

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**



## Your COVID-19 Safety Plan

### General

### Business details

Business name	Sydney Tower Observatory Pty Ltd
Business location (town, suburb or postcode)	Sydney
Completed by	David Boyd
Email address	<a href="mailto:dave.boyd@merlinentertainments.biz">dave.boyd@merlinentertainments.biz</a>
Effective date	11 October 2021
Date completed	11 October 2021

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### Wellbeing of staff and customers

#### Exclude people who are unwell from the premises.

#### Agree

Yes

#### Tell us how you will do this

Websites and social media make this request explicitly. Signage at the business entrance also requested guests with Symptoms to not enter the premises. Staff on return to work induction are trained that they must not attend work if exhibiting

symptoms or if they have been in contact with a confirmed Covid 19 case.

**Provide staff with information and training on COVID-19, including COVID-19 vaccination, when to get tested, physical distancing, wearing masks, and cleaning.**

**Agree**

Yes

**Tell us how you will do this**

Staff must complete an online return to work Covid 19 induction prior to returning to the workplace.

**Display conditions of entry including requirements to stay away if unwell and record keeping.**

**Agree**

Yes

**Tell us how you will do this**

Conditions of entry are displayed at all mandated points

**Encourage staff to access COVID-19 vaccination.**

**Agree**

Yes

**Tell us how you will do this**

Staff return to work covid induction will cover this topic.

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## **Physical distancing**

**Capacity must not exceed one person per 4 square metres of space in indoor areas of the premises and one person per 2 square metres of space in outdoor areas of the premises.**

## **Agree**

Yes

### **Tell us how you will do this**

4ms rule applies, we have taken the decision to only count floor area of our observation deck which limits our guest numbers to 100 at any one time. No other specific provisions apply. Tickets are sold by slot and a maximum of 100 per hour are available.

### **Ensure 1.5m physical distancing where possible, including:**

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

## **Agree**

Yes

### **Tell us how you will do this**

Timed ticketing introduced and numbers are monitored via a tracking app at the lift access point.

Staff induction mandates requirement to physically distance at all times where practical. Working from home is available for Admin staff on a regular basis. Opening hours have been modified to take them out of peak travel times. Queueing spacing dots on floor outside premises are provided and timed ticketing limits number of guest arrivals at any one time.

## **Agree**

Yes

### **Avoid congestion of people in specific areas where possible.**

### **Tell us how you will do this**

Timed ticketing introduced and numbers are monitored via a tracking app at the lift access point. Covid Lift Marshalls at top and bottom of lifts to manage lift loading and queuing

**Have strategies in place to manage gatherings that may occur immediately outside the premises.**

**Agree**

Yes

**Tell us how you will do this**

Cooperative approach with Centre Security team as well as timed ticketing, website encourages prepurchase of tickets and limited number available for each slot that is below floor covid capacity of 1 per 4m<sup>2</sup>.

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## **Ventilation**

**Review the COVID-19 guidance on ventilation available at <https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance> and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.**

**Agree**

Yes

**Tell us how you will do this**

Work with centre management to ensure the ventilation system is operated as per ventilation guidance.

**Use outdoor settings wherever possible.**

**Agree**

Yes

**Tell us how you will do this**

NA - we are an indoor venue

**In indoor areas, increase natural ventilation by opening windows and doors where possible.**

**Agree**

Yes

**Tell us how you will do this**

We do not have any openable windows and doors to outside air.

**In indoor areas, increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

**Agree**

Yes

**Tell us how you will do this**

Work with centre management to ensure the ventilation system is operated as per ventilation guidance.

**Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).**

**Agree**

Yes

**Tell us how you will do this**

Work with centre management to ensure the ventilation system is operated and maintained as per ventilation guidance.

**Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.**

**Agree**

Yes

**Tell us how you will do this**

Work with centre management to ensure the ventilation system is operated as per ventilation guidance to optimise indoor ventilation.

## **Hygiene and cleaning**

**Face masks must be worn by staff and customers in indoor areas, unless exempt.**

**Agree**

Yes

**Tell us how you will do this**

Mandated for staff and reinforced at return to work covid induction. Customers are advised by signage/website and verbally that masks must be worn on the premises.

**Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.**

**Agree**

Yes

**Tell us how you will do this**

Multiple sanitiser stations placed throughout the attraction and supplier sourced for regular re stocking. 1 month supply held on site.

Sanitiser provided on site and 3 enhanced cleans provisioned per day. Supplier sourced for regular re stocking. 1 month supply held on site.

**Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.**

**Agree**

Yes

**Tell us how you will do this**

Work with centre management to ensure bathrooms are well stocked with hand soap and paper towels or hand dryers for customer facing facilities.

Work with our cleaning contractor to ensure bathrooms are well stocked with hand soap and paper towels or hand dryers for staff facilities.

**Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.**

Agree

Yes

**Tell us how you will do this**

Enhanced cleaning regime with sign off sheets implemented.

**Record keeping**

**Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.**

Agree

Yes

**Tell us how you will do this**

Service NSW QR Code is required to be scanned and validated by team prior to entry

**Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes**

**should be clearly visible and accessible including at entrances to the premises.**

**Agree**

Yes

**Tell us how you will do this**

Service NSW QR Code is required to be scanned and validated by team prior to entry

**If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.**

**Agree**

Yes

**Tell us how you will do this**

Manual system is available and will be scanned to file server regularly

**Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.**

**Agree**

Yes

**Tell us how you will do this**

Service NSW QR Code is required to be scanned and validated by team prior to entry

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes