



OCEANIA TOURS & SAFARIS

COVID- 19 POLICY AND SAFETY PLAN

Tour guests

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Table of Contents	Page
Return to work/re-opening	3
What is Covid- 19 and what are the symptoms	3
General Covid- 19 Infection Control Measures	3
World Health Organisation (WHO) recommendations	4
Social distancing in the office, depot and on tour	4
Passenger safety measures on tour	4
Covid Safe App	5
Temporary Business Closure	5
Harassment/Bullying	5
Updates to this policy	5
Your privacy	5
Acceptance	6

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

COVID- 19 Infection Control Measures

As part of our commitment to safety, we require that all our employees/contractors and tour guests (12 years and over) are fully vaccinated against COVID-19. Proof of vaccination status will need to be provided during the booking process and exemptions will only be given to those who are unable to receive the vaccine for documented medical reasons.

Furthermore, the following additional control measures have been put into place:

- 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).
- Masks are to be worn at all times during the tour, unless government notification is received that this is no longer mandatory. In this instance our driver/guide will advise tour guests accordingly. Please ensure you carry a suitable facemask at all times.

- 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 check in, using the government QR code provided, prior to boarding. This is a legal requirement. Guests who refuse to check in, 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)

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 01 October 2021 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: _____