



THE JOOB TC COVID-19 SAFE POLICY - UPDATED 30 July 2020

Unique outdoor experiences in inspirational places, set in stunning metropolitan cities or remote nature settings. With our experienced and exciting team who provide you with a can-do attitude and a love of sharing stories (as well as a laugh) ... that's the **JOOB Travel Company**. We are ready to welcome you back to travel with joy & confidence. Our JOOB Covid-19 plan means that we have implemented enhanced procedures in response to the COVID-19 pandemic. Our Covid-19 plan complies fully with Government and Industry standards in all Australian states. Our guest's health and wellbeing have top priority of everything we do and we make sure that you can travel with peace of mind while having the time of your life.

1) Managing Staff and customer well-being;

REQUIREMENT	POLICY	STATUS
Work with staff to develop the Covid plan & supporting policies & procedures	This plan and the associated procedures have been developed by key members of the JOOB TC operational team. We require all members of staff to pass on relevant and useful feedback regarding the useability and effectiveness of this plan and the aforementioned set of procedures.	COMPLETE
Train staff in company's COVID policy, plans and procedures including leave, sickness, data privacy and response if a staff member or patron becomes unwell or is tested positive to coronavirus	Management will provide training with regard to leave, sickness, data privacy and response if a staff member or patron becomes unwell or is tested positive to coronavirus prior to recommencing their roles. Staff will need to sign both the JOOB TC Covid-safe plan (this document) and tour guides will in addition, sign the procedures document.	ON-GOING
Train staff on infection control and hygiene (including mandatory training in some jurisdictions)	Prior to recommencing work, all tour guides have or will have undertaken mandatory online COVID-safe training on infection control and hygiene and will be signed off in our COVID management policy and procedures.	ON-GOING
Review roles and rosters to minimise face-to-face staff interaction with	Office staff who can work remotely during outbreaks of COVID-19 are encouraged to do so. New procedures for frontline tour guides are covered in the procedures document.	COMPLETE

one another and patrons		
Review roles to minimise risk to vulnerable staff (e.g. redeploy to back-office work or work from home)	The JOOB TC has assessed that all staff are fit and healthy, and we do not have any vulnerable staff.	COMPLETE
Revise T&C (e.g. rescheduling, cancellation and screening policies), publish new T&C on website and remind patrons in booking confirmations	With changing circumstances, we understand that guests' needs may change and to accommodate this we are offering more flexibility than ever with our bookings, rescheduling and cancellation options. The JOOB TC T&C's have been revised. For Inspiration Outdoors walking tours we removed the payment of deposits and have also softened our cancellation and re-booking policy. We have made it easy for our clients to place "no-worries" bookings but also to cancel or shift dates in case restrictions will increase again due to the pandemic. Revised terms & conditions can be found online and are included in the booking confirmations. Any changes to our renewed terms and conditions can be found on our websites for Inspiration Outdoors, Waratah Adventure Tours (once operation will proceed again) & Rottneest Island Sea Kayaking.	COMPLETE
Implement a pre-work screening process to prevent potentially infected staff from attending work	JOOB TC has communicated to all their staff to stay at home if not feeling well, and by signing this and the procedures document, they have confirmed their understanding of this policy. If a staff member starts feeling unwell at work they are sent home immediately.	COMPLETE
Implement a pre-attendance screening process to prevent potentially infected patrons from attending (and advertise via T&C, booking confirmation and signs on arrival)	All clients will receive a final booking confirmation ca. 1 week before tour departure. In this confirmation JOOB TC is asking clients not to attend a tour if they feel unwell. We make it easy for them to re-schedule their tour without any extra costs involved (revised T&C's). At time of tour departure the tour guide will ask every client once again if they feel well to go ahead with the tour. If the guide has the suspicion a client is sick (with COVID) JOOB TC reserves the right to leave them behind in order to protect their staff and other clients. For some experiences, guests will be asked to complete pre-travel 'fit for travel' requirements.	COMPLETE

	This will give us and all fellow guests travelling, an added level of assurance.	
Train staff to manage disgruntled or unhappy patrons or patrons who do not comply with physical distancing or occupancy limitation	All our staff and tour guides have been given instructions for how to deal with unhappy clients who do not comply with physical distancing. These details are within the procedures.	ON-GOING
Ensure deliveries are contactless wherever possible	Waratah Adventure Tours, a brand of JOOB TC, has to deliver travel documents to some of their hotel partner. Once the company starts operating again we are planning to provide these documents in a digital version (whenever possible) rather than via paper copies. This way we do not have to visit the hotel physically anymore.	ON-GOING
Ensure contractors are aware of and comply with physical distancing requirements	We will ensure our industry partners (contractors and accommodation & activity suppliers) are also activating appropriate COVID Safe practices and that we have sighted and verified the COVID safe operating plans for all our partners.	ON-GOING
Ensure no one (patron or staff) begins a tour if they are unwell	Guests and staff with any symptoms of illness prior to travel will be requested to stay home and not to travel. JOOB TC have implemented procedures for when guests or staff become unwell during travel or during an experience. In many cases we are able to respond quickly and discretely in such events, including ensuring safe return from remote locations. Staff will be required to declare any signs of illness, will not perform duties if unwell. Staff and clients will be supported by the JOOB TC operations team all the way along.	ON-GOING
Empower staff to make operational decisions regarding physical distancing or unwell patrons	Our procedure clearly empowers guides to remove non-complying clients from the experience.	COMPLETE
Remind patrons of our COVID management policies and procedures in pre-departure briefings	All clients will be informed about our covid-safe practices before each tour departure as part of an extensive pre-departure briefing. Also, clients will be reminded several times during the experience in order to comply with our regulations. The tour guides have been trained to repeat our covid-risk reduction procedures to the clients at scheduled times and at certain breaks during the tour.	ON-GOING

Regularly review our plans and procedures	JOOB TC will review their Covid-safe plans & procedures on a regular basis.	ON-GOING
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2) To maintain physical distancing and patron / guest limits JOOB TC will;

REQUIREMENT	POLICY	STATUS
Walk through the customer journey to identify bottlenecks and places where patrons congregate	Operations managers have analysed all aspects of tour deliver, to identify physical distancing requirements. JOOB TC ensures that we are applying physical distancing in all our business ventures to the extent possible. From the moment a guest will get on board of our touring vehicle to the moment they finish the tour - we will make sure that physical distancing will be in place whenever possible.	On-going
Display signage reminding patrons and staff of physical distancing requirements	Physical distancing signage will be displayed in tour buses.	Partially complete
Modify staff working, eating, changing and rest areas to ensure physical distancing	Office areas have been modified for optimal physical distancing. Whilst on tour, our front-line staff will need to abide by requirements of the venue which they are frequenting.	Complete
Use video or tele-conferencing for meetings wherever possible	Due to the fact that our 3 offices are in Fremantle WA, Sydney NSW and Melbourne VIC our meetings have always been held via hangouts or skype. If 1;1 meetings are necessary, physical distancing will be applied according to state & government regulations.	ON-GOING
Calculate maximum patron numbers based on 4m ² per person (2m ² in WA) for indoor and outdoor spaces (noting that family groups are generally counted as one for density purposes)	JOOB TC are committed to abiding by the relevant state requirements, and operations managers are responsible for ensuring they are up to date with the relevant rules.	ON-GOING
Place markers on the floor to remind guests of physical distancing requirements for queueing and traffic flow	N/A	COMPLETE
Encourage customers to use electronic payment in preference to cash	Our Rottnest Island Sea kayaking operation is the only part of business that accepts cash. We will revise this situation in December 2020 when the operation recommences.	ON-GOING
Rearrange layout of boarding or waiting lounge(s) to keep people (other than family groups) 1.5m away from each other and comply with 4m ² per person (2m ² in WA) density	Whilst the JOOB TC plan will slightly vary from business to business depending on the method of travel or nature of experience, guests can be assured that the most suitable physical distancing and hygiene practices will be adhered to for boarding, travel and all experiences circumstances where physical distancing is not possible, our	ON-GOING

	teams will ensure the highest levels of cleaning, hygiene and personal protection options so that guests can still travel with confidence.	
Display maximum occupancy for each vehicle/vessel/aircraft (excluding staff)	All our touring buses display maximum occupancy information. Whenever possible and depending on number of guests, we will keep the seats behind the driver free.	PARTIALLY COMPLETE
Implement a contactless ticketing or check-in system where possible	JOOB TC takes booking online or via the phone. Clients just have to provide their names for check in, no paperwork has to be exchanged.	COMPLETE
Consider protective screen for driver/master/pilot, consistent with regulatory and safety requirements	Our driver/guides will wear masks whenever necessary according to our procedures. Masks are also available in all touring busses together with hand sanitizer and alcoholic hand wipes.	COMPLETE
Stagger departure times to minimise crowding while waiting to board	N/A	COMPLETE
Ensure staff are at least 1.5m from patrons throughout the customer journey by : - using signage - moving furniture - installing perspex screens - monitoring patron movement, queueing and crowding	All activities and experiences will be amended to ensure appropriate space, cleanliness and hygiene between staff and guests whilst ensuring guests will still have an amazing experience.	COMPLETE
Ensure that where patrons not from the same group need to be closer than 1.5 metres apart, the time spent in close contact is minimised with particular focus on minimising face-to-face close contact, to less than 15 minutes	JOBB TC ensures that where clients not from the same group need to be closer than 1.5 metres apart, the time spent in close contact is minimised with particular focus on minimising face-to-face close contact, to less than 15 minutes.	COMPLETE
Monitor patron numbers to comply with 4m ² per person (2m ² in WA) capacity	JOOB TC staff is monitoring guest numbers at all times to comply with current physical distancing requirements.	COMPLETE
Manage seating in vehicle/vessel/aircraft to keep people (other than family groups) 1.5m away from each other and the driver/master/pilot wherever possible.	The JOOB TC covid procedure will space clients on tour buses to ensure the maximum physical distance possible, between clients.	COMPLETE
Arrange seating so passengers of different booking groups are not seated face-to-face	N/A	COMPLETE
Manage passenger movement by: <ul style="list-style-type: none"> marking seats that are unavailable allocating seating and asking 	JOOB TC will comply to social distancing in touring busses by marking seats that are unavailable. Clients will be asked to stay on the same seat throughout the journey. Guests will be advised by the tour guide to to minimise movement during	COMPLETE

patrons to remain in the same seat throughout the tour <ul style="list-style-type: none"> embarking from the rear of the vehicle/vessel/aircraft and disembarking from the front first advising passengers to minimise movement around the vehicle/vessel/ aircraft during the journey loading staff/crew last on, first off wherever possible 	the tour. We will also advise guests to wear masks on the bus for extra protection, when appropriate.	
Limit time inside the vehicle/vessel/aircraft as much as possible, keeping it under two hours wherever practicable	Every tour will stop for a break after maximum of 2 hours in order to allow fresh air to circulate throughout the vehicle.	COMPLETE
Maximise ventilation through the vehicle	Our air-conditioning systems will be subject to thorough checks and increased routine cleaning to ensure the freshest air circulation supplemented with fresh air options. Vehicle doors will be opened and remain open during the breaks to allow maximum ventilation throughout the vehicle.	COMPLETE
Avoid group photos unless physical distancing can be maintained	On all JOOB TC tours, group photos will only be taken by the tour guide, if physical distancing rules can be maintained. The tour guides have been advised and will take special care.	COMPLETE
Monitor and maintain physical distancing at camp sites, BBQ and other communal activities	On our walking tours that include camping in the package will maintain physical distancing at all times - be it at the camp site, BBQ area or any other activities.	COMPLETE
Revise patron flow and movement as required	JOOB TC guests will be advised to social distance according to the government regulations at all times. Group flow and movement will be advised as required.	ON-GOING
Manage disembarkation and departure to minimise crowding	JOOB TC tour guides are managing departure and arrival procedures at all times to ensure to minimise crowding on the touring bus.	ON-GOING

3) To enhance hygiene and cleaning JOOB TC will;

REQUIREMENT	POLICY	STATUS
Base our cleaning and sanitising routines on current national advice	JOOB TC provides additional cleaning, sanitising and hygiene practices in all areas with particular emphasis on hightouch points and hard surfaces. We use Government recommended cleaning, disinfectant and sanitisation products, routines and monitoring.	COMPLETE

Publish company's enhanced hygiene practices on company website and include in booking confirmations	JOOB TC will display their Covid Safe hygiene practices on the company website and it will be included as attachment to booking confirmations	COMPLETE
Display signage promoting hand hygiene and cough etiquette for all staff and guests	Hand hygiene and cough etiquette is promoted via a number of different signs throughout the company facilities and therefore easily adaptable by all staff and guests.	COMPLETE
Ensure staff have access to hand washing or sanitiser on arrival and after any break	We ensure that guests and staff have access to hand washing and/or sanitiser on tour and in office facilities and they will be will frequently reminded to adopt protocols for regular hygiene practices	COMPLETE
Ensure staff have access to cleaning and sanitising products with instructions on safe and effective use	All cleaning and sanitising products provided by JOOB TC will have clear instructions on safe and effective use.	COMPLETE
Ensure staff have access to PPE to use while cleaning and sanitising	JOOB TC is providing masks and gloves to their staff and guides in their offices and vehicles and also on tour. These items are also available for guests if requested.	COMPLETE
Ensure staff working, meal, washing and rest areas are thoroughly cleaned and sanitised at least daily and high-touch surfaces more frequently	JOOB TC staff and guides are being trained on the government guidelines. Daily office and vehicle cleaning procedures are in place. Touring vehicles are cleaned several times daily when on tour with special focus on high-touch surfaces.	COMPLETE
Maximise fresh air flow through the venue	All offices have windows which are open during the day to provide fresh air flow throughout the all rooms. While on tour we will stop with our guests at least every 2 hours for fresh air. Our air-conditioning systems will be subject to thorough routine cleaning to ensure the freshest air circulation supplemented with fresh air options.	COMPLETE
Ensure sufficient supplies of sanitiser/handwashing material for patrons' use	All offices, vehicles and guides on tour are equipped with sufficient supplies of sanitiser and/or handwashing materials. Hand sanitising stations are available in all vehicles & offices.	COMPLETE
Clean/sanitise any equipment loaned to or used by patrons or staff before use	Any equipment that is loaned to JOOB TC staff or that will be used by any guests on tour will always be properly cleaned and sanitised before use.	COMPLETE
Ensure all hire/loan equipment is cleaned/sanitised per manufacturer's instructions prior to use	For the rare case that we have to hire touring vans JOOB TC will clean and sanitise the entire vehicle prior to use if the hire company has not done so already. All other touring equipment is owned and looked after by JOOB TC.	ON-GOING
Encourage participants to bring their own hand sanitiser	Our guests are reminded in their final booking confirmation Email (ca. 1 week before departure) to bring their own hand sanitiser and masks. Nevertheless, in case they forget, it will be provided by us as well.	ON-GOING

Display signage around tour vehicles/vessels to remind staff and passengers to maintain hygiene practices	Signage on hygiene, sneezing & coughing etiquette has been displayed in all touring vehicles. Sanitizer stations and face masks are available in case a guest didn't bring their own.	COMPLETE
Reschedule activities and operations where necessary to allow time for cleaning and sanitising	Activities and operations on each tour have been rescheduled to allow extra time for thorough cleaning and sanitising	COMPLETE
Provide hand sanitiser at the entrance to the facility and strategically throughout	JOOB TC is providing hand sanitiser in all company offices and vehicles. The tour guides are also carrying hand sanitizer around during activities and additional breaks/stops.	COMPLETE
Maintain plentiful supplies of soap/handwash in toilets/washrooms with hygienic drying system	JOOB TC is maintaining plentiful supplies of soap/handwash in companies' toilets and washrooms.	COMPLETE
Ensure access to tissues and waste bins and empty bins regularly	Every tour guide is carrying additional cleaning equipment like tissues and alcoholic handwipes. Easy access to these cleaning utensils and waste bins is given at any time during the tour. Bins are emptied regularly.	COMPLETE
Require hand sanitising before entering or re-entering a vehicle/vessel/ aircraft, and before and after eating	JOOB TC will make sure that the guides and guests will clean their hands with hand sanitizer before entering or re-entering a vehicle AND before and after eating.	COMPLETE
Avoid sharing hire/loan equipment wherever practicable	JOOB TC owns the majority of their touring equipment. We avoid sharing hire/loan equipment wherever practicable.	COMPLETE
Request passengers load and unload their own luggage wherever practicable, otherwise staff will sanitise their hands after handling luggage	JOOB TC will request passengers to load and unload their own luggage wherever practicable. Otherwise staff will sanitise their hands after handling luggage.	COMPLETE
Clean/sanitise frequently touched surfaces regularly during the tour or trip	JOOB TC provides additional cleaning & sanitising especially on frequently touched surfaces (eg. bus seats, windows, rails) throughout the trip.	COMPLETE
Make masks available for customers to use on request	Face masks are available in all touring busses and on all trips. The guides will also carry them on walks or during activities in case a guest forgot their own. Our policy is to deploy masks only when there is a suspected case of COVID-19.	COMPLETE
Provide pre-packaged individual meal packs in lieu of self-serve or self cooked meal options	Where meals are offered as part of our touring experience, stricter than usual hygiene measures will be in place. Buffets and shared platter offerings have been removed and all meals will be individually plated or individual meal or snack packs offered. Dining room capacities, table spacing and dining schedules will be adapted to cater to our guests' needs while maintaining	COMPLETE

	physical distancing requirements. All beverage service will be provided by JOOB TC staff members following Covid-safe regulations.	
Ensure food services items are washed thoroughly with hot water and a detergent solution between use or preferably with a dishwasher if available. Where possible, patrons should not share dishes, drinking glasses, cups, and eating utensils.	JOOB TC will ensure food services items are washed thoroughly with hot water and a detergent solution between use or preferably with a dishwasher if available. Whenever possible, guests will not share dishes, drinking glasses, cups, and eating utensils.	COMPLETE
Offer food for consumption outdoors wherever practicable	JOOB TC will always strive to make it possible to cater for their clients outdoors rather than an inside setting.	COMPLETE

4) To keep records to facilitate contact tracing JOOB TC will;

REQUIREMENTS	POLICY	STATUS
Confirm existing customer records meet contact tracing requirements; if not create a system to facilitate contact tracing (paper-based or electronic)	JOOB TC collects clients contact details at time of booking (Name, phone number, Email address).	COMPLETE
Consult with aggregators to ensure access to contact tracing details if required	JOOB TC will try their very best to receive all client contact details should bookings have been placed by an external agent or Inbound Tour Operator. Our reservation teams have been made aware of this very important information.	ON-GOING
Implement a system to keep contact details secure	Contact details will be kept confidential and secure in our internal booking system.	COMPLETE
Ensure that data gathered for contact tracing is not used for any other purpose (such as marketing)	The gathered data will just be used for contact tracing and not for any other purpose (such as marketing).	COMPLETE
Display signage describing why contact details are being collected	It is the normal course of business for the JOOB TC to collect customer details including next of kin, due to the fact that we travel for extended periods in remote areas.	COMPLETE
Suggest that staff and patrons download the COVID-Safe app	JOOB TC suggest that all staff and clients download the Covid-Safe app but we are also aware it is not unlawful if they don't.	COMPLETE
Ensure paper-based records can be completed	We do not collect paper records.	N/A

without sharing pens or pens after each use		
Make contact details available to public health authorities on request	All contact details will be available for public health authorities should they been requested.	ON-GOING
Securely destroy contact details after 28 days (56 days in Queensland)	Contact details are offered freely by our guests, and retained in our secure booking system.	ON-GOING
Report all variations from the planned itinerary	Should the planned itinerary vary in any way, the guides will inform their Operation Managers and will explain the reasons.	ON-GOING
Screening of clients - The strongest control is to prevent potentially infected patrons or staff from attending. You should try to screen staff and patrons prior to their attendance wherever possible	<p>JOOB TC will ask their clients 24 hours before tour departure and on the day of tour departure the following questions as a process of screening:</p> <ul style="list-style-type: none"> - Are you currently in mandatory isolation (i.e. a returned traveller or COVID -19 positive)? - Have you had any close contact with a COVID-19 positive case? - Do you have any flu-like symptoms (even mild) including fever ($\geq 37.5^{\circ}\text{C}$), cough, sore throat, runny nose, shortness of breath, or loss of taste or smell? <p>If any of these questions have been answered with YES they should NOT attend the tour. If they are on site or the tour is about to depart JOOB TC will:</p> <ul style="list-style-type: none"> - move the individual away from others, provide them with a facemask and ask them to wear it - if they are in mandatory self-isolation, have them contact their local health department for advice - otherwise, advise them they cannot attend the activity and should go to the nearest COVID-19 clinic, health facility or contact their GP for clinical advice 	ON-GOING
RESPONSE PLANS: Staff or patrons becoming unwell in the workplace	<p>What to do if a <u>guest</u> is showing symptoms of a communicable disease / infection / virus.</p> <p><i>1. Protect yourself</i></p> <p>You are the most important person on the tour. Without a fully functioning tour guide, there is no tour. Please take all precautions to ensure that you remain fit and healthy.</p> <p>If you need to come into physical contact with a sick guest, ensure that you wear gloves, and that you wash your hands after contact.</p>	COMPLETE

	<p><i>2. Interview the guest to establish;</i></p> <ul style="list-style-type: none"> - What are their symptoms? - How long have they been suffering? - Improving / deteriorating? - Possible sources of transmission? - Have they been in contact with anyone returning from one of the high-risk areas? <p>Please keep notes of the interview, as if we need to forcibly remove someone from a tour, these notes may become an important legal document.</p> <p><i>3. Quarantine the guest from yourself and the other guests as best you can;</i></p> <p>You will need to quarantine your guest as best you can. If you need to transport them on the bus with the other guests, provide the patient with a face mask from the first aid kit. Ensure that they are sitting in front seat and practicing good hygiene. Wipe down hard surfaces with an alcohol wipe after the guest has exited the vehicle.</p> <p>Ensure that you explain to the other guests, that viruses cannot be transferred by breathing in the same air as the infected person, only by transfer of fluid.</p> <p><i>4. Contact your operations manager;</i></p>	
<p>If you become aware that a person previously in the workplace (staff or customer) may have the virus you should follow the steps below</p>	<p>1) SEEK ADVICE - Call your state or territory helpline. Follow advice of public health officials</p> <p>2) IDENTIFY & INFORM - Identify who at the workplace had close contact with the affected person. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.</p> <p>3) CLEAN - Follow public health official’s advice to clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.</p> <p>4) REVIEW MANAGEMENT CONTROLS - Review your COVID-19 risk management controls, in consultation</p>	

