



COVIDSafe Principles



1. Ensure physical distancing

All people in the workplace must be at least 1.5 metres apart and there should be no overcrowded areas. This means:

- Workers should work from home if possible
- Ensure workers and customers are 1.5 metres apart at all times. Where this is not possible, the duration of the close contact should be minimised
- Ensure the workplace abides by the relevant density quotient
- Limit the total number of workers and customers in an enclosed area
- No carpooling between workers unless there is no alternative mode of transport to work



2. Wear a face mask

Workers and customers must wear a face mask in the workplace, except when in a pool, exercising or where health or other exemptions apply. This means:

- Provide face masks to workers throughout the shift
- Ensure all workers wear face masks while working, in accordance with defined exemptions
- Do not take face masks off when talking on the phone or with others
- Use full PPE for high-risk settings



3. Practise good hygiene

Operators must regularly clean high touch-surfaces and encourage good hygiene practices by workers and customers. This means:

- Schedule regular cleaning and disinfecting of high-touch surfaces (including all surfaces and equipment) and make gloves available for this purpose
- Encourage regular handwashing by workers and customers and make soap and hand sanitiser available for all workers and customers throughout the workplace



4. Keep records and act quickly if workers become unwell

Have a strict policy that any workers who feel unwell must stay at home. This means:

- Support workers to stay home and get tested even if they only have mild symptoms.
- Have a plan to immediately close down for cleaning and contact tracing if there is a confirmed case of coronavirus (COVID-19)
- Keep records of workers and customer details for contact tracing



5. Avoid interactions in enclosed spaces

All activities are to be held in outside areas which don't have a roof or ceiling, where practical. This includes;

- Meetings
- Lunch breaks
- Customer registration



6. Create workforce bubbles

Limit the number of people workers have prolonged close contact with. This means:

- Keep pools of workers rostered on the same shifts
- Avoid overlap in shift changes
- Reduce workers working across multiple sites



7. Safeguarding our COVIDSafe Plan with Marshals

Our Marshals ensure that COVIDSafe principles are being adhered to within our venues by:

- Promoting a positive culture of COVIDSafe behaviours
- Monitoring COVIDSafe systems to ensure they are being completed
- Communicating systematic behaviours or workplace practices which do not comply

Our COVIDSafe Plan

1. Ensure physical distancing



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- Ensure workers and customers are 1.5 metres apart at all times. Where this is not possible, the duration of the close contact should be minimised
- Ensure the workplace abides by the relevant density quotient
- Limit the total number of workers and customers in an enclosed area
- No carpooling between workers unless there is no alternative mode of transport to work

We will ensure workers and visitors are 1.5 meters apart as much as possible by:

- Customers must book online in line with venue capacity limits. (Set by Government Restrictions)
- Centre signage in place at entrances advising of the venue capacity limits.
- Further communication on capacity limits outlined on Company website, communicated via social media and enforced via online booking system.
- Signage and floor markings regarding 1.5m distancing reinforced throughout the venue especially in high traffic areas e.g. reception, entrance etc.
- All staff are asked to adhere to 1.5m distancing when interacting with each other and customers.
 - Exception – If it is required to ensure the safety of a person e.g. A rescue. Staff trained to sanitise their hands immediately following the contact.
- Roles that can be completed from home have been identified and work from home has been occurring across a range of roles since March.
- Workstations are setup side-by-side and a minimum of 1.5m apart
- Break times for staff members do not cross over to decrease need to be in the same area at the same time.
- Customers advised of session end time early, allowing for staggered exits.
- Climbing sessions are separated to allow cleaning, time reducing the risk of customers crossing over (Hardrock 15 minutes & Activate 5 minutes).
- Minimal staff starting or finishing shifts at the same time where possible.
- Customer traffic flow measures are in place to reduce contact of different session “groups”
- Deliveries are kept to a minimum and delivery worker are required to complete centre sign-in sheets if entering the venue. An area is allocated for drop offs.
- Staff are advised not to carpool where it is avoidable

Hardrock

- Ropes/Climbs taken out of use to prevent people climbing and belaying within 1.5m of one another
- Under 18 development programs to commence in line with class maximums and parent/caregivers requested not to enter the venue unless it is unavoidable
- Boulder area closed (Nunawading)
- Hot Drink Service closed (Nunawading)
- Seating areas connected to café removed from public access (Nunawading)

Activate

- After School Programs currently not running to minimise contact
- Leap of Faith, Vertical Drop Slide and Artificial Caving Activities currently not running to minimise contact
- Café area is set up for grab and go as opposed to seated service

Our COVIDSafe Plan



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- Ensure all workers wear face masks while working, in accordance with defined exemptions
- Do not take face masks off when talking on the phone or with others
- Use full PPE for high-risk settings

We will ensure all workers and visitors entering the workplace wear a face covering as per public health advice. This includes:

- “Sneeze Screens” have been placed reception counters to provide staff/customers with additional protection when interacting face to face during check in
- Staff are issued with a reusable face mask and instructed to wear this at all times in the workplace as part of their uniform. (Exceptions apply in line with government health directions).
- Disposable face masks will be available if required.
- Staff are provided with guidelines for using and caring for their face mask and; cleaning procedures and documentation outline the required PPE for specific tasks.
- Customers will be required to wear face masks in line with Government health directives.
- Other PPE will be available including disposable/cleaning gloves and safety glasses for more high-risk settings such as cleaning.
- PPE stock is monitored on a weekly basis

Our COVIDSafe Plan



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- Schedule regular cleaning and disinfecting of high-touch surfaces (including all surfaces and equipment) and make gloves available for this purpose
- Encourage regular handwashing by workers and customers and make soap and hand sanitiser available for all workers and customers throughout the workplace

We will frequently and regularly clean and disinfect shared spaces, including high touch communal items (doorknobs & telephones)

- Pre-payment required via online booking systems and cashless/contactless purchasing in centre
- Staff requested/encouraged to reduce cash handling
- All cleaning products have been reviewed to confirm effectiveness against COVID-19
- All shared equipment e.g. phones keyboards and high-touch surfaces (counters, door handles etc.) to be sanitised regularly throughout the day as per cleaning schedule/checklists.
- Hand sanitiser located at entrance, including signage requesting customers and staff sanitise prior to entry.
- Soap available in toilets and kitchens with handwashing guidelines on display.
- Staff provided with information and signage on correct handwashing/sanitising techniques, via online videos, as per health resources.
- Soap and paper towel kept in surplus supply and stock monitored weekly
- Bins are available in bathrooms, throughout gym and in staff only areas
- Cleaning schedules/checklists to be completed in between climbing sessions and at close of business daily.
- Checklist completion will be audited regularly by Management

Hardrock

- Customers are encouraged to bring their own drink bottles
- Shower facilities are closed
- Hand sanitiser stations are positioned at the base of the wall every few meters with signage
- All participants must sanitise their hands at the start and end of each climb
- All belay stations and high touch sections of the rope are sanitised with ISOPROPYL between each climbing session
- Hire harnesses and shoes undergo a quarantine process between uses

Activate

- Customers must sanitise their hands prior to putting on a harness or removing it
- All harness metal buckles/belay rings are sanitised with ISOPROPYL between each use
- All TB auto-belay lines/carabiners are sanitised at the end of every session as per manufacturer guideline
- Cafe products are now take-away only where reasonably practicable
- All rubbish bins have no touch lids
- Drinks fountain is turned off and drinking water is available by request from café

Our COVIDSafe Plan



4. Keep records and act quickly if workers become unwell

Have a strict policy that any workers who feel unwell must stay at home. This means:

- Support workers to stay home and get tested even if they only have mild symptoms.
- Have a plan to immediately close down for cleaning and contact tracing if there is a confirmed case of coronavirus (COVID-19)
- Keep records of workers and customer details for contact tracing

General

- Employees receive training and continual reinforcement of not to come to work unwell and the steps they need to take if they become unwell, prior to a shift and during a shift. This includes seeking medical attention, getting tested immediately, and self-isolating until receiving test results.
- The personal leave policy also outlines procedure for notification of inability to work due to personal illness.
- Employees are aware of Government support payments ('Test Isolation Payment' and/or 'Coronavirus Worker Support Payment'), which may be available to them should they be concerned about losing pay while waiting for test results.
- Communication is also reinforced to customers around not coming to the venue if they are unwell. This is further reinforced via email booking confirmations, terms and conditions of bookings and centre signage at entrances which outline COVID-19 signs and symptoms
- Rosters and staff timekeeping/clock-in systems and procedures ensure records are kept of staff onsite at all times
- Online booking systems ensure customer details are captured at time of booking, which are again reviewed and confirmed upon arrival at the Centre
- A sign-in sheet is located at centre entry points for any ad-hoc centre entries E.g. delivery drivers, contractors or walk-in customers
- Sign-in sheets will be retained for contact tracing purposes in a secure location

Hardrock

- Signage will be posted near employee clock stations reminding them that by clocking on for work, they declare they are free of symptoms, are not awaiting test results, have not been in contact with a confirmed case and have not been directed to isolate.

Activate

- Staff complete a health questionnaire via Deputy when clocking in and out confirming if they have any signs or symptoms. System will not allow staff members to clock-in if failing the questionnaire and management is notified automatically.

We have developed a business contingency plan to manage any outbreaks. This includes:

- Documented and communicated COVID-19 in the Workplace Procedure, Step by Step Flow-chart/Infographic and 'COVID-19 Incident Report' accessible to all staff.
- In all instances employees are required to notify Management of a COVID incident who will provide direction and manage the incident.
- All COVID incidents will be escalated to Management, who are responsible for seeking advice from the COVID-19 State Hotline (Ph: 1800 674 398), Department of Health and Human Services (DHHS) and Worksafe Victoria (Ph: 13 23 60), who will advise on how to manage.
- Established and tested procedures that can be enacted in the event of a venue closure and subsequent re-opening, which would be administered in conjunction with advice/direction from DHHS and Worksafe where required.

Our COVIDSafe Plan



5. Avoid interactions in enclosed spaces

All activities are to be held in outside areas which don't have a roof or ceiling, where practical. This includes;

- Meetings
- Lunch breaks
- Customer registration

We will reduce the amount of time workers are spending in enclosed spaces where practicable. This includes:

General

- Doors/roller doors open in venue when practical and weather permitting
- Airconditioning systems are turned on during sessions when weather permits

Hardrock

- Doors open and air conditioning system turned on in between climbing sessions for 15 minutes to increase the venue airflow

Activate

- Venue air extraction fans run automatically when lights are turned on

Our COVIDSafe Plan



6. Create workforce bubbles

Limit the number of people workers have prolonged close contact with. This means:

- Keep pools of workers rostered on the same shifts
- Avoid overlap in shift changes
- Reduce workers working across multiple sites

General

- Where work across multiple sites is required (E.g. for maintaining safety equipment), staff follow strict procedures with social distancing and complete work at a time where contact with customers or employees is significantly reduced
- Where practicable rosters have been adjusted and procedures developed to ensure workers do not work across multiple sites
- Staff breaks are staggered where possible to minimise staff congregation.
- To support possible outbreak management and contact tracing Employees requested to disclose details of other employment they are currently engaged in and if they currently reside with any other Hardrock team members.

Our COVIDSafe Plan



7. Safeguarding our COVIDSafe Plan with Marshals

Our Marshals ensure that COVIDSafe principles are being adhered to within our venues by:

- Promoting a positive culture of COVIDSafe behaviours
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All Hardrock and Activate team members have received COVIDSafe Marshal training which includes:

- Australian Government Infection Control Training
- Presentations detailing COVIDSafe planning for the venues
- COVIDSafe Marshal Code of Conduct
- Reading the COVIDSafe Plan and other supporting resources
- In venue training supporting positive COVIDSafe practice
- Access to our library of resources
- Selected Hardrock staff will complete the online Sport Climbing Association (SCA) recommended 'COVIDSafe Sports Coaching Certification.'

Our COVIDSAFE Marshals will:

- Promote a positive culture and encourage COVIDSafe practices across the workforce
- Monitor that patrons and workers apply physical distancing measures, that congestion is minimised and that shared areas are used safely
- Monitor that patrons and workers are applying hygiene measures (as per Infection Control Awareness Training)
- Monitor that workers are wearing PPE when required and understand how to fit it
- Monitor the entry screening processes as required
- Ensure that rostered bubbles are being observed in practice, including that shifts and work teams remain separate and that bubble separation is maintained during breaks
- Ensure that regular cleaning is occurring and being recorded
- Ensure that ventilation and airflow is maximised
- Ensure that accurate record keeping is occurring in accordance with our COVIDSafe Plan
- Consult with the management team about COVID related issues and measures
- Notify management as soon as practicable about systemic behaviours or workplace practices that are not compliant with the COVIDSafe Plan and Additional Industry Obligations