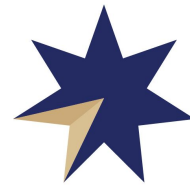




MAKING TOURISM COVID SAFE GUIDING PRINCIPLES



**Australian Chamber
Tourism**



MAKING TOURISM COVID SAFE – GUIDING PRINCIPLES

The COVID19 crisis has been the most disruptive event that Australia has ever seen. In particular, Australian travel, business events, tourism and hospitality has experienced a shock to their operations that is unprecedented.

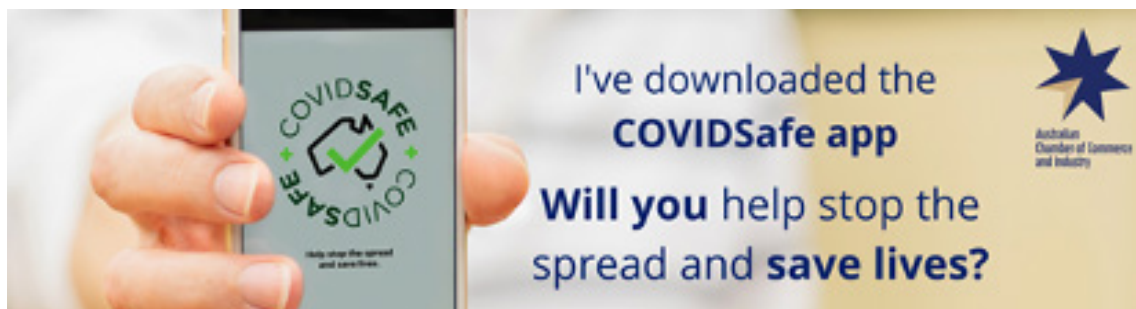
Australia has very effectively managed the COVID19 threat from a health perspective compared to the rest of the world. The period between the initial outbreak to effective control of the virus in two months is an outstanding effort. Through safe practices, we can all contribute to continuing this great health outcome.

Australian travel, tourism and hospitality has, however, paid a huge price in lost businesses, lost profits and lost employees.

In order to minimise any further losses tourism and hospitality businesses must be able to restart as quickly as possible. To facilitate this, the attached guiding principles have been reviewed by all of the associations in the sector as a guide for business operations in the restart.

It is acknowledged that each individual sector will have their own protocols for their specific area of operations (ie. the foodservice businesses will cover their own issues in the service of food and beverage). These guiding principles have been developed to assist individual sectors develop their operational guidelines and assist tourism businesses at large to structure their restart effort.

These guidelines have been developed through the Australian Chamber – Tourism on behalf of members.



All tourism businesses are encouraged to adopt practices in line with the following six principles.

1

CHANGE BUSINESS PRACTICES TO HELP PROTECT EMPLOYEES AND CUSTOMERS

Tourism businesses that are COVID Safe are business that have adopted strategies to promote social distancing, ensuring that all customers and staff are 1.5 meters apart and promote good hygiene practices among staff and customers alike.

Business practices that would achieve this include:

- Promote a shared responsibility between customers and staff for the safety of all;
- Promoting hand hygiene and making hand sanitizer readily available throughout public and staff areas;
- Staff using Personal Protective Equipment (PPE) including gloves and masks as appropriate to their task;
- Provide staff training in hygiene practices
- Installing physical barriers, such as protective screens, to protect staff where staff are stationary (eg, cashiers, ticketing staff);
- Promote social distancing with signage to encourage staff and customers to stay 1.5 meters away from each other - this includes signage to ensure proper separation in lines and common areas, discouraging congregating in crowded areas, reconfiguring public spaces, blocking alternate seats or limiting the number of employees and customers in various areas, and
- Use novel systems to limit customer and staff contact including online / kiosk ordering and ticketing, automating doors and barriers and ensuring a clear pathway through customer areas.

2

USE TOUCHLESS SOLUTIONS WHEREVER POSSIBLE

Technology can be very effective in minimizing the spread of COD19. In particular touchless solutions, such as 'tap and go' type payment solutions minimise contact and the chance of spreading the virus.

These could include:

- Ticketing; Identification; Check-in;
- Payment for goods and services;
- Automated ordering and pick-up for food and services; and
- A broader range of travel and hospitality amenities.

3 ADOPT AND IMPLEMENT ENHANCED CLEANING PROCEDURES DESIGNED TO COMBAT COVID 19.

Tourism business receive a large throughput of people and therefore have significant cleaning programs in place. To be COVID Safe, tourism business need to enhance their cleaning procedures to specifically combat the transmission of COVID 19.

These enhanced cleaning procedures would include:

- Promoting frequent hand washing and the use of sanitizer by all staff and customers;
- Providing hand sanitizer in public and staff areas;
- Cleaning all surfaces more frequently, using products and disinfectants that meet requirements for effectiveness against COVID-19 with special attention to high-touch surfaces;
- Ensure adequate time is provided for enhanced cleaning procedures to be undertaken;
- Ensure staff receive training on implementing enhanced cleaning and personal hygiene measures, and
- Ensure management focusses on contemporary practice around cleaning and hygiene.

4 PROMOTE TRACING, SCREENING AND ISOLATION MEASURES FOR EMPLOYEES AND PROMOTE TRACING MEASURES TO CUSTOMERS.

Contract tracing is a vital part of Australia’s management of the spread of COVID 19. Tourism businesses are encouraged to promote the use of the COVID Safe App to staff and customers. In addition, tourism businesses need to be able to assist health authorities to trace contact between staff and customers in the event that someone in the business is confirmed to have the virus.

Measures to promote tracing, screening and isolation measures include:

- Promote the use of the COVID Safe App to staff and customers alike;
- Develop systems to ensure that the business is aware of the people that are on-site at any point in time – this could include recording all visitors including ‘walk-ins’, maintaining ‘passenger only’ public areas or closing waiting areas that allow unrecorded customers on site;
- Adopt procedures that require all employees to monitor their health particularly in relation to COVID 19 symptoms;
- Review HR policies and procedures to:
 - > Require staff not report to work if they are ill and/or showing any COVID 19 symptoms, and
 - > Require staff to self-isolate if showing symptoms of COVID-19, if awaiting test results, or if diagnosed with COVID-19.

Visitors also have a role to play in preventing the spread of COVID-19. Tourism businesses should offer appropriate resources to customers to better enable them to trace, monitor and screen their own health, including:

- Promoting the COVID Safe App
- Provide signage communicating COVID-19 symptoms to customers;
- Provide reference points to testing points if possible;
- Providing materials detailing COVID Safe health practices to protect themselves and others, and
- Communicate to visitors to stay home if they are sick and to postpone travel until they are well.

5 ESTABLISH PROCEDURES ALIGNED WITH SAFE WORK AUSTRALIA SHOULD AN EMPLOYEE OR CUSTOMER TEST POSITIVE FOR COVID-19.

Should an employee or customer test positive, travel businesses should follow an appropriate checklist of actions in response. Tourism business should follow the six stage process set out by Safe Work Australia for situations in which a staff member or customer tests positive for COVID 19 – These include:

- Isolate the person;
- Seek advice from health officials;
- Ensure transport is available for the person involved;
- Clean the area where the person has been;
- Identify and Inform people they have been in contact with, and
- Review risk management controls.

6 FOLLOW BEST PRACTICES IN FOOD AND BEVERAGE SERVICE TO PROMOTE HEALTH OF EMPLOYEES AND CUSTOMERS.

Sector best practice guidelines have been produced by organisations such as Restaurant & Catering Australia and the Australian Hotels Association for COVID Safe food and beverage service.