MY SYDNEY BOAT

OUR COVID SAFE GUARANTEE

WELL-BEING OF STAFF AND CUSTOMERS

- Exclude staff and customers who are unwell.
- Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.
- Make staff aware of their leave entitlements if they are sick or required to self-isolate.
- Make flexible booking available where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).
- Display conditions of entry (website, social media, email).

PHYSICAL DISTANCING

- Maintain 1.5 metres physical distance and one customer per 4 square metres of space.
- Use contactless check-in protocols.
- Stagger start times and breaks for staff members to minimise the risk of close contact.
- Review regular deliveries and request contactless delivery and invoicing where practical.

HYGIENE AND CLEANING

- Practice good hand hygiene practices and ensure hand hygiene facilities are available to customers and staff.
- Ensure bathroom is well stocked with hand soap and paper towels.
- Clean public areas frequented by staff or customers daily with detergent/disinfectant.
- Launder towels between use. Customers should not share towels unless household contacts.
- Staff wear gloves when cleaning and wash hands thoroughly before and after tours with soap and water.
- Limit the use of cash transactions by encouraging contactless payment options.

RECORD KEEPING

- Keep a record of name and a mobile number and email address for all staff, customers and contractors for a period of at least 28 days. Records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.
- Staff aware of the COVIDSafe app and its benefits to support contact tracing if required.
- Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.