

> HELPING BUSINESS GET BACK TO WORK



Date: 27/08/2020

Golden West Holdings

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.

Golden West Holdings is committed to COVID safety and keeping our community safe.

Golden West Holdings 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: Golden West Holdings
Plan completed by: Kylie Trapp
Approved by: Darrell Booth & Jason Cronshaw

GUIDELINES FOR Golden West Holdings

GUIDELINES	ACTIONS
Wellbeing of staff and customers	
Exclude staff and customers who are unwell.	<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>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>

REQUIREMENTS	ACTIONS
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	<p>Staff provided with TfNSW and NSW Health guidelines on physical distancing and cleaning.</p> <p>Staff provided with BusNSW notice titled <i>“Coronavirus Information for Drivers and Staff”</i>.</p> <p>Cleaning staff trained to meet the TfNSW Infection Control Cleaning Guidelines.</p>
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	<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 notice regarding assessment of risks and options.</p>
Display conditions of entry (website, social media, entrances).	<p>Note included on company website with link to transportnsw.info website <i>“COVID-19: Travel advice and information”</i>.</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>
Physical distancing	
Place queue markers outside your premises, at checkouts and at counters.	<p>Exclusion zone is established between driver and passengers in vehicles.</p> <p>Passengers encouraged 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 in shop and waiting areas.</p>
Consider physical barriers such as plexiglass around counters with high volume interactions with customers.	<p>Plexiglass barriers in place on counters in shop between staff & customers. Electronic payments are encouraged in line with TfNSW guidance.</p>
Reduce contact between customer groups.	<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>
Move or remove tables and seating to support 1.5 metres of physical distance.	<p>Exclusion zones in vehicles 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>

REQUIREMENTS	ACTIONS
Where possible, ensure staff maintain 1.5 metres physical distancing and assign workers to specific workstations	Office staff to work from home where practicable. Social distancing guidelines and protocols implemented in office. Staff working in office use specific workstations.
Where reasonably practical, stagger start times and breaks for staff members.	Only staff on shift or starting/finishing a driving shift permitted in the depot. Use of Driver Meal Room for breaks prohibited during pandemic. Office/Workshop staff meal breaks are staggered to allow for distancing.
Review regular deliveries and request contactless delivery/ invoicing where practical.	All bookings and invoices for LDTC services are done electronically. Subcontractors required to work at the depot or delivering parts, are provided with company's COVID-Safe practices.
Introduce strategies to manage gatherings that may occur outside the premises.	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. For LDTC services, passengers are reminded (written notice and verbal) to maintain social distance when getting on/off the vehicle and when picking up and dropping off luggage.
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.	For LDTC services, passengers are requested (written notice and verbal) to remain in their allocated seat unless instructed otherwise by the driver.
Avoid close contact with passengers and ask passengers to handle their own personal belongings during pick-up and drop-off.	For LDTC services, passengers are requested to self-serve baggage package and collection from luggage bins. If not possible, driver will wear PPE including disposable gloves when handling luggage for passengers.
Avoid using the vehicle's recirculated air option during passenger transport. Where possible use the vehicle's vents to bring in fresh air from outside and lower the windows.	Drivers instructed to use "fresh air" mode for air conditioning in buses/coaches where applicable. Windows will be opened to increase ventilation where possible.

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	<p>COVID Hygiene posters are visible at depot, office and shop.</p> <p>PPE (including disposable gloves) and hand sanitiser is provided for staff.</p> <p>Customers are encouraged to follow TfNSW “COVID-19: Travel advice and information”, which includes washing hands regularly to protect fellow commuters and staff.</p> <p>For LDTC services, passengers are encouraged to carry/use their own hand sanitiser or wipes. Hand sanitiser is available on vehicles for passenger use.</p>
Ensure bathrooms are well stocked with hand soap and paper towels.	<p>Depot, office & shop 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 are 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>
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.	<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>
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers’ instructions.	<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>
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	<p>Staff issued with hand sanitiser and PPE (including disposable gloves).</p> <p>Posters identifying correct hand washing procedures provided at wash areas.</p>
Encourage contactless payment options.	<p>Electronic payments are encouraged in line with TfNSW guidance. Contactless transport payments are encouraged where applicable.</p> <p>For LDTC services, online bookings and payments implemented where practicable.</p>

REQUIREMENTS	ACTIONS
<p>Employ extra cleaning practices at the end of each shift, as part of good hygiene practice, including where practical the sanitisation of seats, door handles and window controls, seatbelts and buckles, and payment equipment.</p>	<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 more frequently where possible, including the wiping down of frequently touched hard surfaces e.g. handrails, stanchions and seat frames. This includes the driver’s cabin work area.</p>
<p>Avoid contact with surfaces often touched by passengers or other drivers such as door handles and frames, and seatbelt buckles.</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>Record keeping</p>	
<p>Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.</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>Notify SafeWork NSW and NSW Health if a worker comes into contact with someone who has tested positive to COVID-19.</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>Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.</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 & recommends that they download the COVIDSafe App to help facilitate contact tracing if required.</p>

