

> HELPING BUSINESS GET BACK TO WORK



Date updated: 11/10/2021



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.

Marulan coaches is committed to COVID safety and keeping our community safe.

Marulan 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: Marulan coaches
Plan completed by: Cameron Watson
Approved by: Adam Hale

GUIDELINES FOR Marulan Coaches

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>Any staff with flu like symptoms are required to have a Covid-19 test and isolate immediately until they have a negative result.</p> <p>Vulnerable Workers have been identified and provided an opportunity to isolate following a risk</p>

REQUIREMENTS	ACTIONS
	<p>assessment.</p> <p>Notice to customers is 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 transportsw.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 are implemented to verify no passenger can board if feeling sick, has flu like symptoms or is meant to be self-isolating.</p>
<p>When inducting staff and visitors on-site, provide information on how to stay COVID Safe.</p>	<p>COVID-19 health and safety information, including Conditions of Entry, is provided to new staff and visitors to minimise the risk of infection.</p>
<p>Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.</p>	<p>Staff are provided with TfNSW and NSW Health guidelines on physical distancing, mask wearing, and cleaning.</p> <p>Staff are provided with BusNSW notice entitled "<i>Coronavirus Information for Drivers and Staff</i>".</p> <p>Cleaning staff and contractors are required to comply with the NSW Government COVID-19 Enhanced Cleaning Guidelines for Public Transport.</p>
<p>Make staff aware of their leave entitlements if they are sick or are required to self-isolate.</p>	<p>Staff have been provided with COVID-19 information relating to annual leave, long service leave, and unpaid leave as required.</p> <p>If staff need to self-isolate and are unable to work while waiting for a COVID-19 (PCR) test result, they are encouraged to access the COVID-19 Test and Isolate support payment via the Service NSW website.</p> <p>Vulnerable Workers provided with letter/notice regarding assessment of risks and options.</p>
<p>Display conditions of entry (website, social media, entrances).</p>	<p>Conditions of Entry are displayed at all entry points to the depot/office/workshop.</p> <p>For regular passenger and school services, a COVID-</p>

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	<p>19 notice is 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 the company website (where applicable).</p>
<p>Ensure compliance with COVID-19 travel registration for staff affected.</p>	<p>Staff who require a travel permit must show evidence of the valid travel registration for the applicable period.</p> <p>A register of staff requiring travel permits is maintained with confirmation that documents for applicable periods have been sighted.</p> <p>Staff must carry their travel registration and supporting documents at all times and provide these to NSW Police if requested.</p>
<p>Encourage staff to access COVID-19 Vaccination. <i>[Refer to the ACCI "COVID-19 Vaccinations and the Workplace – Employer Guide" on the BusNSW website which will help you to understand how to communicate about the vaccine, and what your obligations are based on employment law and WHS.]</i></p>	<p>NSW Government <i>COVID-19 Vaccination</i> and <i>COVID-19 Vaccination 'Let's Do This'</i> Communication toolkits are used to encourage staff to take up the free COVID-19 vaccine. <i>[Toolkits are available on BusNSW website].</i></p> <p>Details of vaccination locations and booking procedures will be posted in the workplace and provided to staff upon request.</p> <p>Staff are encouraged to provide evidence of vaccination for employment records.</p> <p>Workers are required to comply with any vaccination requirements under a Public Health Order before they continue to work.</p>
<p>COVID-19 surveillance testing and Rapid Antigen Testing</p>	<p>Staff have PCR testing at regular intervals if required under a Public Health Order.</p> <p>Surveillance (PCR) testing will be considered as an additional measure based on regular risk assessments.</p> <p>Rapid Antigen Testing for staff will be considered as a screening tool to help detect COVID-19 in people without any symptoms of COVID-19 if a confirmed COVID-19 case has been linked to the business.</p>

REQUIREMENTS	ACTIONS
<p>Actions to consider if a confirmed (or suspected) COVID-19 case has been linked to the business.</p>	<p>Support public health authorities with contact tracing as directed.</p> <p>Advise staff, visitors, contractors, and customers of the general situation.</p> <p>Advise TfNSW of the situation and if there are any impacts on meeting contract obligations. (If a Force Majeure Event is triggered as a result of the epidemic, information will be provided to TfNSW as per contract requirements. Remedy or minimise the effects of the Force Majeure Event to the extent reasonably practicable based on a contingency plan for service continuity).</p> <p>Ensure staff comply with testing and self-isolation rules that apply for different types of exposure.</p> <p>Implement infection control measures as directed by public health authorities.</p> <p>Consider guidance regarding closing the premises noting businesses do not necessarily have to close following detection of a confirmed case on the premises.</p> <p>Seek advice from local Public Health Unit regarding employees who have tested positive to COVID-19 and are proposing to return to work by calling 1300 066 055.</p>
<p>Physical distancing</p>	
<p>Place queue markers outside your premises, at checkouts and at counters.</p>	<p>An exclusion zone is established between drivers and passengers in vehicles. Includes taping off the seat behind the driver.</p> <p>Passengers to follow TfNSW advice and avoid close contact with other people at bus stops, stations, and on-board services.</p> <p>Marked areas for queuing are provided at depot/office and waiting areas.</p>
<p>Consider physical barriers such as plexiglass around counters with high volume interactions with customers.</p>	<p>Cash payments are prohibited/limited in line with contract requirements and TfNSW guidance.</p> <p>Opal card reader adjacent to the driver is deactivated (where applicable).</p> <p>The installation of driver screens (sneeze guards) will be considered if a specific risk is identified.</p>

REQUIREMENTS	ACTIONS
<p>Reduce contact between customer groups.</p>	<p>Follow TfNSW advice regarding the passenger capacity (%) to apply for regular passenger services.</p> <p>Seat stickers (“Sit here” green dot) are attached to selected seats on buses to encourage passengers to maintain physical distancing on TfNSW contracted regular passenger and school services. All school children will be allowed on a service.</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>Passenger loadings are monitored to help better manage customer flow and crowding. Bus drivers are instructed 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>Move or remove tables and seating to support 1.5 metres of physical distance.</p>	<p>Exclusion zones have been set up in vehicle between driver and passengers. Includes taping off the seat behind the driver.</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>Where possible, ensure staff maintain 1.5 metres physical distancing and assign workers to specific workstations</p>	<p>Use of Driver Meal Room for breaks prohibited during pandemic.</p> <p>Office staff are to work from home where practicable.</p> <p>Social distancing guidelines and protocols have been implemented in office.</p>
<p>Where reasonably practical, stagger start times and breaks for staff members.</p>	<p>Only staff on a shift or starting/finishing a driving shift are 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>

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<p>Review regular deliveries and request contactless delivery/ invoicing where practical.</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>Calculate maximum limits on the number of people within an area, such as offices, meeting and lunch rooms, elevators, site sheds, and clearly display the occupancy number at entry points.</p>	<p>Where required, the area of the enclosed space will be calculated (length multiplied by width) and divided by the number of square metres allowed/recommended per person (e.g., 4 square metres).</p> <p>Signage is displayed showing the maximum number of people permitted in the space at any one time.</p>
<p>Introduce strategies to manage gatherings that may occur outside the premises.</p>	<p>For tourist and charter services, bookings and visitation at venues/attractions are made to comply with social distancing and gathering rules, and 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>Encourage customers to maintain social distance.</p>	<p>Customers using regular passenger services are to follow TfNSW "COVID-19: Travel advice and information", 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>Avoid close contact with passengers and ask passengers to handle their own personal belongings during pick-up and drop-off.</p>	<p>For LDTC services, passengers are instructed to self-serve baggage packing and collection from luggage bins. If not possible, driver wears PPE including disposable gloves when handling luggage for passengers.</p>
<p>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.</p>	<p>Advise staff that air flow and ventilation within vehicles are to be optimised as fresh air reduces the risk of transmission of COVID-19.</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</p>

REQUIREMENTS	ACTIONS
	where possible.
<p>Place signs about physical distancing, hygiene and hand washing practices around the workplace to remind workers.</p>	<p>Display signs and posters around the workplace to remind workers and others of the risks of COVID-19 and the measures that are necessary to stop its spread.</p> <p>Posters and signs to include physical distancing requirements, hygiene and how to wash your hands.</p>
<p>Hygiene and cleaning</p>	
<p>Adopt good hand hygiene practices.</p>	<p>COVID Hygiene posters are visible at depot/office.</p> <p>PPE (including disposable gloves) and hand sanitiser are provided to staff.</p> <p>Customers using regular passenger and dedicated school services are 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.</p>
<p>Ensure bathrooms are well stocked with hand soap and paper towels.</p>	<p>Depot/office cleaning practices updated to ensure that 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 the coach.</p> <p>For LDTC services, passengers and staff advised to use hand sanitiser after an on-road meal break.</p>
<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>	<p>All surfaces within vehicles are cleaned as per NSW Government COVID-19 Enhanced Cleaning Guidelines for Public Transport.</p> <p>Drivers are 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>

REQUIREMENTS	ACTIONS
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.	<p>Disinfectant solutions meet NSW Government COVID-19 Enhanced Cleaning Guidelines for Public Transport.</p> <p>Material Safety Data Sheet are provided to staff.</p>
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	<p>Staff are issued with hand sanitiser and PPE (including disposable gloves).</p> <p>Posters identifying correct hand washing procedures are provided at wash areas.</p>
Encourage contactless payment options.	<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 the driver is deactivated (where applicable).</p> <p>For LDTC services, online bookings and payments are implemented where practicable.</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>All surfaces within vehicles are cleaned as per the NSW Government COVID-19 Enhanced Cleaning Guidelines for Public Transport.</p> <p>Vehicles are cleaned a minimum of once daily, or 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>
Avoid contact with surfaces often touched by passengers or other drivers such as door handles and frames, and seatbelt buckles.	<p>All surfaces within vehicles are cleaned as per the NSW Government COVID-19 Enhanced Cleaning Guidelines for Public Transport.</p> <p>Drivers are not required to touch passenger surfaces.</p>
Where required by the Public Health Order, Face Masks must be worn by staff and passengers greater than 12 years of age while in vehicles and indoor areas, unless exempt.	<p>Signage is displayed on vehicles and at building entry points advising mask wearing rules.</p> <p>Information is provided to assist staff to learn how to correctly put on, wear, and dispose of a face mask.</p> <p>Drivers will be regularly reminded of the need to wear masks whenever a vehicle is in service. (Consider a company policy requiring drivers to wear a mask when vehicle is not in service to avoid</p>

REQUIREMENTS	ACTIONS
	<p>negative public perception).</p> <p>Maintain a register of employees with a face mask wearing exemption i.e., to confirm that an employee has a physical or mental health illness or condition, or disability, that makes wearing a mask unsuitable.</p> <p>Staff working outdoors at the depot are to wear a face mask if it is hard to maintain 1.5 metres of physical distance from others.</p> <p>Face Masks will be provided to staff upon request.</p> <p>Where circumstances arise of passengers routinely not wearing masks, drivers are encouraged to report these instances to management for follow up by TfNSW and/or NSW Police.</p>
Record keeping	
<p>Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.</p>	<p>Driver and staff shift allocations are maintained in accordance with the requirements of the Bus Operator Accreditation Scheme (BOAS) and are available for contact tracing as required.</p> <p>For LDTC services, passenger details are included in the manifest, including the seat number for contact tracing where applicable.</p> <p>Passengers using LDTC services are reminded that they are required to check in at venues as per NSW Government COVID Safe Check-in requirements.</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>For tourist and charter services, an itinerary which includes dates and times that venues are visited will be stored for contact tracing if required.</p> <p>Passenger records associated with LDTC services 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>

REQUIREMENTS	ACTIONS
<p>Ensure CCTV footage is available for the purposes of contact tracing COVID-19 if required</p>	<p>Maintain closed circuit camera footage from buses and depot as per normal procedures and legislative requirements, to assist with inhouse contact tracing and for provision to authorities on request.</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 and cooperate with relevant authorities including SafeWork NSW, NSW Health and TfNSW of any COVID-19 related incident.</p> <p>Follow advice in the NSW Government Fact Sheets for close contacts, secondary close contacts, and casual contacts. [Fact Sheets are available on the BusNSW website].</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 which recommends that they download the COVIDSafe App to help facilitate contact tracing if required.</p>
<p>Check-in is required by staff and customers when they enter certain premises.</p>	<p>Service NSW QR codes are displayed in prominent locations at the depot. Different QR codes are used for driver/operations-admin/workshop areas.</p> <p>Staff remind workers and customers to check in when entering the premises.</p> <p>Staff ask to see the 'green tick' on the Service NSW app and check it relates to the premises.</p> <p>An alternate sign-in method is provided at the premises for a person to check in if they are unable to use the Service NSW QR code. These records (electronic and paper) are deleted after 28 days if not required for contact tracing.</p>
<p>QR codes are displayed on selected vehicles for</p>	<p>QR Codes are installed on buses used to provide regular route services, to help support contact</p>

REQUIREMENTS

ACTIONS

voluntary check-in.

tracing (not including Opal enabled buses operating in Greater Sydney). Installation is based on the [TfNSW QR code stickers Installation Guide](#) (Regional fleet).

For LDTC services, a QR code will be installed on buses/coaches. This is for voluntary check-in and is in addition to the actions outlined above which relate to the collection of passenger information to assist with contact tracing if required.