</p>	<p>Tabcorp has been working to provide its venue partners with an update following various announcements from the Prime Minister regarding the closure of licensed venues. Now, more than ever, it is vital that we have a well-considered and aligned approach as to the next steps.</p> <p>Following extensive engagement within Tabcorp and the NSW Government, MAX can advise the following:</p> <ul style="list-style-type: none"> • Relevant fees under our MAX contractual arrangements will be payable by licensed venues up to the close of business on 22 March 2020. • All payment obligations owed to Tabcorp for April will be suspended in light of the government ordered shutdown, other than any usage fees in relation to Alveo and Quickchange and thirdparty fees and charges, where applicable. • Tabcorp's obligations under our contractual arrangements will also be suspended during this period. 	

	<ul style="list-style-type: none"> We will continue to review the position in respect of each subsequent month taking into account further developments, such as additional government directions. Where applicable, alternative arrangements will be agreed with venues, such as extensions of long-term fixed contracts equivalent to the cumulative period of the payment suspension. 	
PFD Foodservices	<p>We are open for business and have branches located in Sydney, up and down the NSW coast, Canberra, the central west of NSW, as well the Riverina area.</p> <p>We continue to work with our suppliers to ensure a continual supply of products; frozen, fresh and dry, including packaging and can supply products for your needs. We have an extensive range of fresh seafood that we process on site, which is complimented with a comprehensive range of frozen seafood.</p> <p>We continue to work with our meat suppliers on being able to supply portion cut meat, or whole primal. We have a range of products that will suit take away menus and online delivery options.</p>	<p>If we can be of assistance over the coming days or weeks, please call our Customer Service Team on 02 9708 9000</p>
SG Gaming	<p>SG Gaming will be deferring payments that are due. These payments take the form of:-</p> <ul style="list-style-type: none"> Monthly Sales and Licence payments for EGMs on 12, 24 and 36 Months terms Monthly Software Maintenance Support on Quartz Software on 36 or 60 Months Monopoly Licence Fee <p>SG Gaming will defer all due payments on these agreements for as long as the order for premises to remain closed is in place, as imposed by the Australian Federal and/or the applicable State Government.</p> <p>However, it must be noted, that pursuant to the terms and conditions agreed to and signed for by your venue, all monies owed under the agreement, will remain due and payable by the date set out</p>	

	<p>in that agreement. Please do not hesitate to contact me directly at russel.gartner@scientificgames.com should you have any queries.</p>	
<p>ILG: Super Cellars/Little Bottler</p>	<p>All three ILG depots are still in full distribution force ensuring no disruptions to the coming Easter short weeks; with most of the office staff set up for work from home arrangements in adhering with Government’s regulatory measures.</p> <p>Our sales force has been actively helping members transform spaces for packaged liquor sales and other food essentials including take away and home delivery service. There’s been inspiring stories and outcomes from this crisis worth sharing. Please do not hesitate to reach out to us for any assistance you may need.</p> <p>We are in continued exchange with all Supplier-members, trade partners and regulatory bodies to allow us to keep members abreast with the most relevant and timely information as well as processes in place to help business affected by the current lock down.</p> <p>We remain one family at ILG in full support of each other and working closely together to get through this adversity. In the meantime, the most we can do is stay safe and remind our members to adhere to all regulatory measures imposed upon us that will see us through the bright side of things; we are all in this together.</p>	<p>Please contact NSW Sales Manager, Pat Kenny, if you have any queries. PH: 0409 308 341 or email p.kenny@ilg.com.au</p>
<p>Steadfast IRS</p>	<p><u>Loss of income cover</u></p> <p>The underwriters who provide insurance to the Hospitality Industry that we work with do not cover loss of income due to quarantinable disease, pandemic & epidemic, as the policy holder you are always welcomed to lodge a claim and your broker will be able to manage this for you.</p>	

	<p>It is important we note the Industrial Special Risks Insurance is to cover the building, damage caused to the building and loss of income as a result of property damage.</p> <p><u>What's next and what do I do with my insurance?</u></p> <p>We have had multiple enquiries requesting to cancel policies or reduce sums insureds. We want to stress the importance of not reducing your sums insureds, or cancelling your policy. Cover remains in place for damage to the property caused by Storm, Fire, Malicious Damage and Theft under your ISR insurance.</p> <p>Network Steadfast are working with multiple insurers and gathering options on what premium relief may be available. As we become aware of viable options we will contact our clients to provide these details. If you have any queries we recommend the best course of action is to contact your broker.</p> <p>John Kay</p> <p>m 0455 400 224 e jkay@steadfast-irs.com.au</p>	
<p>ALM</p>	<p>ALM On-Premise & ALM Agora are devastated about the effects covid-19 has had on our industry and the challenges everyone is facing in these unprecedented times. We hope for a future where our beloved hospitality industry will come back as strong and vibrant as ever. With the Government's announcement to close hospitality venues, the community remains important to us. Whether venues are ALM customers or not, keeping the industry connected is one of our top priorities.</p>	

	<p>To enhance connectivity within the community, we have now opened ALM Agora to all on-premise venues nationally. ALM Agora is the industry's first virtual rep, providing venues with access to supplier contact details, marketing content, covid-19 news updates and more. Login and stay connected to your suppliers during these times where social distancing is imperative. See below login details:</p> <p>URL: https://alm.pontoonx.io Username Case Sensitive: ALM Password Case Sensitive: Agora</p> <p>For any further information, please contact us on almonpremise@almliquor.com.au or your ALM business development manager and we otherwise hope every is safe during this challenging period our community is facing.</p>	
<p>Back Schwartz Vaughan</p>	<p>At BSV we specialise in all facets of liquor licensing and gaming matters.</p> <p>We remain up to date and across all developments as they occur in the liquor and gaming space and are happy to assist with advice as to how you can best utilise your liquor licence during these difficult times, including in relation to Liquor & Gaming NSW's Statement of Regulatory Intent in regards to COVID-19 and how this may affect those especially if they hold hotel (general bar) licences.</p>	<p>For more information or to get in touch, please see our website https://www.bsv.com.au or contact Tony Schwartz by email at tschwartz@bsv.com.au or phone on (02) 8383 3777.</p>
<p>Beyond Merchant Capital</p>	<p>Beyond Merchant Capital may be able to help you with a Merchant Cash Advance – a tailored lending product especially designed for businesses in the Hospitality sector. Our Unsecured Loans are repaid via an agreed percentage of your merchant turnover (not a fixed amount).</p> <p>We offer a simple application process and a fast response! Let us tailor a loan for you today and help you to get back on your feet. We can offer loans from \$10,000 - \$100,000 for businesses that are still trading (even if you're just offering takeaway for now) with minimal paperwork.</p>	<p>For more information or to apply, please visit www.beyondmerchantcapital.com.au or call 1300 955 428 and one of our friendly Loan Specialists will contact you. Terms & Conditions apply and subject to approval.</p>

<p>Cardtronics</p>	<p>Cardtronics is ready to support your business during the COVID-19 business closure. For all businesses enforced to close, our support includes placing your agreement on suspension and we can arrange to de-cash your ATM. Cardtronics will ensure no fees are charged until the restrictions are removed. Please feel free to contact us with any questions regard your ATM. We are available to help</p>	<p>Customer Care Phone 1800 301 100 http://www.cardtronics.com.au/en/customer_care/</p>
<p>Commonwealth Bank Australia</p>	<p>The Commonwealth Bank has produced a financial support guide to help customers understand the support options available to help them through this unprecedented current public health crisis. You can find the guide on our dedicated support page HERE. As new measures are introduced, we are updating the guide to make it easy for all Australians to find out what options are available. The Commonwealth Bank is committed to helping impacted individuals and businesses through this difficult time.</p>	
<p>Dentons</p>	<p>As one of the world’s largest law firms, Dentons has established a dedicated COVID-19 hub as a source of information. We have assembled subject matter specialists and resources from around the world to be able to provide advice across a wide range of issues, including:</p> <ul style="list-style-type: none"> • Dentons Employment Tracker looking at employment considerations globally: Including employer protection responsibilities, data privacy, flexible working policies, remuneration, response to diagnosis, shutdowns, employment term adjustments, employment claims, immigration and related matters • Supply chain interruption and delivery delays • Government and local regulations and their implications • Commercial contracts and insurance-related questions, including force majeure, material adverse change, cancellation and related inquiries • Restructuring and insolvency including distressed acquisitions of assets or an entire business line • Securities regulation and disclosure requirements • Development and/or refinement of business continuity plans. 	

<p>Edupi Migration</p>	<p>The announcement of new shutdown of places of public gathering has created much uncertainty in the hospitality industry.</p> <p>As the situation is changing daily, we have prepared a Managing Covid-19 and Overseas Workers Fact Sheet for sponsors to help understand your obligations in managing overseas workers.</p>	<p>If you have any queries please contact Justin Browne, CEO, Edupi Migration via justin@edupi.com.au</p>
<p>Gallagher</p>	<p>Gallagher is an international insurance brokerage, risk management and consulting firm.</p> <p>All our brokers and advisors are available to assist Pub owners navigate through this very difficult period; whether this be advice on Premium Funding payment deferment, ensuring the right covers remain in place, or just that ear to listen to.</p>	<p>Call or email your local broker directly or call the office on 49793333 or email newcastle@ajg.com.au</p>
<p>Grub Lab</p>	<p>If you are looking for innovative content to keep engaged with your customers during this period of business disruption, then we may have an answer. We have a full set of kids colouring in, featuring 24 characters, which is provided FREE of charge that you can push out through your social media channels over the coming months.</p> <p>The characters would be downloaded from your site, coloured in and brought to life in the Grub Lab App, which will have the kids entertained for hours.</p> <p>We would love to take you through how you can leverage this program during lock down, engaging with families to come back into venue through our AR Heroes program and other Grub Lab tools.</p>	<p>Follow this link https://grublab.io/ to register your details or call 0407 723 686 and we'll get you started on this program.</p> <p>The Village Co. partnering with PFD Foods.</p>
<p>H & L Australia</p>	<p>To help you stay afloat and minimise the impact of Covid-19 on your businesses, H&L has developed a new feature called "Order for Pickup & Delivery".</p> <p>You can now offer menus for takeaway and delivery directly from your website via an online order system connected to your H&L POS system, kitchen printer, or order display monitor. This feature is available for food services and/or Takeaway Liquor (where permitted). Set up is easy and the fees are low.</p>	<p>For more information about this new feature, please email us at sales@hlpos.com</p>
<p>Henry William Lawyers</p>	<p>For the next 30 days we are here for a complimentary 30 minute consultation for all AHA members. If a legal issue is worrying you, or you would like preliminary legal guidance, we have experts who can help in the following areas: Insolvency, Property, Employment, IR & HR Contracts, Commercial</p>	<p>Please email Kate Rowland with your name, number and area of concern and we will arrange a time to discuss with</p>

	Real Estate, Commercial and Retail Leasing, Work Health and Safety, Superannuation, Litigation, Dispute Resolution.	you. kate.Rowland@henrywilliam.com.au
ICU Security Cameras	<p>PROTECT YOUR ASSETS TODAY!</p> <p>ICU is still working without any government restrictions at this present moment - protecting the assets of our customers, as we have done for almost 20 years.</p> <p>ICU can service ANY existing equipment and we have payment plans available.</p>	David Baker: 0404 021 551
JLL Hotels & Hospitality	<p>To all of our past, present and future clients, we would like to give our best wishes and more importantly good health in these unprecedented times. We understand that difficult decisions have been made by all and we are in constant dialogue nationally with industry stakeholders digesting the way forward. If you have any questions, would like to draw upon the national operator feedback received or wish to discuss options and strategies for the next 12 month period, we are available to assist. Planning has commenced with clients at all levels to remain ahead of the curve.</p> <p>Through the market paralysis of the GFC, introduction of smoking bans and the Wilkie legislation era, JLL continued to generate solutions for clients discreetly, with singular experience trading in difficult environments. Whilst the full extent of the COVID-19 impact is unknown, we can take some comfort in knowing that the market has recovered strongly after previous global shocks. This is something we face together as an industry and we are here to support you. From all of the National Pubs Team, take care and stay healthy.</p>	<p>We look forward to speaking with you in whatever capacity may be of most value to you and are available at any time to do so. Contact National Director, John Musca on 0424257004 or john.musca@ap.jll.com</p>
Key Workplace Solutions	<p>Key Workplace Solutions are Workers Compensation and Work Health and Safety specialists. They can guide you through your obligations as an employer with active workers compensation claims and advocate your circumstances with relevant parties ensuring the best possible outcomes for you as an organisation through potential premium stabilisation or if at all possible, reduction.</p> <p>In the workplace, risk reduction is important to imbed as a 'best practice'. We believe that this can be achieved via the following WH&S offerings:</p>	<p>Contact Simone Moran for more information simone@keyws.com.au or call 0413 033 238</p>

	<ul style="list-style-type: none"> • Mapping the current state of your workplace or individual area of risk • Gap analysis • Workplace inspections and walkthroughs • Guidance on obligations as an employer • Review of policies and procedures inclusive of operating guidelines for machinery. 	
Metro Solutions	<p>We understand this is an extremely difficult time for both your business and your people, and we are here to help with HR and Payroll needs relating to COVID-19. We can assist with general leave provisions, letters to employees, communication plans, stand downs, redundancy, terminations, supporting staff and workforce planning.</p> <p>Metro Solutions can also support you with identifying any business HR risks and gaps, implementation of Work, Health and Safety systems including Contractor Statements and Safe Work Procedures. We can review and ensure your Employee Handbooks, Policies and Procedures, Employee Contracts and Job Descriptions are up to date to reflect current and relevant legislations.</p>	<p>If you need any support from Metro Solutions, please contact us on 9648 5868 or hr@metrosolutions.com.au</p>
Next Payments	<p>Next Payments Suspending and Fees</p> <p>Next Payments is committed to assisting our customers during the COVID-19 pandemic, especially the Pub, Club and Hotel sector. We understand that it's far from 'business as usual' so we have moved quickly and proactively to offer relief to our clients. This includes immediate suspension and/or deferral of any fees or payments for the duration of the forced government closures. Our Help Desk team is also working to assist with any queries clients may have.</p> <p>Moreover, we are happy to work with individual clients and try to develop a custom solution that provides relief or support during this unprecedented time. If you would like to discuss a solution for your business, please call your sales representative or 1300 659 918 today.</p> <p>Many have had questions about cash and COVID-19. To this end, we have prepared a Frequently Asked Questions document (click HERE to download) to answer your questions. But rest assured,</p>	<p>Contact Next Payments Tel. 1300 659 918 Email. info@nextpayments.com.au</p>

	<p>The World Health Organisation has confirmed that cash including coins is safe to use – there is no evidence that either coins or cash spread COVID-19.</p> <p>We look forward to resuming business as usual when it is safe to do so. In the meantime, our thoughts are with our Pub, Club and Hotel friends during this tough time. We are all in this together.</p>	
Star Compliance	<p>Compliance Management. Simple. Star Compliance delivers intuitive mobile compliance solutions to meet your business needs. Incident management and reporting, task checklists and online training at your fingertips, anywhere anytime.</p> <p>Built by industry leaders for industry leaders. We want to support you through the COVID-19 crisis with free subscription for 6 months. #helpouthospo.</p>	<p>Reach out to info@starcomply.com.au for more info</p>
Sun Security & Cleaning Corp	<p>Sun Security & Cleaning Corp remain fully operational with a surplus of experienced security guards and cleaners ready to assist in whatever capacity required.</p> <p>Discounted rates to assist all members during this difficult time.</p>	<p>Contact Andrew Freeman directly on 0406 424 389 http://www.sunsecurity.com.au or email info@sunsecurity.com.au</p>
Yardy Legal	<p>Yardy Legal are here to help AHA members 24 Hours a day during this time of crisis on 02 9318 2288. Your successful future requires strong, timely decisions based on the best knowledge available. Our legal advice will give you peace of mind of what you can do whether it be your Landlord /Tenant Issues, Liquor Licensing matters, Bank Negotiation, or Disputes with Partners, Employees & Suppliers.</p>	<p>Get on the front foot now and call us or email us at admin@yardy.com.au for an obligation free discussion about your current options.</p>