

# > HELPING BUSINESS GET BACK TO WORK



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## EZI DRIVE COACHES and MINI BUSES Holiday Coach Tours.com.au

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ABN 48 461 074 369

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## COVID-19 Safety Plan

Work Health and Safety (WHS) laws require public transport operators to ensure the health, safety and welfare of their workers and others at the workplace. COVID-19 is a risk to the health and safety of the operator’s employees and customers.

Ezi Drive Coaches is committed to COVID safety and keeping our community safe.

Ezi Drive Coaches has developed this COVID-19 Safety Plan to help create and maintain a safe environment for our employees and our customers. This will help slow the spread of COVID-19 and provide assurance to our customers that they can safely use our services.

This following guidelines and actions ensure we provide a COVID safe environment for our customers and workers. The plan also supports our registration with the NSW Government as a COVID safe business.

### BUSINESS DETAILS

**Business name:** Ezi Drive Coaches Holiday Coach Tours.com.au

**Plan completed by:** Mary Pratt

**Approved by:** Mary Pratt

### GUIDELINES FOR Ezi Drive Coaches

GUIDELINES	ACTIONS
<b>Wellbeing of staff and customers</b>	
<b>Exclude staff and customers who are unwell.</b>	<p>COVID information is provided to staff to ensure they practice good hygiene and stay at home if sick.</p> <p>Vulnerable Workers identified and provided an opportunity to isolate following risk assessment.</p> <p>Notice to customers posted at depot/office and waiting areas to ensure that customers do not enter if feeling sick, have flu like symptoms or are meant to be self-isolating.</p>

	<p>Customers using regular passenger and/or dedicated school services are referred to the transportnsw.info website “COVID-19: Travel advice and information”, which advises customers to stay home if sick.</p> <p>For Long Distance, Tourist or Charter (LDTC) services, pre-departure sign-off procedures implemented to verify no passenger can board if feeling sick, has flu like symptoms or is meant to be self-isolating.</p>
<p><b>Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.</b></p>	<p>Staff provided with TfNSW and NSW Health guidelines on physical distancing and cleaning.</p> <p>Staff provided with BusNSW notice titled “Coronavirus Information for Drivers and Staff”.</p> <p>Cleaning staff and contractors trained to meet the TfNSW Infection Control Cleaning Guidelines.</p>
<p><b>Make staff aware of their leave entitlements if they are sick or required to self-isolate.</b></p>	<p>Staff provided with COVID-19 information relating to annual leave, long service leave and unpaid leave as required.</p> <p>Vulnerable Workers provided with letter/notice regarding assessment of risks and options.</p>
<p><b>Display conditions of entry (website, social media, entrances).</b></p>	<p>Note included on company website (where applicable) with link to transportnsw.info website “COVID-19: Travel advice and information”.</p> <p>For LDTC services, a COVID-19 notice including recommended precautions is provided to passengers/hirers and posted on company website (where applicable).</p>
<p><b>Physical distancing</b></p>	
<p><b>Place queue markers outside your premises, at checkouts and at counters.</b></p>	<p>Exclusion zone is established between driver and passengers in vehicles.</p> <p>Passengers to follow TfNSW advice and avoid close contact with other people at stops, stations and on-board services.</p> <p>Marked areas for queuing are provided at depot/office and waiting areas.</p>
<p><b>Consider physical barriers such as plexiglass around counters with high volume interactions with customers.</b></p>	<p>Cash payments are prohibited/limited in line with contract requirements and TfNSW guidance.</p> <p>Opal card reader adjacent to the driver deactivated (where applicable).</p>

	<p>The installation of driver screens (sneeze guards) are considered if a specific risk is identified.</p>
<p><b>Reduce contact between customer groups.</b></p>	<p>Seat stickers (“Sit here” green dot) are attached to selected seats to encourage passengers to maintain physical distancing on TfNSW contracted regular passenger services.</p> <p>As per TfNSW guidance, school children and those who require assistance, such as those with a disability are given priority access on regular passenger services.</p> <p>As per TfNSW guidance, there are no physical distancing restrictions on dedicated school services.</p> <p>Passenger loadings are monitored to help better manage customer flow and crowding. Bus drivers to report any crowding to supervisor.</p> <p>For LDTC services, high back seats are used where practicable to provide a physical barrier between passengers.</p>
<p><b>Move or remove tables and seating to support 1.5 metres of physical distance.</b></p>	<p>Exclusion zones set up in vehicle between driver and passengers.</p> <p>For LDTC services, pre-booked seats are allocated to maximise physical distancing of at least 1.5 metres apart, where possible.</p> <p>For LDTC services, marked seating areas are provided for customers to use in waiting areas.</p>
<p><b>Where possible, ensure staff maintain 1.5 metres physical distancing and assign workers to specific workstations</b></p>	<p>Use of Driver Meal Room for breaks prohibited during pandemic.</p> <p>Office staff to work from home where practicable.</p> <p>Social distancing guidelines and protocols implemented in office.</p>
<p><b>Where reasonably practical, stagger start times and breaks for staff members.</b></p>	<p>Only staff on shift or starting/finishing a driving shift permitted in the depot.</p> <p>Use of Driver Meal Room for breaks prohibited during pandemic.</p> <p>Office/Workshop staff meal breaks are staggered to allow for distancing.</p>

<p><b>Review regular deliveries and request contactless delivery/ invoicing where practical.</b></p>	<p>All bookings and invoices for LDTC services are done electronically.</p> <p>Subcontractors required to work at the depot or delivering parts, are provided with company's COVID-Safe practices.</p>
<p><b>Introduce strategies to manage gatherings that may occur outside the premises.</b></p>	<p>For tourist and charter services, bookings and visitation at venues and attractions are made to comply with social distancing and gathering rules, and passenger attendance is staggered where required.</p> <p>For LDTC services, passengers are instructed (written notice and verbal) to maintain social distance when getting on/off the vehicle and when picking up and dropping off luggage.</p>
<p><b>Where practical, taxi and ride share services should encourage customers to sit in the back seat and have the windows open to promote air flow.</b></p>	<p>Customers using regular passenger services are to follow TfNSW "<i>COVID-19: Travel advice and information</i>", which for buses includes not using the Opal reader at the front of the bus and standing behind the red no standing zone (where applicable).</p> <p>For LDTC services, passengers instructed (written notice and verbal) to remain in allocated seat unless instructed otherwise by the driver.</p>
<p><b>Avoid close contact with passengers and ask passengers to handle their own personal belongings during pick-up and drop-off.</b></p>	<p>For LDTC services, passengers are instructed to self-serve baggage package and collection from luggage bins. If not possible, driver to wear PPE including disposable gloves when handling luggage for passengers.</p>
<p><b>Avoid using the vehicle's re-circulated air option during passenger transport. Where possible use the vehicle's vents to bring in fresh air from outside and lower the windows.</b></p>	<p>Drivers instructed to use "fresh air" mode for air conditioning in buses/coaches where applicable.</p> <p>Windows will be opened to increase ventilation where possible.</p>
<p><b>Hygiene and cleaning</b></p>	
<p><b>Adopt good hand hygiene practices.</b></p>	<p>COVID Hygiene posters are visible at depot/office.</p> <p>PPE (including disposable gloves) and hand sanitiser provided to staff.</p> <p>Customers using regular passenger and dedicated school services are to follow TfNSW "<i>COVID-19: Travel advice and information</i>", which includes washing hands regularly to protect fellow commuters and staff.</p>

	For LDTC services, passengers encouraged to carry/use their own hand sanitiser or wipes.
<b>Ensure bathrooms are well stocked with hand soap and paper towels.</b>	<p>Depot/office cleaning practices updated to ensure bathrooms are cleaned daily and sufficient stock of soap and paper towels is maintained.</p> <p>For LDTC services, passengers asked not to use toilet on board coach.</p> <p>For LDTC services, passengers and staff advised to use hand sanitiser after an on-road meal break.</p>
<b>Clean areas frequented by staff or customers at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day with a detergent or disinfectant solution or wipe.</b>	<p>All surfaces within vehicles are cleaned as per TfNSW Infection Control Cleaning Guidelines.</p> <p>Drivers provided with cleaning wipes for high touch surfaces.</p> <p>TfNSW Sanitisation and Hygiene Agile Response Cleaners (SHARC's) board buses at key interchanges and layovers to clean high touch areas, including Opal Card readers and stop buttons, in preparation for the next service (where applicable).</p>
<b>Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.</b>	<p>Disinfectant solutions meet TfNSW Infection Control Cleaning Guidelines (disinfectant recommended by the NSW Clinical Excellence Commission).</p> <p>Material Safety Data Sheet provided to staff.</p>
<b>Staff are to wear gloves when cleaning and wash handsthoroughlybefore and after with soap and water.</b>	<p>Staff issued with hand sanitiser and PPE (including disposable gloves).</p> <p>Posters identifying correct hand washing procedures provided at wash areas.</p>
<b>Encourage contactless payment options.</b>	<p>Cash payments are prohibited/limited in line with contract requirements and TfNSW guidance. Contactless transport payments are encouraged where applicable.</p> <p>Opal card reader adjacent to driver deactivated (where applicable).</p> <p>For LDTC services, online bookings and payments implemented where practicable.</p>
<b>Employ extra cleaning practices at the end of each shift, as part of good hygiene practice, including where practical the sanitisation of</b>	<p>All surfaces within vehicles are cleaned as per the TfNSW Infection Control Cleaning Guidelines.</p> <p>Vehicles are cleaned a minimum of once daily, or</p>

<p><b>seats, door handles and window controls, seatbelts and buckles, and payment equipment.</b></p>	<p>more frequently where possible, including the wiping down of frequently touched hard surfaces for example handrails, stanchions and seat frames.</p> <p>Prior to commencement of a driver's shift change, the driver's cabin work area is cleaned.</p>
<p><b>Avoid contact with surfaces often touched by passengers or other drivers such as door handles and frames, and seatbelt buckles.</b></p>	<p>All surfaces within vehicles are cleaned as per the TfNSW Infection Control Cleaning Guidelines.</p> <p>Drivers are not required to touch passenger surfaces.</p>
<p><b>Record keeping</b></p>	
<p><b>Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.</b></p>	<p>For LDTC services, passenger details are included on manifest, including the seat number for contact tracing where applicable.</p> <p>For charter services the hirer details are recorded. The hirer is requested to maintain a record of the individual passengers and it is recommended that group members download the COVIDSafe app.</p> <p>Passenger records are to be securely stored and only accessed by senior management.</p> <p>Senior management to regularly monitor and assess government advice relating to the collection of personal information.</p>
<p><b>Notify SafeWork NSW and NSW Health if a worker comes into contact with someone who has tested positive to COVID-19.</b></p>	<p>The company conducts staff health monitoring and fitness for work assessments, as required under the NSW Bus Operator Accreditation Scheme (BOAS)</p> <p>The company requires employees to notify management and self-isolate if they test positive to COVID-19 or have come in contact with someone who has tested positive to COVID-19.</p> <p>The company will notify relevant authorities including SafeWork NSW, NSW Health and TfNSW of any COVID-19 related incident.</p>
<p><b>Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.</b></p>	<p>The company has recommended that all staff download the COVIDSafe App to help facilitate contact tracing if required.</p> <p>For LDTC services, information is provided to passengers and hirers which recommends that they download the COVIDSafe App to help facilitate contact tracing if required.</p>