



**OCEANIA TOURS & SAFARIS**

**COVID- 19 POLICY AND SAFETY PLAN**

**Tour guests**

**Issue date: 19 June 2020**

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### **Return to work/re-opening**

Oceania Tours & Safaris is committed to ensuring the health and safety of our staff, tour guests, service **providers and visitors to our office and depot.**

**This policy sets out steps that Oceania Tours & Safaris is taking to return to touring operations and prevent an outbreak of COVID-19 (coronavirus), alongside expectations that are placed on you, our tour guests.**

For the safety of yourself, all Oceania staff and others, this policy must always be adhered to.

This policy assumes that our commercial touring business has government approval to operate, is a temporary measure until such time that the current pandemic is considered past and will work alongside existing company policies and procedures where practical.

### **What is COVID-19 and what are the symptoms**

COVID-19 is a respiratory illness caused by a new virus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes. Currently, there are no specific vaccines or treatments for COVID-19.

Symptoms you should be concerned about are:

- Fever
- Coughing
- Sore throat
- Fatigue
- Shortness of breath

### **General Covid- 19 Infection Control Measures**

- Cleaning and disinfection of office space, depot, and all vehicles in accordance with guidance from Safe Work Australia and public health authorities
- Clinical grade hand sanitiser is always provided and available in all workplaces including all vehicles (out of reach of children).
- The current advice from the Australian Government Department of Health is that most people will not benefit from wearing a face (surgical) mask or gloves. There is little evidence supporting the widespread use of masks/gloves in healthy people to prevent transmission in public. However, masks will be available free of charge on each vehicle if requested.
- All frequently touched surfaces are cleaned regularly (office staff see office cleaning roster).**  
**Staff is required to clean ALL frequently touched surfaces on the vehicle during each break**

**(when guests disembark and before they return to their seats). These include seatbelts, headrests, door handles, hand holds, steering wheel**

- If you observe anything that does not meet this standard, please advise management immediately or as soon as possible.

**World Health Organisation (WHO) recommendations**

We strongly encourage you to follow the guidelines of the WHO on infection control. These include:

- Cleaning of hands frequently for at least 20 seconds by using soap and water or alcohol-based hand sanitiser
- When coughing and sneezing, cover your mouth and nose with flexed elbow or tissue and throw the tissue away immediately and wash your hands
- Avoid close contact with anyone who has a fever or cough

**Social distancing on tour, in the office and depot.**

Government guidelines stipulate that where possible, tour operators increase the capacity of their vehicles to allow passengers to stay 1.5 metres apart and encourage passengers to remain 1.5 metres apart throughout the journey as well as when disembarking. As social distancing in a tour vehicle is not as practical as it is elsewhere, Oceania Tours is committed to stringent infection control and safety measures to prevent the spread of COVID-19 on all its tours.

In the office and depot spaces social distancing must be observed to one person for every 4 square metres.

**Passenger safety measures on tour**

- ☒ **If you are feeling sick or displaying any symptoms listed on page 3 prior to your tour, you must not attend your tour. Please contact our office via email or phone ASAP to make alternative tour arrangements.**
- ☒ **At check in, all tour guests are required to have their temperature checked. Temperature will not be recorded, however unwell passengers **WILL NOT BE ABLE TO board the vehicle. In this instance, please contact our office to arrange an alternative travel date free of charge.****
- All tour guests must complete, and sign contact form provided on each vehicle, prior to boarding. This information will be stored confidentially on office premises for 28 days after which it will be securely destroyed. This is a legal requirement, therefore guests who refuse to complete this form will not be able to travel and will not receive a refund.
- First tour guests collected at their hotel to sit in back row and use same seat for duration of the tour (no seat swapping). These guests to be dropped off last after completion of tour. Last tour guests on to be dropped off first
- Front passenger seat to remain empty for the duration of the tour, if you have a small group in a large vehicle ensure there is adequate spacing between each group
- Guide to ensure fresh air circulation through the vehicle
- Social distancing between staff and passengers must always be maintained, where practicable
- Covid Safe information provided on each vehicle and in the office/depot
- Covid Safe information to be provided on the website (very visible/not in T&C's)
- In line with government health advice, vulnerable/high risk tour guests and employees are reminded of their increased risk. For example, people aged 70 years and over, people aged

65 years and over with chronic medical conditions and people with compromised immune systems are at greater risk if infected with coronavirus.

### **International Travel**

You are required to advise Oceania Tours if you travel or transited through any country other than Australia. Upon returning, you are required to follow any government advice to self-isolate and remain absent from your workplace during this time. Prior to returning to work, you are required to provide Oceania Tours with evidence that you have served the self-isolation period required by law. Evidence can be a copy of your flight itinerary for your return flight into Australia that is dated at least 15 days prior to your first day back at work.

### **COVID Safe App**

Oceania Tours strongly recommends that all employees and tour guests have downloaded and are actively using the COVID Safe App as recommended by the federal government.

### **Temporary Business Closure**

In the foreseeable future it may become necessary for Oceania Tours to temporarily close the business and cease operating tours e.g. if someone in the workplace or a tour guests is diagnosed with COVID-19. Oceania Tours will do everything possible to continue operating in these circumstances, however ultimately, we will take all necessary action to comply with government direction and ensure everyone's safety in the workplace. In the unlikely scenario of a shutdown, we may have no choice but to close operations for a period until it is considered safe to re-open.

### **Harassment/Bullying**

Oceania Tours operates a zero- tolerance policy to all forms of harassment and bullying. We will not tolerate any unacceptable behaviour from or to our tour guests, colleagues, suppliers, members of the public.

### **Updates to this policy**

This policy is current as at 20 June 2020 and may be updated to observe government regulations and advice. Oceania Tours will advise as soon as possible when updates are made.

### **Your privacy**

Oceania Tours is committed to your privacy. Your personal information and circumstances related to COVID-19 will not be shared outside the company. All information shared by you will be treated with care and privacy.

### **Acceptance**

I have read and understood the requirements set out in this policy and agree to implement the COVID safety measures accordingly

Name: \_\_\_\_\_

Signature: \_\_\_\_\_