



COVID SAFE PLAN

Version 1.0 - 5th June 2020

Version 1.1 - 2nd July 2020

SkyLine Attractions



Overview

Skyline Attractions

Skyline Attractions owns and operates a 35 metre Ferris Wheel which is contracted by the Sunshine Coast Council to open at the Bulcock Beach Car Park in Caloundra QLD on 26th June 2020. It will be in location at Caloundra for 8 weeks until 19th August 2020.

The Skyline Ferris Wheel is an outdoor amusement device.

This is a site specific plan designed to identify the key risks presented to our team members, visitors and guests of SkyLine Attractions Ferris Wheel by coronavirus disease (COVID-19) and to outline measures that are being taken to prevent these risks.

What is COVID-19?

Coronavirus disease (COVID-19) is a respiratory infection with symptoms ranging from mild illness to pneumonia, with common symptoms including fever, coughing, sore throat, fatigue and difficulty breathing. The most likely way someone will catch the virus is by breathing in micro-droplets a person close to them has released by sneezing, coughing or breathing, and can also be caught from the hand-to-face pathway, by touching surfaces where live virus materials are present and then touching the face.

Amusement Attractions Environment Considerations

It is important to consider the uniqueness of Australian outdoor attractions as opposed to other mass gatherings, specifically the following items outlined by the Australian Amusement Leisure & Recreation Association (AALARA) COVID-19 Reopening Guide:

- Capacity can be managed to allow for physical distancing
 - Ride seating is controlled by team members who will only load those living in the same household group into the same gondola
 - Exposure time is very limited as guests move through the amusement device quickly, only associating with people within their group
 - Family attendance or those living in the same home is common, reducing the need to physically distance individuals in the same groups
 - Majority of tickets require the collection of guest information, making traceability simpler

Skyline Attractions Ferris Wheel is an outdoor experience with very low turnover numbers.

Plan Outline

This plan will outline measures that SkyLine Attractions have implemented to ensure that team members, visitors and guests can have a safe and enjoyable experience. This plan includes information pertaining to guest areas as well as areas accessed by team members and visitors.

Document Scope

It is important to note that this plan is designed to outline SkyLine Attraction's actions related to COVID-19.

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Health and Safety Duties

We are committed to maintaining a healthy and safe working environment to minimise the risk of exposure to COVID-19 in the workplace and limit the spread. The strategies we employ, as detailed in this plan, support our duties under WHS laws to our team members. This is achieved by maintaining a safe environment through the establishment of safe methods of work, provision of information, training, instruction, supervision and consultation with team members and industry representatives. This plan is subject to all regulations, guideline and directions of government and public health authorities. This plan will be updated in accordance with any changes to public health directions.

Our methodology is to primarily eliminate the risk of exposure to COVID-19, however if elimination isn't achievable, the risk will be minimised as far as reasonably practicable, protecting team members and guests from risk of exposure.

We support team members rights and entitlements with respect to health and safety in the workplace and they are encouraged to raise concerns about health and safety in the workplace, including in relation to COVID-19.

Workplace facilities are maintained to ensure the work environment does not put team members, guests and others at risk of contracting COVID-19, the details of which are listed in this plan.

Team members will be provided with information and mandatory training to protect them from risk of exposure arising from their work. Government issued signage will be displayed to help team members identify the symptoms of COVID-19 (see COVID SAFE Plan Signage Supplement).

Team members will be given an opportunity to express their views and raise concerns in relation to health and safety matters relating to COVID-19. We intend to consider these views and advise the outcome of consultation.

SAFETY

At SkyLine Attractions, safety is everyone's responsibility.

Consultation

SkyLine Attractions consult with team members, contractors, service providers, manufacturers and industry bodies in relation to work health and safety matters.

Our approach to consultation ensures that team members:

- Have a reasonable opportunity, through various forums, to express their views and to raise health or safety issues
- Contribute to the decision-making processes relating to health and safety matters
- Views regarding health and safety matters are taken into account
- Are involved in identifying hazards and assessing risks arising from work carried out or to be carried out by them
- Participate in consultation regarding decisions about ways to eliminate or minimise health and safety risks
- Participate in consultation regarding decisions about the adequacy of facilities for their welfare
- Participate in consultation regarding proposed/potential changes that may affect their health or safety
- Are consulted regarding monitoring the conditions at the workplace and providing health and safety information and training
- Have the opportunity for consultation with other duty holders regarding the nature and scope of work to be undertaken and respective obligations regarding health and safety, in accordance with the Act and Code

In accordance with these principles, team members have been provided with the opportunity to provide input to the measures outlined in this plan and further consultation has occurred as part of risk assessments and development of departmental specific procedures.

Through SkyLine Attractions normal reporting channels, team members are encouraged to raise concerns with any aspect of the plan so that its efficacy can be continually monitored.

Consultation

The following diagram demonstrates the scope of consultation carried out by SkyLine Attractions



Risk Assessment

SkyLine Attractions COVID SAFE Plan is founded on a risk-based approach, in line with our Safe Operating Procedure. We follow recognised processes to identify, assess and manage risks. Risk management is at the core of how we manage our business and keep our team members, visitors and guests safe every day. Our management of risk is:

- An integrated approach across all our business activities
- A structured and comprehensive approach to manage decisions
- Customised for our business, sites and operation
- Inclusive involving relevant stakeholders to gain a variety of knowledge, views, and insights

In line with Safe Work Australia guidelines, our COVID SAFE Plan has included risk assessments of:

- Guest exposure to COVID-19 in our facilities
- Team member exposure to COVID-19
- Changes to work practices and operations

The SkyLine Attractions Risk Assessment on COVID SAFE plan measures identified over 14 risks. Suitable treatment plans were determined for each with the goal to either eliminate or reduce the level of risk. Further detail can be seen in the Skyline Attractions COVID SAFE Risk Assessment - see attachment.

Our approach to risk management is continual and risks are reviewed using information from our operations, team members and management. We continue to monitor the advice from public health authorities, Work Health Safety Authorities, and industry bodies to ensure our management of COVID-19 risks incorporates best practice. Risks are continually monitored by our management teams and Directors.

Emergency Plan

The Emergency Evacuation Plans for SkyLine Attractions has been reviewed and updated where working operations have changed because of the COVID-19 pandemic. Team members have received training on the Emergency Evacuation procedures and undertake regular emergency response and evacuation drills. A COVID-19 emergency exercise will be completed prior to the opening of the Ferris Wheel.

In the event that a team member or guest displays COVID-19-like symptoms or shares information that causes SkyLine Attractions to have reasonable concerns about their health and the health of others in the parks, the recommended directions as listed by Safe Work Australia will be followed:

1. **Isolate the person:** SkyLine Attractions have facilities to accommodate isolation of an individual and will provide appropriate PPE to the individual to minimise the potential spread of the virus including a disposable surgical mask, hand sanitiser and tissues.
2. **Contact Relevant state helpline and assess the risks:** the current contact details for the person will be collected and notes will be taken on the areas they have been in the workplace, including who they have been in close contact with and for how long.
3. **Ensure the person has transport to their home or a medical facility if necessary.**
4. **Clean and disinfect:** the affected areas will be closed off and others will not be permitted to enter until they have been cleaned and disinfected using appropriate PPE and chemicals.
5. **Identify and tell close contacts:** if instructed by health officials, SkyLine Attractions will tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine. The privacy of all individuals involved will be maintained.
6. **Review risk management controls:** SkyLine Attractions will review the COVID-19 risk management controls in consultation with our team members and assess whether any changes or additional control measures are required.

In the event that SkyLine Attractions receive notification that a confirmed case of COVID-19 has visited and already left the area; the recommended directions as listed on Safe Work Australia will be followed:

1. Contact state helpline and assess the risks
2. Identify and tell close contacts
3. Clean and disinfect
4. Review risk management controls

State Helplines:

Queensland: 13 432 584

Victoria: 1800 675 398

New South Wales: 1300 066 055

South Australia: 1800 253 787

Ride Capacity and Density

Based on the nature of outdoor amusements, SkyLine Attractions believe that we can safely commence operating the Ferris Wheel with guest restrictions to 50% of regular maximum capacity. By operating at 50% capacity will allow the business to review and improve relevant processes as outlined in this plan prior to operating at full capacity.

In the case of government re-opening guidelines for outdoor venues/ amusement parks including capacity restrictions, attendance could be restricted to a percentage of the usual volume of guests visiting at one time. Implementation of potential capacity controls include:

- Capacity monitored at the loading station of the ride
- Re-entry into the ride area is only valid via the ride's main entry to allow control of ride capacity

Skyline Attractions will implement strict social distancing measures on patrons riding the Ferris Wheel, ensuring groups are kept a minimum of 1.5 metre apart in queues. These restrictions will be posted and signed at entry points and through the queuing system and monitored by team members who work at the attraction.

Entry Screening

Team Members

SkyLine Attractions monitor the health of team members by administering temperature checks as a preventative measure in managing a COVID-19 outbreak. Team members will undergo contactless temperature screening prior to entering the workplace, coupled with symptom questions and a wellbeing check conducted by management personnel wearing appropriate PPE.

In accordance with SkyLine Attractions Temperature Screening Procedure, if a team member records an elevated temperature, SkyLine Attractions will follow the recommended directions as listed on Safe Work Australia (see Emergency Plan on page 8).

Team members who are feeling unwell are required to stay at home. SkyLine Attractions encourage any team members who notice a breach of this requirement to report it to their supervisor. In the case that a team member begins feeling unwell while at work, they are required to notify their supervisor. In this case, team members are required to go home and seek the advice of a medical professional.

Entry Screening

Vulnerable Workers

In accordance with the recommendations of the Australian Health Protection Principal Committee, the following groups of people are at a greater risk of more serious illness with COVID-19:

- Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions
- People 65 years and older with one or more chronic medical conditions
- People 70 years and older
- People with compromised immune systems

Under WHS legislation, SkyLine Attractions have a duty to protect workers from harm by taking into account and weighing up all relevant matters, including the degree of harm that is likely to occur if the risk of contracting COVID-19 eventuates, the features of the workplace and the nature of the work.

SkyLine Attractions will ask team members to self-identify if they fit into the above categories of Vulnerable Workers. Where team members are identified as a vulnerable worker, a risk assessment considering the aforementioned matters will be undertaken in consultation with the team member, their manager, People & Culture and Safety. Risk mitigation that will be considered includes:

- Modifications to tasks/duties to minimise contact with others as far as practicable
- Request that the team member utilises appropriate PPE
- Redeployment to non-contact facing work
- Redeployment to another role with lower risk
- Accessing leave entitlements
- Direction to not attend for work

Guests

SkyLine Attractions will communicate expectations to visiting guests on our website, social media outlets and across signage at the Ferris Wheel regarding guest responsibilities:

- If any member of a party or family is not feeling well, they should not visit and should instead plan to come when everyone is well.
- Government health organisations recommend that people who are considered vulnerable should either remain home or keep their distance from others.
- Always observe and maintain their physical distance from others (1.5 metres).
- Observe and adhere to signposted maximum capacity restrictions.
- Practise good hygiene (see Hygiene on Page 11 for further information).
- Skyline will collect contact details from the responsible representative of the group, which includes name, contact number and postcode (also record if person is a minor). Records are to be securely retained for at least 56 days.

- SkyLine Attractions have enhanced their already stringent cleaning protocols considering the COVID-19 pandemic and express apology to guests who experience any delays or inconvenience as a result of these processes.
- Guests are welcome to wear masks/face coverings throughout their visit.
- Report any health, safety or cleanliness concerns immediately by notifying a team member so it can be addressed.

Skyline Attractions has the right to refuse entry to any persons who show COVID-19 symptoms or who they believe may be infected with COVID-19. Signs will be in place at entry points of the Ferris Wheel explaining this.

Hygiene

A key approach to protecting team members, visitors and guests from the risk of exposure to COVID-19 is to support and enforce good hygiene practices. The following measures are in place at SkyLine Attractions

- Specific signage utilising current resources from government authorities to promote good hygiene practices at entry and throughout the ride (in both front and back of house locations) to remind team members, visitors and guests of their responsibility to:
 - Cover coughs and sneezes with an elbow or tissue
 - Dispose of tissues hygienically
 - Avoid touching face, eyes, nose and mouth
 - Thoroughly wash body and clothing daily
 - Maintain physical distance of 1.5m from others
 - Avoid physical contact
 - Refrain from spitting
 - Wash hands often with soap and water, including before and after eating/smoking, after going to the toilet, changing tasks and after touching potentially contaminated surfaces.
 - Use alcohol-based hand sanitisers when hand washing is not possible
 - Clean and disinfect shared equipment
- Alcohol-based sanitiser is available in multiple locations including:
 - Entrance and exit to the ride
 - Loading area of the station
 - Convenient locations for team members
 - Signage informing team members of expected workplace hygiene standards when utilising common areas (cleaning up after use, using provided rubbish bins, avoiding placing items such as phones on meal surfaces, etc.

Hygiene

Procurement Management

Management of hygiene consumables (PPE and cleaning supplies) will be prioritised to ensure stocks are maintained to adequate levels and the following processes will be followed:

- Bulk supplies stored in a central location
- Regular stocktakes conducted to facilitate efficient ordering

Cashless Transactions

SkyLine Attractions will communicate a preference for contactless payments to reduce unnecessary touchpoints and decrease congestion at ride entry using the following methods:

- Online ticket purchases are encouraged using marketing channels such as website, social media outlets and Groupon
- Online transactions are incentivised through discounted pricing for some admission options on the skylineattractions.com.au website and Groupon
- EFTPOS and ticket printing terminals will be strategically placed to allow convenient access for guests to insert/swipe their own cards and retrieve their own receipts/ tickets
- Guests will be encouraged to scan their own tickets before loading into the gondola or to view their photo.

Cleaning

Based on the way in which COVID-19 is spread through respiratory droplets, thorough cleaning and disinfection of surfaces and objects throughout the ride is imperative. SkyLine Attractions are committed to reducing the risk of exposure by implementing appropriate cleaning and disinfecting procedures.

Cleaning and Disinfecting Methods

SkyLine Attractions acknowledge the difference between cleaning and disinfecting; while cleaning means to physically remove germs, dirt and grime from surfaces using detergent and water, disinfecting means using chemicals to kill germs on surfaces. SkyLine Attractions supply relevant team members with appropriate detergents and disinfectants, in addition to personal protective equipment and appropriate training for their correct use (see PPE on Page 15 and Training on Page 17). SkyLine Attractions have consulted cleaning specialists to ensure appropriate product use.

Research suggests that the virus can survive on soft, porous surfaces (such as cardboard and fabrics) for up to 24 hours and hard surfaces such as plastic and stainless steel for up to 72 hours (three days). Based on this research, the ride surface areas are thoroughly cleaned with multi-purpose detergent and then disinfected each morning prior to opening. The frequency of cleaning for some areas such as shared equipment or high-touch surfaces has been significantly increased and will be cleaned each hour. Ride gondolas will be cleaned and sanitised after each use.

Cleaning and Disinfecting Procedures

All team members will be educated on the importance of contributing to the rides cleanliness throughout their shifts and all team members will be specifically training and responsible to ensure the ride is kept clean and sanitised throughout the day, using the above cleaning and disinfection methods and focusing on service areas, queue lines, gondolas, handrails and any other frequently touched surfaces.

SkyLine Attractions has extremely high standards for ride presentation and regardless of COVID SAFE procedures implemented, any surfaces that are visibly dirty or have a spill will be cleaned as soon they are identified, regardless of when they were last cleaned.

Daily cleaning check sheets which will form a log of completed cleaning and will be kept ensuring the traceability and accountability of team members.

SkyLine Attractions acknowledge that some businesses are undertaking disinfectant fogging. Based upon the advice of Safe Work Australia that it is not recommended for COVID-19, disinfectant fogging will not be undertaken at the ride.

Physical Distancing

Current advice from the Department of Health states that physical distancing is an important way to slow the spread of COVID-19 by reducing the likelihood of exposure to the micro-droplets of others. Physical distancing, also referred to as social distancing, includes keeping your distance and avoiding physical contact with others. It is suggested that public spaces should offer a minimum of 4 square metres of space per person and that people should remain 1.5 metres in distance from other people.

Based on this advice, SkyLine Attractions will implement the following measures to ensure that physical distancing for team members, visitors and guests is possible and simple to follow (see COVID SAFE Plan Operating Procedure for more details):

- Queue Management: No more than 37 guests will be permitted onto the deck queue area (this has been calculated through the 1 person for every 4 sqm).
- As of Friday 3 July as per QLD Health advise - number of patron on the deck will increase to 74 (this is calculated by the 1 person for every 2 sqm)
- Within queues (including ticket box and ride entry), clear signage and floor decals will provide guides to assist guests in ensuring a safe physical distance from others (see map in Operating procedures attached). Prior to arrival, guests will be encouraged to pre-purchase their tickets and to use contactless payment options (see Hygiene on Page 11).
- Ride Seating Measures: ride seating allocations will incorporate vacant gondolas to separate guests. Only two of the four gondolas will be loaded at the loading station. Only household groups will be seated in the same gondola.
- Team Member Areas: physical distancing will also be encouraged and enforced within back of house areas for team members and all dining areas and staff rooms have been removed.

There are some working arrangements with team members where physical distancing is not possible (i.e. team members who live and work together or those that require access to the same equipment or bench spaces to complete their work). In these cases, appropriate PPE (see PPE on Page 15) will be offered and appropriate cleaning and disinfection will take place.

SkyLine Attractions will continue to follow recommendations from the Department of Health, currently stating that physical distancing between household groups attending together is not required.

Personal Protective Equipment (PPE)

Safe Work Australia describes Personal Protective Equipment (PPE) as anything used or worn to minimise risk to worker health and safety. Masks and gloves are listed among the PPE that can be used to protect against COVID-19.

Where this is reasonably practicable, PPE may be considered to manage the risk of exposure. The requirement for our team members to wear PPE is the result of a detailed risk assessment for the specific task and considers the proximity with other people and the length of exposure in line with Public Health advice. For example, the following PPE requirements have been identified:

- Use of masks and gloves for ride operators who come into close contact with guests to check height requirements or assist guests in or out of gondolas
- Use of gloves and masks for ride attendants who come into close contact with guests, when purchasing tickets and taking guests photographs
- Use of masks and gloves for ride operators when performing the Emergency Evacuation procedure

Team members will be supported if they elect to wear PPE, even if there is no requirement. PPE that has been identified as required for a task is provided by the company, with training and instruction for its use.

PPE FOR GUESTS

Guests wishing to wear Personal Protective Equipment as welcome to do so. Guests will also be permitted to bring and wear their own surgical masks throughout the attraction and on the ride.

Team Member Mental Health and Work-Related Violence

Team Member Mental Health

It is recognised that COVID-19 creates several psychological hazards which may lead to psychological injuries for SkyLine Attractions team members. By providing team members with training prior to returning to the workplace, SkyLine Attractions can relieve as much anxiety as possible around COVID-19 and how the risk will be managed in the workplace. Consulting with team members on these additional measures and any changes to their day to day work will reduce stress as a result of these changes.

Managers and Supervisors are empowered to look out for the mental health of their team members and support them to adapt to the changes in the workplace. Where team members require professional support, this will be arranged for them.

Work-Related Violence

With the various changes and additional measures implemented across the attraction, it is recognised that these changes may increase anxiety and stress for SkyLine Attractions guests. To minimise this, the following measures have been taken to make the changes as seamless for guests as possible:

- Making information available to guests before they arrive on the website and through social media
- Clear use of signage, including publicly recognised Australian Government collateral
- Design of physical distancing and queuing in a logical approach

Guest-facing team members will receive training on managing conflict in the workplace. Through this training they will be taught skills to de-escalate situations where practicable. If this cannot be achieved, team members are able to seek support from supervisors and management to resolve the issue and most situations are able to be dealt with in this manner. SkyLine Attractions have a no-tolerance policy for offensive and violent behaviour and in accordance with our conditions of entry; guests partaking in such behaviour will be asked to leave.

Training

Prior to re-commencement of their employment, all team members will be required to complete compulsory COVID-19 training focused on hygiene standards, physical distancing guidelines and cleaning procedures, in addition to any relevant training issued by the Queensland or Australian Government.

In addition, team members will undergo both site and role-specific training to ensure effective controls are enforced throughout the attraction during operation.

Training includes:

- Temperature screening process
- Attraction wide physical distancing measures
- Cleaning practices
- Handling of hazardous substances
- Personal hygiene
- PPE control measures
- Harness cleaning practices (team members only -for working at heights harnesses)
- Updated procedure manuals
- Managing conflict in the workplace

SkyLine Attractions are committed to ensuring that any relevant training issued by State or Australian Government is reviewed and undertaken by team members.

Staff training records will be maintained in our log book.

Communication

SkyLine Attractions will continue to keep team members, visitors and guests updated regarding our commitment to safe COVID-19 practices implemented.

Website Resources

SkyLine Attractions will provide visitors and guests updated information on our website regarding our commitment to safe COVID -19 practices. This will include capacity information, social distancing procedures, screening, hygiene, cleaning procedures and also encourage patrons to pre purchase tickets to limit contact at the ticket box.

Signage

Throughout the attraction, signage will be visible to efficiently update, inform and educate team members, visitors and guests, using resources already developed by government authorities to ensure that the message is consistent and current.

THE COVIDSAFE APP

Download of the COVIDSafe app for team members, visitors or guests is not mandatory, however SkyLine Attractions endorse and encourage its' download for improved contact tracing.

Review and Monitoring

SkyLine Attractions are committed to regularly reviewing our systems of work to ensure consistency with current directions and advice provided by health authorities. Formal reviews of this COVID SAFE Plan will be scheduled on a weekly basis and documented as additions to this plan. It is intended that this plan and its review will remain in place for no longer than the declared Public Health Emergency, enacted by the Chief Health Officer due to COVID-19.

Regular reviews of the implemented COVID SAFE plan measures will be conducted through:

- Scheduled review points for risk treatments
- Consultation and communication with team members and guests
- Supervisors monitoring the implementation of the COVID SAFE Plan on a daily basis
- Review and address any complaints received
- Following a change in government restrictions or health authority advice
- Following industry body information and advice

Easing of Restrictions

Should QLD Government officials ease restrictions into Stage 3, Skyline Attractions will increase the capacity of the Ferris Wheel to 100 people at any one time on the ride utilising all 24 gondolas. We will continue to only load families or household groups into a gondola and maintain social distancing in queuing area. We will continue all cleaning and hygiene procedures as per the above or as recommended by health authorities. No change in information or communications to patrons or guests would be required.

Tightening of Restrictions

Following any advice from the QLD Government to tighten restrictions. Skyline Attractions would operate the Ferris Wheel through online bookings only, in allocated timeslots. This would allow for only two separated groups on the deck at any time and the use of 1 out of every 4 gondolas. Skyline Attractions website, social media signs and signage onsite would be used to manage communication to patrons and guest. All other above procedures in the COVID Safe Plan would apply.

References

Guide - Considerations for the Australian Attractions Industry (First Edition May 2020)

Dreamworld COVID Safe Plan

Australian Government Department of Health

- [AHPPC Statement 30 March 2020](#)
- [COVID-19 Advice for Older People](#)
- [COVID-19 Campaign Resources](#)
- [COVID-19 Information for Employers](#)
- [Good Hygiene for COVID-19](#)
- [Information on the use of Surgical Masks](#)

IAAPA COVID-19 Reopening Guidance - Considerations for the Global Attractions Industry (First edition May 2020)

Safe Work Australia

[About COVID-19](#)

[COVID-19 in Your Workplace](#)

[General Industry Information - Masks](#)

[General Industry Information - Mental Health](#)

[General Industry Information - Physical Distancing](#)

[General Industry Information - PPE](#)

[General Industry Information - Work Related Violence](#)

[Incident Notification Fact Sheet](#)

[Industry Information - Hospitality - Hygiene](#)

[Vulnerable Workers](#)

[What to do if a Worker has COVID-19](#)

Work Health and Safety Act 2011

Work Safe Queensland

[WHS Risks - Code of Practice 2011](#)

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