



# COVID Safety Plan 2020

- Administration**
- All customer contact details to be accessed direct from client or from supplying agents prior to arrival
  - All contact details and clients pre and post tour movements to be added to a database for ease of tracing
- Guide Safety**
- No customer presenting with respiratory symptoms will be allowed to board tour vehicles until health has been cleared of COVID-19
  - Physical greeting (handshake) will be discouraged
  - Guides to carry hand sanitiser and regular use to be encouraged
  - Masks will be worn if mandatory
- Customer Safety**
- Guides will not be permitted to work while unwell
  - Tours to remain as private tours to prevent Covid transmission
  - Face masks will be offered but will not be mandatory to be worn
  - When visiting public natural sites, Pepper Bush clients will be isolated from other groups onsite at the same time
  - Hand sanitiser will be available in all tour vehicles and at all sites
  - Maximise airflow in vehicles using air-conditioning (with air sourced from outside the vehicle, not recirculated) and by opening windows
- Vehicle Cleaning**
- Interior and exterior touch points of vehicles to be cleaned thoroughly with detergent or alcohol-based wipes prior to each tour
  - Touch points' include frequently-touched surfaces such as handles, steering wheel, gear stick, handbrake, arm rests, controls or buttons, GPS device, dashboard, rear vision mirror, seat and headrest, seat adjustment levers, seatbelt, ignition and keys, business cards
  - Inside of vehicle windows will be cleaned to reduce contaminated with droplets from coughing, sneezing and talking
- Food Safety**
- Pepper Bush Adventures operates under Food Safety Act
- Wildlife Viewing Venues**
- As only private tours will be operating, this will limit the possibility of covid community transmission
  - Hand sanitizer will be available at each venue
  - All undercover surfaces will be disinfected between tours
  - All customer used spotlights will be disinfected between tours