



Work health and safety plan for COVID-19

Business Name: TreeTop Challenge	Site Locations <ul style="list-style-type: none">- Cnr, Tamborine Mtn Rd & Cedar Creek Falls Rd North Tamborine QLD 4272- 76 Nambour Connection Rd, Woombye 4559
Date Completed 27 / 05 / 2020	
Supported Materials & Industry Plans: <ul style="list-style-type: none">- Zoo and Aquarium Association Australasia (ZAA) guidelines, Operating during COVID-19 – initial stages- AALARA COVID-19 REOPENING GUIDE	
Notes <p>The TreeTop Challenge is a highly unique outdoor amusement park with multiple sites across South East Queensland. Inherent by design, our attractions effectively social distance customers and guests by rules throughout the adventure park / zipline experiences.</p> <p>Guests will not have to come into contact with other guests or staff as all induction processes have been modified to ensure full social distancing.</p> <p>The Parks themselves are spread over 8 to 12 acres and there are little common areas where people can congregate. Guests are not allowed to remove gloves throughout the activity.</p> <p>All Guests sign an electronic register / consent form that tracks attendance date, time of arrival as well as phone, email and postcode. Target markets include Young Adults, children and young families</p> <p>To implement all new Covid Safe Processes, a Covid Safe officer will be present at each site focused on ensuring all processes are followed fully.</p>	



Checks and preparation completed prior to re-opening

What we have done	Who is responsible
<ul style="list-style-type: none">● Disinfected all PPE● Removed all seating areas● Revised all Policies and creation of a dedicated Covid-Safe Officer to facilitate new processes and customer flows● Clean all touch surfaces● Setup covid-safe training procedures● Train all staff on new safety protocols● Creation of digital POS, remote sign in, electronic customer register● Setup social distancing signage	General Manager HR Manager Operations Manager Construction Manager



Social Distancing Throughout Sites

What we have done	Who is responsible
<ul style="list-style-type: none">● Floor wall markings and signs to identify 1.5m distance between people● Setup contactless payment system where all customers must prepay before arrival● Setup online consent forms, which removes customers touching any surfaces or sign in machines● Separate entry & exit points● Removing all guest seating areas● Setup remote POS to process pre-booked & paid guests outside of reception centre● Setup of secondary outside processing area for pre-booked customers● Modified course rules to enforce strict social distancing● Removed common areas throughout the site	General Manager HR Manager Operations Manager Operations Team COVID-Safety Officer

All Attractions & Common Areas

What we have done	Who is responsible
<ul style="list-style-type: none"> Electronic register to record guest attendance which records date & time, name, phone, email, postcode Remote sign-in & contactless payment Digital temperature checks of all customers and staff Staggered start & end times, staggered lunch breaks for staff Reduced customer session sizes to enforce strict social distancing All guests provided gloves at arrival which are dis-infected at the end of their experience 	General Manager HR Manager Operations Manager Operations Team COVID-Safety Officer

Attraction: High Ropes Course

This is an outdoor activity set in a zone of 12 acres with a maximum of 20 people per session set to a reduced total capacity of 180 people equating to 220 square meters per person at maximum capacity

What we have done	Who is responsible
<ul style="list-style-type: none"> Session Sizes at 50% capacity to ensure strict social distancing Modified induction rules where customers harness themselves under supervision. This minimizes contact with staff Staff provided with personal hygiene packs Modified course rules to ensure all guests will be a minimum of 5m apart while outdoors on course. Staff monitoring visitor behaviour to ensure compliance with government distancing requirements between individuals or family units. Disinfecting all customer PPE 	General Manager HR Manager Operations Manager Operations Team COVID-Safety Officer

Attraction: Canyon Flyer Zipline Tour

The Canyon Flyer is an outdoor activity set in a zone of 200 acres with a maximum of 12 people per tour. It is highly remote and inaccessible to bystanders with no common areas.

What we have done	Who is responsible
<ul style="list-style-type: none"> Modified induction rules where customers harness themselves under supervision. This minimizes contact with staff Wipe down transport vehicle between tours Digital temperature check every guest Disinfecting all customer PPE & equipment 	General Manager HR Manager Operations Manager Guides COVID-Safety Officer

Complying with hygiene and cleaning requirements

What we have done	Who is responsible
<ul style="list-style-type: none"> ● Alcohol-based hand sanitiser at entry and exit points and in common rooms/lunchrooms ● Signs posted regarding practicing of proper hygiene and hand washing ● Remote Sign-in & Pre Payment Systems setup for customers ● All Common surfaces used by customers are cleaned between sessions ● Reduced session sizes to maintain strict social distancing ● All guests given gloves upon arrival ● All PPE fully disinfected between use ● All cleaning materials are commercial grade dis-infected 	<p>Park Manager Covid-Safety Officer Supervisors Guides Facilities Manager</p>

Managing suspected cases on site

What we have done	Who is responsible
<ul style="list-style-type: none"> ● Isolate the person ● Seek government health advice ● Ensure the person has transport home, to a location they can isolate or to a medical facility if necessary. If necessary, call an ambulance. ● Close off affected areas, clean and disinfect thoroughly before allowing others into the area ● Consider who the affected person may have had contact with so you can provide this information if asked by health officials ● Review risk management controls and first aid protocols, ensuring first aid staff are up to speed with COVID-19 precautions <p>Note: If a positive case COVID19 was to be identified as having been at our venue, it is easily traceable through electronic register</p>	<p>Park Manager Covid-Safety Officer Supervisors Guides Facilities Manager</p>



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