

COVID Management Policy

Prior to allowing passengers to board:

- Ensure Patrons/Staff do not begin a tour if they are feeling unwell or displaying symptoms.
- Record passengers name & contact number/email (for contact tracing purposes).
- All Passengers/Staff must use Hand Sanitiser prior to boarding a vehicle.
- Where possible, board from the rear of the vehicle and disembark from the front first.

Pre-Departure Briefing:

- Remind Patrons of hand hygiene and cough etiquette
- Inform Patrons each time they enter the coach hand sanitiser must be used
- Coach will be COVID cleaned according to our Policies prior to patrons reboard
- Practice social distancing (1.5m) when applicable.
- Venues visited will have their own COVID Safety Plan and Policies. Office Staff will inform Driver and/or Passengers of specific venue policies.
- Morning Tea procedure; patrons are to be patient and we will serve you according to our policies.
- Face masks are mandatory onboard and should be worn by all Passengers above the age of 12.

Driver:

- Manage Passenger movement by marking seats that are unavailable.
- Allocating seating and asking patrons to remain in the same seat throughout the tour.
- Embarking from the rear of the vehicle/vessel/aircraft and disembarking from the front first.
- Advising passengers to minimise movement around the vehicle/vessel/ aircraft during the journey.
- Limit time inside the vehicle as much as possible, keeping it under two hours wherever practicable.
- Maximise ventilation throughout the vehicle.
- Avoid group photos unless physical distancing can be maintained.
- When practical luggage is to be loaded and unloaded by Patrons. When not feasible, Coach Driver to use gloves whilst handling luggage or sanitiser before and after.
- Report all variations from the planned itinerary to the Office Staff.

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Morning Tea:

- COVID is not a foodborne illness. However safe handling will help prevent the spread of disease.
- Ask patrons to be patient & remind them of social distancing of 1.5m rule.
- Morning tea area (tables) to be cleaned prior to being used.
- Cover area with cloths provided.
- Assist guests to serve food and ensure gloves are used to stop cross contamination.
- We will prepare food to limit cross contamination.
- Hand sanitiser & gloves have been provided to use whilst at morning/afternoon tea.

COVID Cleaning (Coach Interior):

- Ensure COVID Cleaning is completed at the end of each shift and prior to a new group entering a coach.
- Frequently clean and disinfect touched surfaces such as the steering wheel, arm and head rests, mirrors, door handles, controls or buttons, seatbelt, and keys. Seatbelts, grab, and handrails, windows.
- Surfaces used less frequently should be cleaned daily.
- A Cleaning Checklist is provided for each vehicle and must be signed & dated.

Office:

- Hand Sanitiser is to be used upon entering the Office.
- When a Patron leaves the Office, all touched services are to be wiped.
- All visitors to the office must remain at reception.
- Regularly clean surfaces/items that are frequently touched/used including counters, handrails, doors, controls, chair backs and arms, light switches, phones and keyboards.
- All visitors to the Office/Depot are to Check In or have their names recorded.

This Policy is to be read in conjunction with Work Safe Tasmania & Safe Work Australia

www.worksafe.tas.gov.au

www.coronavirus.tas.gov.au/families-community/gatherings

www.safeworkaustralia.gov.au/collection/covid-19-resource-kit