



NATURE PARK COVIDSAFE PLAN

Issue Number: 4
Issue Date: 22 September 2020
Document Owner: Operations Manager
Responsible Authority: Chief Executive Officer
Document Number: PRO-OHS-009
Next Review Date: 22 October 2020

PHILLIP ISLAND NATURE PARK COVIDSAFE PLAN

The objective of this document is to provide employees, volunteers and contractors with clear guidelines and expectations while working at the Nature Parks. The advice within this document is in line with current Government guidelines and will be updated as advice changes.

The objective is to:

- Ensure a safe workplace is provided to Nature Parks employees, volunteers, and contractors.
- Facilitate accurate, timely and helpful communications to staff and key stakeholders.
- Adapt and modify the current operational set-up to cater for physical distancing regulations for the foreseeable future.
- Provide a clean safe venue for our visitors to return.



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1. Safe Workplace

Nature Parks have completed and continue to update the National COVID-19 safe workplace checklist. Monitoring of State Government advice from Department Health & Human Services (DHHS), Department of Environment Land Water and Planning (DELWP) and Safe Work Australia has been followed and communicated to the workforce.

Physical distancing measures have been implemented in line with National Cabinet advice and the advice of the Victorian Chief Health Officer. Hierarchy of controls utilised included elimination, substitution, administration and PPE.

Nature Parks will continue working with the DELWP and the Victorian Tourism Industry Council to liaise with DHHS to provide the relevant detail to support businesses opening safely.

2. Hygiene

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Hygiene</p> <p>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</p>	<p>Hygiene will be managed to the standards recommended by Safe Work Australia.</p> <p>Key elements will be:</p> <ul style="list-style-type: none"> • Hand washing facilities will be available to everyone at all venues. • Hand sanitiser will be available at key locations for staff and visitors. • Physical contact will be discouraged. • Cash handling has ceased. Electronic touch free transactions only. • Hygiene messages will be communicated through posters, signage, and verbally at appropriate locations (e.g. toilets, staff rooms, admissions areas) • Social distancing indicators within the visitor queuing area. • Sanitiser and usage signage available in visitor spaces. • Sanitisers located at all site entries and all food areas. • Additional cleaning staff for disinfection of public area touch areas.



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Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Where possible: enhance airflow by opening windows and adjusting air conditioning.</p>	<p>Heat and cooling airflow has been optimised in all venues. Heating and cooling is set to fresh air mode where possible, not recirculate.</p>
<p>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</p>	<p>Nature Parks employees, delivery drivers and contractors must always wear a face covering when in a Nature Parks workplace. For the purposes of this guidance, the term face covering generally refers to reusable cloth masks, single-use face masks and face shields.</p> <p>Nature Parks have supplied reusable face masks for each employee and food and beverage contractors that is approved/authorised to be in a Nature Parks workplace.</p> <p>The requirement to wear a face covering does not apply to the following employees or other workplace participants:</p> <ul style="list-style-type: none"> (A) with breathing difficulties; or (B) who is affected by a relevant medical condition, including problems with their breathing, a serious skin condition on the face, a disability or a mental health condition. <p>In instances where a Nature Parks employee falls within the categories listed above, they must notify their manager and consult with the Incident Management Team prior to entering a work location.</p> <p>Note – Employees who cannot wear a face covering and cannot work remotely (i.e. must work from a Nature Parks location) may be asked to provide a medical certificate to their manager and/or the Incident Management Team prior to entering a work location.</p>



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<p>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</p>	<p>Staff receive regular training and updates via staff meetings, email, 'Safety Focus' bulletins, COVID-19 intranet page and Yammar.</p>
<p>Replace high-touch communal items with alternatives.</p>	<p>All high-touch communal items have been removed. All shared tour equipment has been removed.</p>

3. Cleaning

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Cleaning</p>	
<p>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p>	<p>Cleaning of all areas is in line with Safe Work Australia guidelines. A Nature Parks COVID-19 Cleaning Guideline document has been developed and must be referenced for all cleaning tasks (PRO-OHS-006). Increased cleaning frequency continues with regular scheduled cleaning of frequently touched areas and surfaces several times a day with a detergent or disinfectant solution or wipe. This includes all areas including equipment, computers, door handles, handrails, tables, counter tops, sinks and keyboards.</p> <p>Increased daily cleaning and sanitising of all touch points, work stations and desks.</p> <p>Rapid response cleaning kits including PPE and cleaning products have been created to respond to a suspected or confirmed case of coronavirus.</p>



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Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</p>	<p>Additional cleaning supplies, sanitiser and wipes available for tourism operations staff and in office spaces for individual cleaning of equipment. Spot cleaning kits have been placed at all customer interaction points.</p>

4. Physical distancing and limiting workplace attendance

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
<p>Ensure that all staff that can and/or must work from home, do work from home.</p>	<p>All employees whose roles can accommodate working from home have been enabled. A working from home checklist was prepared and distributed amongst relevant employees and was completed for management approval in March 2020. This included a 'step by step how to' for setting standing and sitting workstations to enable safe workplace ergonomics.</p> <p>Regular meetings are conducted on Zoom and MS Teams. Regular updates are sent to all staff via email and Yammer.</p> <p>Employee assistance programs (EAP) reminders are included in staff correspondence and offered during team meetings.</p>
<p>Establish a system that ensures staff members are not working across multiple settings/work sites.</p>	<p>Nature Parks have established a Team Albatross (A) and Bandicoot (B) with both teams working independently to ensure skills are split and business critical functions can be undertaken. This will extremely important if a suspected or positive case of COVID-19 is found within the workforce or one of the venues.</p> <p>All functions within the business continuity plan have been factored in to establishing the split between Team Albatross (A) and Bandicoot (B).</p>



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Guidance	Action to mitigate the introduction and spread of COVID-19
	<p>Both teams operate in geographically separate areas. The island has been roughly separated into two halves, and each team will be assigned to work only in either one half or the other, on a week on/week off basis.</p>
<p>Establish a system to screen workers and visitors before accessing the workplace. Employers cannot require workers to work when unwell.</p>	<p>Signs have been put up in all staff toilets and lunchrooms about the symptoms of coronavirus. Workers that are sick are directed to stay at home and if displaying symptoms of coronavirus are directed to see a doctor.</p>
<p>Configure communal work areas and publicly accessible spaces so that:</p> <ul style="list-style-type: none"> • there is no more than one worker per four square meters of enclosed workspace • workers are spaced at least 1.5m apart • there is no more than one member of the public per four square meters of publicly available space. <p>Also consider installing screens or barriers.</p>	<p>All Nature Parks venues will have different requirements to enable them to open to staff and contractors. This is due to the different nature of the sites and the ability to meet physical distancing requirements for staff and contractors.</p> <p>The number of staff or contractors at each venue will be in accordance with recommendations from the Victorian Government and Chief Health Officer.</p> <p>Each venue must be aligned to the government mandated requirements for physical distancing.</p> <p>Prior to reopening, each venue had Perspex barriers installed on the counters in meet & Greet roles, ticketing, retail and food and beverage.</p>
<p>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</p>	<p>Floor spacing stickers will be installed to remind visitors to maintain 1.5m between each guest.</p> <p>Posters reminding about social distancing on every door to every office collaborative space.</p> <p>Every second work station has been taken out of service to ensure physical distance. Lunchroom tables and chairs removed to ensure physical distance.</p>



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Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Modify the alignment of workstations so that workers do not face one another.</p>	<p>Posters reminding about social distancing on every door to every office collaborative space.</p> <p>Every second work station has been taken out of service to ensure physical distance. Lunchroom tables and chairs removed to ensure physical distance.</p>
<p>Minimise the build up of workers waiting to enter and exit the workplace.</p>	<p>Workers arrive at staggered times at all venues so build up of workers is not applicable.</p>
<p>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</p>	<p>Staff receive regular training and updates via staff meetings, email, 'Safety Focus' bulletins, COVID-19 intranet page and Yammar.</p>
<p>Review delivery protocols to limit contact between delivery drivers and staff.</p>	<p>All deliveries must be approved by the Nature Parks incident team 24 hours prior to the delivery. All delivery organisations are emailed guidelines prior to delivery. The delivery warehouse is only opens at specific times. Contactless collections coordinated since late March 2020.</p>
<p>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</p>	<p>Correspondence issued reminding staff to coordinate staggered lunches.</p> <p>Workforce broken into Albatross & Bandicoot teams and shift arrangement applied to ensure Albatross & Bandicoot have staggered weekly workplaces.</p> <p>Zoom, MS Teams, Outlook Calendar and phones are been used to enable work planning and instruction.</p> <p>Teams coordinating tasks outdoors are maintaining ample physical distancing. A work instruction has been provided to field based staff regarding physical distancing requirements.</p>



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Guidance	Action to mitigate the introduction and spread of COVID-19
	Regular reminders about physical distancing are provided by the Incident control team. All managers and supervisors are nominated to enforce and monitor.
Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the ‘four square metre’ rule .	<p>Signage has been placed at all entry points to notify the general public of the maximum occupancy in public spaces.</p> <p>Floor spacing stickers have been installed to remind visitors to maintain 1.5m between each guest.</p> <p>Staff will be positioned at critical gathering points throughout all experiences to ensure that physical distancing is maintained and that visitors flow through the site as planned.</p>

5. Record keeping

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of workers, customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	Staff are recorded in Kronos and site manifest. Visitors, deliveries, contractors and volunteers are captured on daily site manifest and records keep for 28 days.
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	All incidents relating to COVID-19 are captured in Nature Parks risk management systems, Riskware.



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6. Preparing your response to a suspected or confirmed COVID-19 case

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
<p>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</p>	<p>A scenario workflow and procedure has been developed to process suspected or confirmed cases of coronavirus. This will assist in contact tracing, isolation, and communication if a staff member is impacted.</p>
<p>Prepare to identify close contacts and providing staff and visitor records to support contact tracing.</p>	<p>Full details are available in Nature Parks procedure PRO-OHS-007 - Workplace guidance for managing confirmed cases.</p>
<p>Prepare to assess whether the workplace or parts of the workplace must be closed. Prepare to undertake cleaning and disinfection at your business premises.</p>	<p>Full details are available in Nature Parks procedure PRO-OHS-007 - Workplace guidance for managing confirmed cases.</p>
<p>Prepare for how you will manage a suspected or confirmed case in an worker during work hours.</p>	<p>Full details are available in Nature Parks procedure PRO-OHS-007 - Workplace guidance for managing confirmed cases.</p>
<p>Prepare to notify workfers and site visitors (including close contacts)</p>	<p>Full details are available in Nature Parks procedure PRO-OHS-007 - Workplace guidance for managing confirmed cases.</p>
<p>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</p>	<p>Full details are available in Nature Parks procedure PRO-OHS-007 - Workplace guidance for managing confirmed cases.</p>



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Guidance	Action to prepare for your response
<p>Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work.</p>	<p>Full details are available in Nature Parks procedure PRO-OHS-007 - Workplace guidance for managing confirmed cases.</p>

7. Information sources

Information sources are listed below:

Source	Website
Department of Health and Human Services	https://www.dhhs.vic.gov.au/coronavirus
CHO Health Alerts	https://www2.health.vic.gov.au/newsletters
Australian Department of Health	https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-current-situation-and-casenumbers - Health alerts, situations and case numbers
Department of Premier and Cabinet (Victoria)	https://www.premier.vic.gov.au
Safe Work Australia	https://www.safeworkaustralia.gov.au/covid-19-information-workplaces

8. Further Information

Additional information on this document can be sought from:

www.penguins.org.au or ✉ info@penguins.org.au

Document reviewed by:

- Operations Manager
- Incident Management Team