



NATURE PARK COVIDSAFE PLAN

Issue Number: 5
Issue Date: 24 December 2020
Document Owner: Operations Manager
Responsible Authority: Chief Executive Officer
Document Number: PRO-OHS-009
Next Review Date: 24 January 2021

PHILLIP ISLAND NATURE PARK COVIDSAFE PLAN

The objective of this document is to provide employees, volunteers, guests and contractors with clear guidelines and expectations while working and visiting 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.
- Ensure a safe environment for all guests to the Nature Parks.
- Facilitate accurate, timely and helpful communications to staff, guests 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.



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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. Ensure physical distancing

Requirement	Action to mitigate the introduction and spread of COVID-19
<p>You must ensure workers and visitors are 1.5 metres apart as much as possible. This can be done by:</p> <ul style="list-style-type: none"> • Displaying signs to show patron limits at the entrance of enclosed areas where limits apply. • Informing workers to work from home wherever possible. 	<p>Floor spacing stickers have been 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> <p>All employees whose roles can accommodate working from home have been enabled.</p>
<p>You must apply density quotient to configure shared work areas and publicly accessible spaces.</p>	<p>All Nature Parks venues will have different requirements to enable them to open to staff, guests 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, guests and contractors at each venue will be in accordance with recommendations from the Victorian Government and Chief Health Officer.</p>



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Requirement	Action to mitigate the introduction and spread of COVID-19
	<p>Each venue must be aligned to the government mandated requirements for physical distancing.</p> <p>Each venue has Perspex barriers installed on the counters in meet & greet roles, ticketing, retail and food and beverage.</p> <p>For staffed positions that cannot maintain physical distancing face masks are required</p>
<p>You should provide training to workers on physical distancing expectations while working and socialising.</p>	<p>Staff receive regular training/briefings and updates via staff meetings, email, 'Safety Focus' bulletins, COVID-19 intranet page and Yammar.</p>

3. Wear a face covering

Requirement	Action to mitigate the introduction and spread of COVID-19
<p>You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice. This includes:</p> <ul style="list-style-type: none"> • Providing adequate face coverings and Personal Protective Equipment (PPE) to workers that do not have their own. • You should install screens or barriers in the workspace for additional protection where relevant. • You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE. You should inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask 	<p>Nature Parks employees, delivery drivers, contractors, guests and volunteers must always wear a mask when not able to maintain 1.5m physical distance to others. We strongly recommend visitors wear a face mask when not able to maintain 1.5m physical distance to others.</p> <p>For the purposes of this guidance, the term face covering refers to a fitted face mask.</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> <ul style="list-style-type: none"> • Everyone must carry a mask when they leave home. • A face mask must be worn indoors and outdoors when you can't keep a 1.5 metre distance from other people.



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Requirement	Action to mitigate the introduction and spread of COVID-19
<p>needs to be washed immediately.</p>	<ul style="list-style-type: none"> We have identified specific roles within the Nature Parks that do not allow for appropriate physical distancing. We support our team members who choose to continue wearing a mask while working. <p>Each venue has Perspex barriers installed on the counters in meet & Greet roles, ticketing, retail and food and beverage.</p> <p>Staff receive regular training/briefing and updates via staff meetings, email, 'Safety Focus' bulletins, COVID-19 intranet page and Yammar.</p>

4. Practise good hygiene

Requirement	Action to mitigate the introduction and spread of COVID-19
<p>You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as door knobs and telephones.</p> <p>You should:</p> <ul style="list-style-type: none"> Clean surfaces with appropriate cleaning products, including detergent and disinfectant Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so Clean between shifts You should display a cleaning log in shared spaces. You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing. 	<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> <ul style="list-style-type: none"> Increased daily cleaning and sanitising of all touch points, work stations and desks. Rapid response cleaning kits including PPE and cleaning products have been created to respond to a suspected or confirmed case of coronavirus. All high-touch communal items have been removed. All shared tour equipment has been removed. 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.



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5. Keep records and act quickly if workers become unwell

Requirement	Action to mitigate the introduction and spread of COVID-19
<p>You must support workers to get tested and stay home even if they only have mild symptoms.</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>You must develop a business contingency plan to manage any outbreaks.</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>Full details are available in Nature Parks procedure PRO-OHS-007 - Workplace guidance for managing confirmed cases.</p>
<p>You must keep records of all people who enter the workplace for contact tracing.</p>	<p>Contact details are captured for all ticket holders through the ticket booking system and DHHS QR code or site manifest. Any visitors to café spaces who are not ticketed visitors will be registered upon entry via QR code or site manifest.</p> <p>We will encourage staff and visitors to download the Australian Government’s COVIDSafe app.</p> <p>Staff are recorded via schedules, rosters and swipe access. Visitors, deliveries, contractors and volunteers are captured via QR codes daily site manifest and records keep for 28 days.</p>



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6. Avoid interactions in enclosed spaces

Requirement	Action to mitigate the introduction and spread of COVID-19
<p>You should reduce the amount of time workers are spending in enclosed spaces. This could include:</p> <ul style="list-style-type: none"> • Enabling working in outdoor environments • Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms • Enhancing airflow by opening windows and doors • Optimising fresh air flow in air conditioning systems 	<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>Heat and cooling airflow has been optimised in all venues. Heating and cooling is set to fresh air mode where possible, not recirculate.</p>

7. Create workforce bubbles

Requirement	Action to mitigate the introduction and spread of COVID-19
<p>You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.</p>	<p>All Nature Parks employees that are required for business continuity work in a Team Albatross (A) and Bandicoot (B) with both teams working using separate facilities to ensure limited indoor interactions. This will be 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> <p>Some teams operate in geographically separate areas.</p>
<p>You should maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts.</p>	<p>Employee work and home situations have been considered in establishing team A and B.</p>



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8. 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

9. 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