



BALLOON FLIGHTS

Liberty Balloon Flights
RETURN TO WORK AND FLYING
COVID-19 POLICY AND SAFETY PLAN

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Table of Contents

PREPARING TO RE-OPEN	3
COVID-19 INFECTION CONTROL MEASURES	4
WORLD HEALTH ORGANISATION (WHO) RECOMMENDATIONS	4
DISTANCING	4
STAFF AND PASSENGER JOURNEY SAFETY MEASURES	5
INTERNATIONAL TRAVEL	11
IF YOU UNDERTAKE INTERNATIONAL TRAVEL	12
COVIDSafe APP	12
TEMPORARY BUSINESS CLOSURE	12
HARASSMENT / BULLYING	12
UPDATES TO THIS POLICY	13
YOUR PRIVACY	13
REFERENCES AND ADDITIONAL RESOURCES	13
ACCEPTANCE	14

PREPARING TO RE-OPEN

Liberty Balloon Flights (LBF) is committed to ensuring the health and safety of our staff, passengers, key partners and visitors to our office, venues, balloons and public spaces in and around Melbourne, Geelong and Northern Tasmania.

To this end, this policy sets out steps that Liberty Balloon Flights has taken to return to operations and prevent an outbreak of COVID-19 (coronavirus), alongside expectations that are placed upon you.

For the safety of yourself, our staff, guests and others in our office and ballooning venues and sites, this policy must always be followed.

Non-compliance with these measures may result in management denying access to our premises and your ballooning experience.

This policy details the processes of LBF upon return to work during and after COVID- 19 and our commitment to your health and safety.

The term Government in this manual refers to regulations of the Australian Government (Aust Gov), Victorian Government (Vic Gov), Tasmanian Government (Tas Gov) and relevant Local Government Areas (LGAs) otherwise will specify as required.

This document assumes that our commercial hot air ballooning operation has government approval to operate.

This document operates as temporary policy and guide until the current pandemic is considered past and works alongside existing company policies and procedures where practical.

COVID-19 INFECTION CONTROL MEASURES

- Cleaning and disinfection in accordance with guidance from Safe Work Australia and public health authority.
- Clinical grade hand sanitiser is provided in the workplace and throughout the entire ballooning experience (out of reach of children).
- Frequently touched surfaces belonging to LBF including handrails, doors, vehicles, equipment, phones and keyboards are regularly cleaned.
- All guests of LBF including staff scheduled to fly must check in the evening prior to flight.
- If you observe anything that does not meet this standard, please advise management immediately or as soon as possible.

WORLD HEALTH ORGANISATION (WHO) RECOMMENDATIONS

We strongly encourage you to follow the guidelines of the WHO on infection control, both for our staff whilst at work and our passengers. These include:

- a. cleaning your hands frequently for 20 seconds by using alcohol-based hand sanitiser or soap and water
- b. when coughing and sneezing, covering your mouth and nose with flexed elbow or tissue, throwing this tissue away immediately and washing your hands
- c. avoiding close contact with anyone who has a fever and cough.
- d. wear mask provided.

DISTANCING

Government guidelines state that distancing must be observed to one person for every four (4) square metres.

As social distancing on a hot air balloon aircraft is not as practical as it is on the ground, LBF will ensue extensive safety measures to prevent the spread of COVID-19 on all flights throughout the entire passenger journey.

STAFF AND PASSENGER JOURNEY SAFETY MEASURES

No.	Staff and Passenger Journey	Safety Measures:
1	Interactions with LBF staff, pilots and crew	<ul style="list-style-type: none"> • Staff to arrive 10 minutes prior to start time to ensure you have checked in correctly. • Staff required to thoroughly wash hands with soap (20 seconds), apply own sanitiser or sanitiser provided. • Staff required to check temperature prior to starting work. <ul style="list-style-type: none"> ○ Temperature will not be recorded, however if you feel unwell, have a fever over 37.5⁰C, have a cough, or shortness of breath you will need to report sick and you will be sent home. • Pilots and crew who show any symptoms of COVID-19 must not come to work, and must seek medical advice. • Social distancing between staff and passengers must be maintained at all times, where practicable. • Staff will wear face masks at all times. • Gloves must not be shared between crew and between crew and passengers. • For crew radios, consider cleaning between use or not sharing of radios. • Consider rostering the same pilot and crew each day for tracking and tracing purposes. • Encourage employees and passengers to have the COVID Safe app loaded and working on their smartphone. • Pre-flight contactless check-in to safely check passengers the evening prior to their flight into a site or venue. • If an employee is diagnosed with COVID-19 you must follow Government advise, seek medical attention and notify

		<p>management immediately and remain completely absent until tested and gained a medical clearance prior to returning to work.</p> <ul style="list-style-type: none"> • If staff or passengers have had contact with a confirmed case of the coronavirus within the past 14 days, you are required to notify management and/or LBF staff during the pre-check in process. • If you have contact with a suspected case of the coronavirus you may be required to stay away as a safety precaution. • In the case of having to self-isolate, LBF staff must not attend work and passengers must not attend their intended balloon flight. • In the case of having to self-isolate, LBF staff must not attend work and passengers must not attend their intended balloon flight
2	<p>Ensuring LBF passengers are fully informed regarding what protections have been put in place and their obligations to stay COVID safe</p>	<ul style="list-style-type: none"> • COVID Safe information will be disseminated with flight confirmation details for all passengers scheduled to fly. • Passengers in high risk groups will be reminded about their increased risk. For example; people aged 70 years and over, people aged 65 years and over with chronic medical conditions, people with compromised immune systems, and Aboriginal and Torres Strait Islander people over the age of 50, are at a greater risk of more serious illness if they are infected with Coronavirus. This is in line with following government health advice. • Passengers who have special needs (e.g. climbing in and out of the basket) and will require assistance will not be able to hire the assistance of additional LBF staff and a family member must be present to assist and/or experience the flight with them as an LBF passenger on the flight. • Passengers will be informed that nobody is allowed to “follow” the balloon at this time due to limitations on the number of people that can be in groups on the ground. • Inform passengers that hand sanitiser is not allowed in balloon baskets (see Para 9 “In the basket” below)

3	Passenger shows symptoms before flight	<ul style="list-style-type: none"> • On the evening prior, or when arriving at the meeting point, all passengers are to complete a questionnaire via the LBF App check in process to ascertain if they are risk of being exposed to COVID-19 in the last 14 days. • If a passenger answers “yes” to any of the questions, they must not participate in the flight and will need to make alternative arrangements based on their personal circumstances and company policy. • The 4 questions will be asked as an extension to the current waiver and indemnity form that all passengers must sign before a flight – but the strong preference is that they have already answered those questions prior to arriving at the meeting point.
4	Passenger <u>does not</u> show symptoms before the flight	<ul style="list-style-type: none"> • Passenger temperatures will be taken by contactless thermometer e.g. non-contact infrared type. If you have a temperature, you will not be able to participate in your balloon flight for the safety of other passengers and our staff, you will need to contact our office to make alternative arrangements. • A fever is present if the temperature is 38⁰C or over. A normal temperature is around 36-37⁰C, although it depends on your age, what you’ve been doing, the time of day and how you take the measurement. See Australian government advice here.
5	The morning meeting point for passengers used for sign-in, toilet break and first pre-flight briefing.	<ul style="list-style-type: none"> • There will be various options depending on the type of meeting point. • Check with the venue manager/cleaning staff if the venue was cleaned the night before. If not, time will need to be allocated to wipe down surfaces before passengers arrive. • Social distancing - abide by current guidelines for maximum for groups, for people not from the same household. • Hand sanitiser will be made available at or near the entryway to the premises.

		<ul style="list-style-type: none"> • Masks will be made available/offered at LBF meeting point. • LBF staff to wipe down contact areas of the venue after use (discuss with the venue manager/cleaning staff). • If you are using a venue, this is an opportunity to remind passengers to wash hands with soap and water for 20 seconds before proceeding to with the balloon flight. • The morning briefing by the pilot should include verbally going through the COVID-19 procedures.
6	VIP groups collected from hotels	<ul style="list-style-type: none"> • Hand sanitiser will be made available before boarding the bus. • Masks will be offered before boarding the bus and passengers will be <u>strongly encouraged to wear masks</u> whilst they are in the bus if social distancing cannot be maintained at 1.5 meters.
7	Contactless passenger check-in evening prior and morning of flight.	<ul style="list-style-type: none"> • Every check in process and waiver signing will be kept to a minimum and tablets used will be cleaned before use by another person from a different group • All passengers are required to pay in full and any post flight merchandise or breakfast payments will be taken via contactless 'tap and go' payment methods.
8	Bus ride between the meeting point and the launch area and between the landing area and breakfast venue.	<ul style="list-style-type: none"> • There will be signage in the bus regarding COVID Safe practices. • Hand sanitiser will be made available before boarding the bus. • Masks will be offered before boarding the bus. • Passengers are <u>strongly encouraged</u> to wear masks whilst they are in the bus if social distancing cannot be maintained at 1.5 metres • Where possible in the bus, request that passengers face forward at all times whilst in the bus. • Information to all passengers will be disseminated upon confirmation of balloon flight that they will be required to wear a

		<p>mask.</p> <ul style="list-style-type: none"> • Passenger time on the bus will be limited so that people are in vehicles no longer than 30 minutes (maximum). If vehicle is stationary passengers will be encouraged to come out of the vehicle for fresh air when the pilot and crew are conducting a pi-ball/weather check.
9	On the launch field during setup/inflation	<ul style="list-style-type: none"> • Passengers are reminded about social distancing, including distances from passengers from other companies on a common launch field. • Crew must only use their own gloves. All crew gloves to be named with that crew member. • Additional crew might be rostered for the flight so they can help with inflating and packing up of the balloon.
10	In the hot air balloon basket	<p>Passenger protection in the hot air balloon basket where social distancing (1.5 meters) cannot be observed:</p> <ul style="list-style-type: none"> • Family and friend groups to be placed in basket compartments together; • Passengers are always outwards facing (<i>Note that when it is time for “landing positions”, it is not possible to face outwards. This is only for a small amount of time so this is considered a small risk</i>); • Pilot & all passengers will be strongly encouraged to wear face masks at all times; • If passengers need assistance to get in and out of the basket, crew will be unable to assist (due to social distancing requirements) and a family member must be on hand to assist. • Whilst in the basket passengers are advised not to move around the basket. • Hand sanitiser is prohibited in the basket - alcohol-based hand sanitisers are classified as Class 1 Flammable Liquid substances and must not be carried in a balloon basket by passengers as the risk is obvious: any incident with fire in the basket could be greatly

		complicated by an uncontrolled fuel source such as hand sanitiser.
11	Participation by passengers in the balloon pack up process	<p>It may be preferable that passengers are not involved in the pack up of the balloon.</p> <p>If passengers would like to volunteer to be involved in the pack up, then please consider:</p> <ul style="list-style-type: none"> • Social distancing, including distances from passengers from other companies on a common landing areas and LBF staff. • Use of sanitiser or wearing of disposable gloves when touching balloon fabric. • Passengers to continue to wear of masks • Only a few people at a time is encourage (e.g. for putting the envelope back in the bag). <p>At pack up, safe disposal facility for masks and disposable gloves, disposable wipes etc. will be offered.</p>
12	After the flight - breakfast	<p>There are a few options to consider, including:</p> <ul style="list-style-type: none"> • Option to opt out of the breakfast noting conditions where it is non-refundable • LBF use COVID Safe venues for breakfast where requirements are managed by the venue within their own COVID Safe plan for hospitality • All safe distancing rules are adhered to by all breakfast venue restaurants.
13	After the flight – Photo sales / merchandise sales	<p>This is a risk due to a potential “touch point”. Areas to consider:</p> <ul style="list-style-type: none"> • All photos and merchandise available for pre-purchase via a website link to LBF photo library via text or email. • All transactions are via “contactless means” e.g. EFTPOS tap and o or direct deposit.

14	Cleaning of surfaces and bus after balloon flight ready for the next use of the bus.	<p>All crew jobs include cleaning, vacuuming the bus at the end of the flight, including “sanitising” of LBF vehicles and equipment.</p> <p>All cleaning and disinfecting are logged, and staff members required to record who did the last clean including date and time.</p> <p>Staff have been provided with a checklist of what cleaning needs to be done, how it needs to be done and cleaning materials required for effective cleaning by department and surface area.</p> <p><i>LBF COVID-19 Commercial Hot Air Balloon Operator Cleaning Protocol can be found in company’s documentation.</i></p>
15	Cleaning surfaces of balloon after flight, ready for the next flight.	Sanitised hands and wearing masks are strongly recommended to be worn by all staff to further protect their safety and ensure surfaces are not contaminated
16	Ability to contact trace after flight	Passenger manifest exists for every commercial flight that contains contact details, phone and email address. Passengers also encouraged to download COVID Safe App on their Smartphone.

INTERNATIONAL TRAVEL

It is important for any staff and future passengers considering international travel to keep up to date on the advice of the Australian Government Department of Health in relation to this. If you have planned international travel LBF accepts that you may have plans to travel in the near future, including pre-booked and paid for holidays. Certain countries have been identified as having been severely affected by the coronavirus and we would therefore ask that you consider, for your own health, whether travelling to these areas is the best thing to do.

We also expect that you keep yourself up to date with Government guidance on self- isolation upon return from international travel, and bear in mind that this guidance can change on a daily basis. You should also familiarise yourself with the health and safety recommendations for the country which you are visiting. This could include staying away from farms, touching animals etc.

Note that if you are planning, or have already planned, international travel, you should factor any know self-isolation period into your plans.

IF YOU UNDERTAKE INTERNATIONAL TRAVEL

You are required to advise LBF if you travel to, or transit through any country other than Australia.

Upon returning from such travel, you are required to follow any Government advice to self-isolate and remain absent from LBF work and from flying with us.

Prior to return to LBF for work or your flight, you are required to provide LBF with evidence that you have served any self-isolation period required by the Government. Evidence should be in the form of a copy of your flight itinerary for your flight into Australia, that is dated at least 15 days prior to your first day back at work or your scheduled flight.

COVIDSafe APP

LBF strongly recommends that all staff and passengers attending LBF have downloaded and are actively using the [COVIDsafe App](#) as recommended by the Australian government.

TEMPORARY BUSINESS CLOSURE

If it ever becomes for LBF to temporarily reduce or cease operations (temporary lockout), for example if someone in the workplace is diagnosed with coronavirus.

LBF will do everything possible to continue operating in these circumstances, however, ultimately will take the necessary action to comply with Government advice and ensure safety within the workplace.

In the unlikely scenario of a shutdown, we may have no choice but to close operations for a period of time until safe to re-open.

For clarity, this will only occur under specific circumstances in line with government recommendations, and all alternatives will be considered prior to taking this step.

HARASSMENT / BULLYING

LBF operates zero tolerance policy to all forms of harassment and bullying. We will not tolerate any unacceptable behaviour from or to passengers, colleagues, suppliers, members of the public etc.

UPDATES TO THIS POLICY

This policy may be updated to observe government regulations and advice. LBF will advise as soon as possible when updates are made.

YOUR PRIVACY

LBF is committed to your privacy. Your personal information or circumstances related to the COVID-19 situation will not be shared outside the company. All information shared by you will be treated with care and privacy.

REFERENCES AND ADDITIONAL RESOURCES

[SafeWorkAustralia.gov.au](https://www.safeworkaustralia.gov.au)

[Health.gov.au](https://www.health.gov.au)

[DHHS.vic.gov.au](https://www.dhhs.vic.gov.au)

[Business.vic.gov.au](https://www.business.vic.gov.au)

[Australia.gov.au](https://www.australia.gov.au)

[WHO.int](https://www.who.int)

ACCEPTANCE

I have read and understood these requirements set out in this policy.

Name: _____

Date: _____

Signature: _____