

BOOBOOK COVID SAFETY PLAN



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1.0 INTRODUCTION

Australia is facing unprecedented challenges with the spread of COVID-19, also known as novel Coronavirus.

At BOOBOOK we care about the wellbeing of our people, the community and our impact on the environment.

Initially we responded to COVID-19 by monitoring and implementing all measures recommended by the Australian Government's Department of Health, such as encouraging hygienic practices and social distancing; including the cancellation of tours in the short term.

With restrictions being lifted by Government, we have developed a COVID Safe Plan to support the increase in our business activity while trying to reduce the risks of the spread of the virus and look after the health of our customers, staff and the community. This Plan relies on the honesty and diligence of all parties and is why we ask all staff, contractors, guests and our partners to help us implement these strategies and advise us immediately if you are unable to meet any of this criterion.

Please help us with our goal of mutual protection of all our current and future guests, our workers, your employees, yourself and the wider community.

2.0 PRINCIPLES

To prevent the spread of COVID-19 and other viruses BOOBOOK embraces the following principles:

- Promote and facilitate pre-screening to prevent potentially infected staff, customers and guests from attending sites and tours.
- Promoting social distancing in line with government health guidelines.
- Embracing cleaning and hygiene practices to reduce the risk of virus transfer infection.
- Establishing and maintain COVID safe procedures aligned to Work Safe Queensland Guidelines.

Being part of BOOBOOK's overall Safety Management System, this COVID SAFE Plan should be used in conjunction with BOOBOOK's Safety Management Plan, Emergency Response Plan and Food Safety Plan.

3.0 RISK ASSESSMENT AND CONTROL SUMMARY

3.1 Public Health Rules and Social Distancing

Due to the nature of COVID-19 and the manner in which the virus spreads (through close contact with an infected person or touching a contaminated surface), the most effective way to slow transmission of the virus is through physical distancing and hygiene practices.

The majority of BOOBOOK's bookings are made online or via phone. There are minimal walk in bookings (people who come to the reception area) and rarely is there more than one visitor in the reception at any one time. Boobook is a small office with between 1 and 10 staff on the premises at

any one time (averaging around 4 staff per day except for weekends when there is generally no staff on site).

Action	Responsibility
During Stage 1 and 2 restrictions limit the number of people in the Boobook office to a maximum of 20 people at any one time.	All Staff
Within Stage 3 restrictions maintain a density of no more than four person per four square metres of floor space in the Boobook office, located at 15 Quintin Street which equates to up to 45 people allowable in the office at one time.	All Staff
Place social distancing signage at the reception entrance advising guests of their responsibilities. <ul style="list-style-type: none"> • Signs to instruct customers not to enter the business if they are unwell or have COVID19 symptoms. • The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises. 	Administration
Place social distancing marks in the reception area for guests.	Administration
Provide hand sanitiser in the reception area for guest and staff use. Investigate automatic hand sanitiser machine.	Administration
Limit walk-in appointments and client interaction at the counter through the use of online or phone bookings.	All Staff
Space waiting area seating at least 1.5 metres apart.	Administration
Where possible provide contactless payments or ordering and payment online.	Sales & Marketing Team
Place tables to ensure that persons seated at those tables are 1.5 metres apart and reduce the number of tables and seating capacity in line with public health directions.	All Staff
If foot traffic volume increases significantly consider using physical barriers where practical, such as plexiglass around counters involving high volume interactions with customers	Management
Provide PPE for staff use (face masks)	Management
Provide hand sanitiser in the reception, kitchen area and bathrooms.	Management
Promote and support social distancing reminders	Sales & Marketing Team

3.2 Pre-screening

The firmest control is to prevent any potentially infected staff or customers from attending work, events, meeting, tours or any other activity whereby they may come in contact with other members of the public.

Action	Responsibility
<p>Screening questionnaire (Site Entry Form) issued to guests, contractors and visitors within 24 hours prior to arriving on site. To protect our guests, employees, contractors and visitors from the potential of contracting Coronavirus (COVID-19), we ask that you answer the following questions:</p> <p>Interpretation: <i>Close contact is when you've been face to face for at least 15 minutes or, have been in the same closed space for at least 2 hours.</i></p> <p>Q1: Have you returned from international travel since the 16 March 2020 and/or have been in close contact with someone who has?</p> <p>Q2: Have you been in close contact with someone who is suspected, or confirmed to have a case of COVID-19 by a qualified medical practitioner.</p> <p>Q3: Are you unwell or experiencing any cold or flu-like symptoms within 24 hours of entering our site or participating in a tour?</p> <p>If they have answered YES to any of the above questions, they are not permitted to enter the site or partake in the tour, and we request that they consider alternative arrangements. For tour guests a full tour refund will be provided.</p>	Sales & Marketing Team
<p>A request that customers do not attend the premises, site or tours if they are unwell to be issued to all confirmed bookings.</p>	Sales & Marketing Team
<p>Guests are to be advised of Boobook's protocols to reduce the risk of the spread of COVID-19, with guests signing a waiver stating they understand the actions Boobook have undertaken and that they are responsible for their own health prior to, during and after the tour, and they accept any potential risks by still coming on tour.</p>	Sales & Marketing Team

3.3 Wellbeing of Workers and Tour Guests

The aim is to implement measures to maximise the distancing between workers to the extent it is safe and practical and minimise the time that workers are in close contact.

Action	Responsibility
Staff training and discussion on COVID-19 management.	Management
The business recommends staff receive an influenza vaccine and sign up for the COVID Safe App.	Management
Ensure all workers have completed their medical log and identify potentially vulnerable staff. Where practical to do so, allow vulnerable staff to work from home, especially if and when COVID virus has been recorded in Roma and the surrounding region.	Management
Where health advice warrants and there is a reasonable risk of COVID entering and transferring through Roma and surrounding community encourage and allow staff to work from home, where practical to do so.	Management
Workers are: <ul style="list-style-type: none"> <input type="checkbox"/> To stay at home if they are sick, and to go home immediately if they become unwell. <input type="checkbox"/> Required to be tested for COVID-19 if they have any symptoms of acute respiratory disease (cough, sore throat, shortness of breath) or a fever or history of fever. They must remain in isolation at home until they get the result and it is negative for COVID-19 	All Staff
If a staff member or tour guest becomes unwell at work or on tour they are to be: <ul style="list-style-type: none"> <input type="checkbox"/> Isolated (with relevant PPE) <input type="checkbox"/> Sent home as soon as practical to do so <input type="checkbox"/> If showing signs of COVID related symptoms encourage them to seek medical advice / COVID test In addition: <ul style="list-style-type: none"> <input type="checkbox"/> All guests and staff are to be provided with an option to wear a face mask (supplied by BOOBOOK). <input type="checkbox"/> Staff attending to the sick individual are to wear disposable gloves and face mask, washing immediately prior to and after attending to the sick individual and are to document their actions using an incident report form within 24 hours of the event. <input type="checkbox"/> Should passengers become aggressive, the tour is to return to the closest town/port for further assistance from relevant authorities. 	All Staff
Where it is practical and safe to do so, tasks and processes that usually require close interaction will be reviewed and ways identified to modify these to increase social distancing between workers. This is to be included in each Job Safety Analyses undertaken for each new field related project.	All Staff
Employment of actions to limit workers having to be in close contact, as much as possible.	All Staff

<ul style="list-style-type: none"> ❑ Workers are assigned specific workstations to minimise the need to go into other spaces. ❑ Workers are encouraged to bring self-packed lunch to reduce time in the kitchen <p>Workers are encouraged to use the internal phone system or zoom for meetings, rather than close contact (where practical to do so)</p>	
Postpone or cancel non-essential face-to-face gatherings, meetings and training and use video conferencing where practicable.	All Staff
<p>During Stage 1 and Stage 2 restrictions field workers are to abide by BOOBOOK and Client COVID Safe Practices including:</p> <ul style="list-style-type: none"> ❖ Only one person in a single cab vehicle ❖ Minimum of two people in a dual cab ❖ Maintain safe distancing at field camps ❖ Sanitise hands each time enter a vehicle ❖ Maintain good hygiene practices 	Field Staff
Workers are to be consulted on COVID-19 measures in the workplace during Safety / Team meetings or email.	Management
Put signs and posters up to remind workers, guests and others of the risk of COVID-19.	Management

3.4 Deliveries, contractors and visitors attending the premises

Action	Responsibility
<p>Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with workers.</p> <ul style="list-style-type: none"> ❖ Parcel Delivery Personnel are to drop parcels in the administration area, maintaining social distance. 	All Staff
Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.	All Staff

3.5 Food Handling

Action	Responsibility
<p>Ensure staff are trained in new requirements and ensure their food handling training is up to date.</p> <ul style="list-style-type: none"> • SITSS00050 Food Handling • SITSS00051 Food Safety Supervision 	Management
<p>All staff to complete the TAFE Queensland Short Course:</p> <ul style="list-style-type: none"> • Covid Safe: Work Training for Dining In 	All Staff
<p>Guides to ensure tour guests use hand washing / alcohol-based hand sanitisers prior and post consuming food.</p>	Guide / Individuals
<p>During Stage 1 and 2 Restrictions food for tours will be purchased through local food outlets, whereby each guest will pre-order online or via phone and have their own pack.</p> <ul style="list-style-type: none"> <input type="checkbox"/> If using menus ensure they are to be: <ul style="list-style-type: none"> ○ laminated and sanitised after each use or ○ use general non-contact signage to display your menu or ○ have single use paper menus available. 	Sales & Marketing Team
<p>Once Stage 2 restrictions are lifted we will revert to our popular buffet style food service, however with staff (wearing disposable gloves) and plating the meals for guests), pending health advice</p>	Guides
<p>Guests to bring their own water bottles, with water refills and allocation of condiments to be undertake by staff (wearing disposable gloves) to avoid the use of a communal water station.</p>	Guests
<p>Tea/coffee to be made and served by staff (wearing disposable gloves)</p>	Guides
<p>Although not in the ethos of Ecotourism, we will use disposable/recyclable cutlery/glass ware during Stage 1 and 2 restrictions.</p>	Management / Guides
<p>During Stages 1,2 and 3 all used crockery/cutlery/glassware are to be cleared or collected by the staff wearing gloves. If in the field the cleared crockery/cutlery/glassware are to be placed and stored in a closed bag/container to keep them separate from other items on the bus, only handled with gloves.</p>	Guides
<p>After each course non-disposable crockery/cutlery/glassware are to be washed using a dishwasher or glasswasher.</p>	Guides
<p>Where practical, restrict service to table service only to reduce the movement of patrons and the number of surfaces touched, ensuring guests who do not already socialise with other maintain a minimum social distance of 1.5m.</p>	Guides

Wipe down tables and chairs used by guests after each sitting.	Guides
Staff to collect disposable rubbish from meals using disposable gloves, taking the item from the guest and placing it in a plastic rubbish bin, which is to then be tied and kept separately at the back of the vehicle.	Guides
On tours, all food is to be eaten outside wherever possible.	Guides

3.6 Hygiene and cleaning

Cleaning is an important element to reduce the spread of COVID and other infectious diseases or viruses. It is important that all individuals take responsibility for their own hygiene and cleanliness.

Boobook has on average less than two visitors per week enter the office and this plan reflects these numbers.

Action	Responsibility
Workers and guests to practise good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.	Individuals
Provide hand washing facilities for customers and patrons including clean running water, liquid soap, paper towels, where possible. If hand washing facilities are not readily available, provide an appropriate alcohol-based hand sanitiser.	Management
Reduce the sharing of equipment and tools.	Individuals
<p>Above normal cleaning practices, during COVID-19 Restriction Stages 1 and 2 regular cleaning of high touch points in the:</p> <ul style="list-style-type: none"> • Reception area (door knobs and reception bench) if visitors come into the office during that day. • Communal kitchen (kettle, fridge handles, bench tops, taps) • Bathrooms (taps, toilet buttons) • Shared equipment and tools, Eftpos equipment, photocopier, key cabinet, tables, counter tops and sinks • Shed and lab (benchtaps, door handles, equipment, fridges and freezers) <p>Using alcohol based disinfectant wipes or something similar and wearing disposable gloves.</p> <p>Definition of 'regular' depends on usage. High usage (all team members on site – daily clean). Moderate to low usage (half team members or less on site – twice weekly).</p> <p>Refer to the Recommended cleaning: Supplementary information attached. This document provides guidance on routine cleaning, and</p>	All Staff

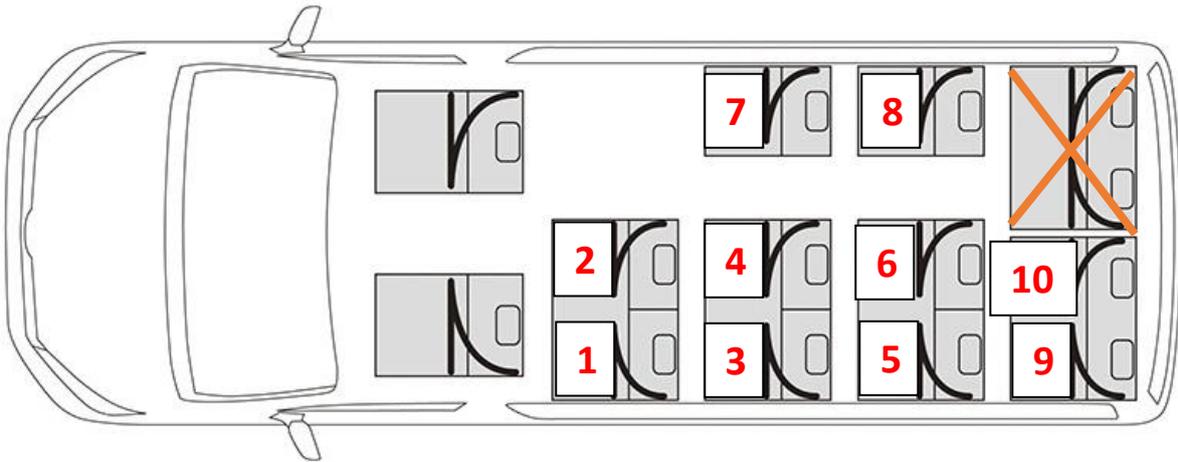
cleaning and disinfection following a cased or suspected case of COVID-19 in a non-healthcare workplace.	
Staff are responsible for regularly wiping and sanitising their own designated work stations	All Staff
Where any guests are not known to or don't regularly socialise with each other (e.g. a family / close friends), touch points are to be wiped at least every two hours during the tour by the guide using disposable gloves. Touch points include the seat head rests (front and back), seats exposed to the aisle and door handles.	Guides
Regularly check and refresh soap and alcohol-based sanitisers (prior to each tour) and weekly in the office.	Guides
The bus is to be thoroughly cleaned between each tour.	Guides
Surfaces used by clients, such as tables, are to be cleaned between clients.	All Staff
Complete the COVID Clean training as appropriate	Management
Brochures, flyers, pen displays are accompanied by a poster requesting items touched are not to be returned to the display before they have been sanitised.	Sales & Marketing Team

3.7 Tour & Bus Seating

High seats act as a natural barrier. The commuter area is approximately 10m² and is a 12-seater mini-bus. A seating diagram follows.

Action	Responsibility
<p>Tour Guests to sign BOOBOOK's Coronavirus (COVID-19) Notice Our principle of Due Care Document within 24 hours of coming on a tour. Guests will <u>not be</u> permitted to attend a tour if they have:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Returned from international travel since the 16 March 2020, not undergone the mandatory 14-day self isolation and not been tested for COVID-19 and cleared of COVID-19 and/or have been in close contact with someone who has. <input type="checkbox"/> Have been in close contact with someone who is suspected, or confirmed to have a case of COVID-19 by a qualified medical practitioner within the past 20 days. <input type="checkbox"/> Are unwell or experiencing any cold or flu-like symptoms. 	Sales & Marketing Team Guide
Family members or people who regularly socialise together are permitted to sit near one another.	Guides
Where all guests on a singular tour (eg. families / close friends) are known to each other and regularly socialise together they may sit in any of the	Guides

seats provided, with a maximum of 8 in the bus plus the driver, whereby if possible, row one is left empty (seats 1/2), until Stage 2 restrictions are lifted.	
<p>Guests who do not know each other, or who do not regularly socialise together, must maintain some form of social distancing (sitting in the same seat for the entire tour and at least one seat behind or in front of other guests). I.e. two guests unfamiliar to each other cannot sit together side by side on the bus.</p> <p>Until Stage 2 COVID-19 health restrictions are lifted and where all parties/guests are <u>not</u> known to each other, wherever possible, there is to be a maximum of four guests on any tour (if couples are involved) or three guests (if they are all individuals travelling alone). In addition:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Where there are couples that know and regularly socialise with their partner, they are to sit together on one double seat. <input type="checkbox"/> Seating examples of other scenarios: <ul style="list-style-type: none"> • Two sets of couples –sit on seats 1/2 and 5/6. • One Couple and two individuals: sit on seats 1/2, 6 and 7. • Three Individuals: seats 1, 5, 7 	Guides
Passengers are to minimise movement while the vehicle is in transit and stagger departure / entry time, allowing at least the guests in front to be seated or disembarked before getting on / off.	Guides
Provide guests with a face mask option and their own bag for waste.	Guides
Seats will be allocated by the guide for each tour and guests are to use and remain in the same seat allocated for the duration of the tour.	Guides
Boarding will be directed by calling guest names and we will commence boarding from the back of the vehicle to the front.	Guides
Unless the tour guests already socialise together (eg. are from the same family or are close friends) there is to be no shared food, no shaking hands and no physical touching between guests.	
Wherever possible, guests are to disembark the bus at least every two hours for a minimum of 15 minutes before reboarding.	
Air conditioning is to be set for fresh air as opposed to recirculated air	Guides
Hand sanitiser are to be provided and used by guests each time they enter and exit the bus, whereby this is issued by the Guide to ensure it is used.	Guides
Individual rubbish bags are supplied for used tissues and other waste.	Guides



3.8 Record Keeping, Review and Monitor

Action	Responsibility
Keep customer, guest, workers and contractor contact information for a period of at least 28 days. <ul style="list-style-type: none"> This is to include name, address and mobile phone number of a person. 	Sales & Marketing Team
Ensure records are used only for the purposes of tracing COVID-19 infections and are captured and stored confidentially and securely, unless otherwise noted (e.g. guests may indicate to receive marketing material).	All Staff
Regularly review systems of work to ensure they are consistent with current directions and advice provided by health authorities.	Management
Publicly display this COVID Safe Plan as evidence that we are a COVID Safe business (reception area and on tour buses).	Management
Keep up to date and find additional guidance at www.covid19.qld.gov.au & www.worksafe.qld.gov.au	Sales & Marketing Team
Advise staff, contractors and guests that: <ul style="list-style-type: none"> <input type="checkbox"/> Employees with a general work-related complaint can call WHS Queensland on 1300 362 128. <input type="checkbox"/> Business owners that would like to better understand their WHS duties regarding COVID-19 can call 1300 005 018 or their union or industry association. <input type="checkbox"/> Customers who have concerns about whether a business is complying with this checklist can call 13QGOV (13 74 68). 	Sales & Marketing Team

3.9 COVID Cases & Contact Tracing

Action	Responsibility
If a staff member or guest becomes unwell during a tour with COVID-like symptoms, take precautions to isolate the person affected, ensure the worker is tested and advise the Guest to be Tested. Advise the Health Department and ask them to follow up on the testing and results, advising all those in contact with the unwell person during the tour of the results.	Sales & Marketing Team
Advise Guests and staff that if they become unwell with COVID-like symptoms or are tested positive with COVID-like symptoms within 14 days after the tour to advise BOOBOOK of their condition, to enable the relevant tracking and response through the Health Department.	Sales & Marketing Team
Support health authorities in contact tracing as required.	All Staff
Encourage the use of the government COVID-safe app.	All Staff
Update and keep all staff details on file	Management
Sign in Register to include name, home address and mobile number	Administration
Tour Guest Register (including name, tour date, tour name, Guide, home address and phone number) to be kept on file for a minimum of 6 months	Marketing & Sales Team
Details are only to be shared if requested by the government for public health purposes.	All Staff