

> HELPING BUSINESS GET BACK TO WORK



30 June 2020

COVID-19 Safety Plan

Effective 1 July 2020

Zoos, reptile parks and aquariums

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

| BUSINESS DETAILS | |
|--------------------|------------------------|
| Business name: | Zambi Wildlife Retreat |
| Plan completed by: | Donna Wilson |
| Approved by: | Managing Director |

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

| REQUIREMENTS | ACTIONS |
|---|---|
| Wellbeing of staff and customers | |
| Exclude staff, volunteers, contractors and visitors who are unwell. | Any person presenting with flu like symptoms, been in contact with positive Covid person or visited a known Covid hotspot will not be allowed entry |
| Provide staff and volunteers with information and training on COVID-19, including when to get tested, physical distancing and cleaning. | All staff and volunteers are made aware of Covid safety and are provided with PPE and sanitising. |
| Make staff aware of their leave entitlements if they are sick or required to self-isolate. | Staff are aware they have sick leave entitlements and that they must stay home if feeling unwell. |
| Display conditions of entry (website, social media, venue entry). | Signage is at our entry and on our website booking page. |

| Wellbeing of staff and customers | |
|---|-----------------------|
| Ensure COVID-19 Safety Plans are in place, where relevant, for: <ul style="list-style-type: none"> • Restaurants and cafes • Conference and function venues • Cinemas and theatres | Not applicable |

| REQUIREMENTS | ACTIONS |
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| Physical distancing | |
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| Capacity must not exceed one visitor per 4 square metres of publicly accessible space (excluding staff). | We only run outdoor private tours at a maximum of 6 persons and ensure the 1.5 distancing. |
| Consider implementing a time-based booking or ticketing system during anticipated busy periods. | We have an online booking system that only allows for a total of 6 persons. |
| Use signage at entrances to communicate the maximum safe capacity, and consider displaying signage with arrows to direct the flow of visitors where crowding may occur. | We display signage and a wash station at entry |
| Tours should involve no more than 20 people per group. Support physical distancing at any events that may attract crowding, such as animal shows or public animal feeding. | We have a maximum tour size of 6 persons. |
| Reduce crowding wherever possible and promote physical distancing with markers on the floor where people are asked to queue or at popular animal exhibits. | no crowds here |
| Move or remove seating and tables as required to comply with physical distancing where possible. Household or other close contacts do not need to physically distance. | Seating is spaced but only have limited visitors |
| Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in offices or meeting rooms. | Staff are aware of the 1.5 m distancing |
| Use telephone or video for essential meetings where practical. | Management use phone conferencing |
| Where reasonably practical, stagger start times and breaks for staff members. | we only have 4 to 5 staff/volunteers a day. |
| Review regular deliveries and request contactless delivery / invoicing where practical. | have requested for parcels to be left at gate |
| Have strategies in place to manage gatherings that may occur immediately outside the premises. | A staff member greets visitors in carpark area and ensures the safe distancing. |

| Physical distancing | |
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| Coordinate with public transport, where reasonably practical, around strategies to minimise COVID-19 risks associated with transportation to and from the venue if crowding on public transport may occur. | no public transport involved |
| Education programs should be conducted in accordance with the NSW Government guidelines on Schools and Childcare. Students do not need to follow strict adult physical distancing guidelines but should follow good hygiene practices. Staff should continue to maintain 1.5m physical distancing from students where practical. | no educational programs |

| REQUIREMENTS | ACTIONS |
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| Hygiene and cleaning | |
| Adopt good hand hygiene practices. | signage and hand wash station at entry. Staff provided with hand washing and sanitiser in animal food preparation area. |
| Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers. | Bathroom is cleaned and sanitised at end of each day and stocked with hand wash and paper towels. |
| Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. | Surfaces are sprayed with hospital grade disinfectant daily |
| Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions. | we use hospital strength disinfectants and veterinarian grade F10 solution. |
| Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water. | Staff are provided with disposable gloves |
| Encourage contactless payment options. | We use eftpos or online payment only |
| If interactive exhibits are open, ensure visitors apply hand sanitiser before and after use, and to clean the interactive components between use. | We use a sanitisation spray on visitors hands clothing and shoes top and bottom before entering an animal enclosure. |
| Consider removing printed guides and pamphlets, and replacing with downloadable guides or audio guides that can be accessed via a visitor's personal device where this is practical. | We do not have printed materials. |

| REQUIREMENTS | ACTIONS |
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| Record keeping | |
| <p>Keep a record of name and a mobile number or email address for all staff, volunteers, visitors and contractors for a period of at least 28 days. For groups, one contact is sufficient to support contact tracing. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.</p> | <p>A daily record book is in place to take all staff, volunteers, tradesman and visitor contact details.</p> |
| <p>Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.</p> | <p>All staff have downloaded the CovidSafe App</p> |
| <p>Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.</p> | <p>We will definitely cooperate with NSW Health and contact Safework NSW if required.</p> |