



GO WILD BALLOONING

COVID-19 POLICY AND SAFETY PLAN

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COVID-19 (CORONA VIRUS) INFECTION CONTROL MEASURES

- Cleaning and disinfection in accordance with guidance from Safe Work Australia, public health authority & balloon manufacturer Kavanagh Balloons Australia
- Clinical grade hand sanitiser is provided in the workplace and throughout the ballooning experience. All hand sanitiser is excluded from use inside the balloon basket & during flight.
- Frequently touched surfaces belonging to GWB including handrails, doors, vehicles, equipment, phones and keyboards are regularly cleaned
- All passengers including staff scheduled to fly must check-in via mobile phone 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 soap and water or hand sanitiser
- b. When sneezing or coughing, covering your nose and mouth 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. Pilots, crew & passengers will be required to wear mask in accordance with the State Government guidelines

DISTANCING

Government guidelines state that distancing must be observed, one person for every 1.5 square metres.

Social distancing in a hot air balloon aircraft is not as practical as it is on the ground. GWB will ensure extensive safety measures to prevent the spread of COVID-19 on all flights & throughout the entire passenger experience.

RISK TABLE

No.	Passenger & Staff Journey risk area.	Safety Measures:
0	Interactions with GWB staff, pilots and crew	<p>● Digital Passport Certificate Proof of Double COVID-19 Vaccinations</p> <p>We will at all times comply with current State Government directives for business operators. We require proof of COVID-19 double vaccinations for all staff members in the form of a digital passport certificate or similar.</p> <ul style="list-style-type: none"> ● Pilots and crew who show any symptoms of COVID-19 must not come to work, be tested for COVID and not return to work until they have a Medical Clearance ● Social distancing between staff and passengers must be maintained at all times, where practicable ● Staff, pilots & passengers will be required to wear masks in accordance with the State Government guidelines. ● Gloves must not be shared between pilots / crew / passengers ● Pilot /crew radios, consider cleaning between use or no sharing of radios between crew and pilots ● Consider rostering the same pilot and crew each day for tracking and tracing purposes ● Encourage employees to have the COVIDSafe App downloaded and working on their smart phone. <i>Note that it is illegal to mandate this as a condition of employment</i> ● Staff required to check temperature prior to starting work. Temperatures will not be recorded, however if you feel unwell, have a fever over 38°C, have a cough, or shortness of breath you will need to report sick and you will be sent home ● Staff required to thoroughly wash hands with soap (20 seconds), apply own sanitiser or sanitiser provided ● If a employee is diagnosed with COVID-19 you should follow the advice contained in the Safe Work Australia Fact Sheet, seek medical attention and notify management immediately and remain at home until COVID tested and have gained a medical clearance prior to return to work ● Ask staff to complete the online course "COVID-19 Infection Control Training" provided by the Australian Government, Department of Health at https://covid-19training.gov.au/

No.	Passenger & Staff Journey Risk Area	Safety Measures:
1	<p>Ensuring the passengers are fully informed</p> <p>Proof of COVID-19 Double Vaccinations</p> <p>Unvaccinated Passengers</p> <p>Travel Identity Checks Between Regional Victoria & Metropolitan Melbourne</p>	<ul style="list-style-type: none"> ● We include a COVID19 Policy & Safety Plan link in the Flight Itinerary Confirmation & Flight Reminder emailed to passengers pre-flight. This includes information on how we are “keeping our passengers safe during the balloon flight”. COVID Safe information is made visible on gowildballooning.com.au, yarravalleyballooning.com & geelongballooning.co and is very visible not hidden in the Terms & Conditions, Flight Itinerary Confirmation & Flight Reminder. ● COVID-19 Proof of Double Vaccination We will at all times comply with current State Government directives for business operators. Proof of COVID-19 double vaccinations for all passengers is required in the form of a digital passport certificate or similar to be sighted by our staff on the flight morning. When scanning in using our QR code, passengers must allow our staff to sight their vaccination status including the green tick proof of COVID-19 double vaccination. Refer to T&c's Passenger/s who are not COVID-19 double vaccinated or refuse to provide proof of their vaccination status, will be denied entry to the aircraft. The whole booking will be deemed a Late Passenger Cancellation / No Show & they will not be entitled to a refund or to reschedule their flight. Refer to T&C's ● Upon arriving at the balloon meeting point, all passengers may be required to produce ‘proof of identity including name, residential street address & suburb’. This will be checked against the details provided on the Booking Form, transferred to the Pilot Flight Manifest. If any details do not match or you do not provide proof of your identity when asked, you will be denied entry into the aircraft. This will be a mandatory request when regional & metropolitan Melbourne have different COVID-19 restrictions enforced by the State Government. ● Passengers in high risk groups or have a chronic or acute medical condition, should consult their GP prior to booking. People with compromised immune systems and Aboriginal and Torres Strait Islander people over the age of 50, are at greater risk of more serious illness if they are infected with corona virus. ● Passengers who have special needs (e.g. physical disability) & require assistance to get into the basket must be told that crew will be unable to assist and when booking to include another family / friend to go with them as a paying passenger on the flight ● Inform passengers that nobody is allowed to “follow” the balloon ● Inform passengers that hand sanitiser is not allowed in balloon baskets
2	Passengers show symptoms before flight	<ul style="list-style-type: none"> ● On the morning before leaving home or when arriving at the meeting point, all passengers are required to have downloaded the Service Victoria App and check-in via our QR Code and / or have completed the COVID19 Acceptance Declaration Form via the link & have it ready to hand to the ground crew / pilot

		<ul style="list-style-type: none"> ● 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 booking will be deemed a Late Passenger Cancellation refer to T&C's. A negative COVID-19 test result will be required by management prior to any consideration given in relation to a rebooking. If more than 7 days notice (YV) or 14 days (Geelong) or 21 days for a Exclusive Private Flight is provided, a automatic rebooking will be granted.
	Passenger <u>does not</u> show symptoms before flight	<ul style="list-style-type: none"> ● Passenger temperatures are taken by contactless infrared type thermometer e.g. non contact type. If you have a temperature, above 38° celcius you will not be able to participate in your balloon flight for the safety of other passengers and our staff. The booking will be deemed a Late Passenger Cancellation refer to T&C's. A negative COVID-19 test result will be required by management prior to any consideration given in relation to a rebooking. If more than 7 days notice (YV), 14 days (Geelong) or 21 days for a Exclusive Private Flight is provided, a automatic rebooking will be granted. ● A fever is present if temperature is 38°C or over. A normal temperature is around 36-37°C, 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. ● We recommend passengers to download the COVIDSafe App on smartphone. <i>Note, it is illegal to make it mandatory.</i>
4	The morning meeting point for passengers used for sign-in, toilet break and first pre-flight briefing	<p>There will be various options depending on the type of meeting point:</p> <p>Meeting Inside:</p> <ul style="list-style-type: none"> ● 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 groups of people not from the same household ● If passengers need to line up, consider crosses on the ground to demonstrate where 1.5 metres is ● Consider placing another table between crew and passenger at check-in to demonstrate where 1.5 metres is ● Make hand sanitiser available at or near the entryway to the premises ● Consider wiping 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 with the balloon flight <p>Meeting Outside:</p>

		<ul style="list-style-type: none"> ● Consider not using a venue, and meet outside. If you do decide to meet outside, passengers are to arrange their own bathroom stop before arriving at the meeting venue ● The morning briefing by the crew / pilot should include verbally going through the COVID-19 procedures
5	Passenger pre-vehicle boarding	<ul style="list-style-type: none"> ● Hand sanitiser should be made available before boarding vehicles / balloon ● Passengers may be required to wear masks in accordance with the State Government guidelines, whilst they are in the vehicles
6	Passenger checks in, agrees to waiver etc.	<ul style="list-style-type: none"> ● Check in process is “contactless” via scanning our QR code ● Passengers are to bring their own pen if required ● COVID 19 Policy & Safety Plan & our Passenger Acceptance Declaration Form are emailed to all passengers via a electronic link / email attachment to online documentation. Scan to check-in via our QR Code using your smartphone. ● All passengers are required to pay in full prior to flying
7	The 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 is signage in the vehicles regarding COVIDSafe practices ● Hand sanitiser is made available before boarding the vehicles ● Passengers may be required to wear masks in accordance with the State Government guidelines, whilst they are in our vehicles, the balloon or for the whole ballooning experience. ● Where possible in the vehicles, request that passengers face forward at all times ● GWB, YVB & GB will try and limit the time that passengers are in vehicles. It is recommended not to leave people in vehicles when stationary. Allow passengers out of the vehicle for fresh air when the pilot and crew are conducting weather checks so passengers are not spending a long time in a confined space
8	On the launch field during setup/inflation	<ul style="list-style-type: none"> ● Consideration must be given to the number of people who can gather in groups, this varies by State/Territory in accordance with State Government restrictions ● Passengers should be reminded about social distancing, including social distancing from other balloon companies passengers on a common launch field ● Passengers who wish to participate in the cold inflation and packing up of the balloon are required to sanitise their hands first ● Crew must only use their own gloves ● We may consider rostering on extra crew for the flight so they can help with inflating and packing up the balloon

9	In the hot air balloon basket	<p>These are options to consider as additional protections for passengers in the balloon basket where social distancing (1.5 metres) 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, crew & all passengers will be required to wear masks in accordance with the State Government guidelines ● Limiting the number of passengers and/or bigger baskets under “smaller” envelopes (<i>check with balloon manufacturer for what is allowed</i>) ● If people need assistance to get into and out of the basket, crew will be unable to assist (due to social distancing requirements) and a family member / friend must be on hand to assist ● Whilst in flight passengers should be encouraged not to move around the basket ● Hand sanitiser is prohibited in the basket. Alcohol-based hand sanitisers are classified as Class I Flammable Liquid substances and cannot be carried in a balloon basket. Installing pump packs of alcohol based hand sanitiser in passenger compartments is not approved ● Screening of passengers for these items should be considered at this time where many people may be carrying it with them. The risk is obvious, any incident with fire in the basket could be greatly complicated by an uncontrolled fuel source such as hand sanitiser
10	Interaction with landowners on launch and land	<ul style="list-style-type: none"> ● The relationship with landowners needs to be managed carefully ● Phone or visit them to outline that hot air balloon operations will be starting soon and to also outline what safety plans have been put in place ● There may be a perception, especially in regional areas, where landowners may not want people from other regions to be on their property because they perceive that it isn’t safe. This perception needs to be managed with providing the landowner with information on how safety in a COVID19 world will be managed ● Public relations will need to be considered. Some operators may get queries from the media to ask why they have started operations and what precautions are in place to keep passengers and employees safe ● When interacting with landowners, wear a face mask in accordance with State Government guidelines and observe social distancing requirements (e.g. 1.5 metres) ● When locking and unlocking gates, you must wipe down the gate or ensure that the crew are wearing gloves. When leaving take a photo of the locked

		gate for verification.
11	Participation by passengers in the balloon pickup	<p>It may be preferable that passengers are not involved in the pack up of the balloon (Pax to "Opt Out")</p> <p>Consider rostering another crew member if available</p> <p>If passengers are involved in the pack up, then consider:</p> <ul style="list-style-type: none"> • Passengers are required to wear face masks in accordance with State Government guidelines and reminded about social distancing, including distances from passengers & from other companies passengers on a common landing area • Use of sanitiser or wearing gloves if they are touching balloon fabric • Passengers to continue to wear masks • Only a few people required and spread them out at least 1.5 metres apart (e.g. for putting the envelope back in the bag)
12	After the flight - breakfast	<p>There are a few options to consider, including:</p> <ul style="list-style-type: none"> • Don't have breakfast • Organise a "go away" breakfast as a voucher or take away breakfast • Any onsite breakfast, the COVIDSafe requirements are to be managed by the venue within their own COVIDSafe plan for hospitality. Hot air balloon companies should sight this plan. • Passenger breakfast costs are included in the price of the ticket. If this is not possible, then transactions with the venue should be via "contactless means" (e.g. eftpos tap and go). Remember some banks/merchants may charge a small fee (surcharge) for amounts less than \$100
13	After the flight - photo	<p>This is a risk due to a potential "touch point". Areas to consider</p> <ul style="list-style-type: none"> • All photos are distributed via text or email
14	Cleaning the surfaces of all equipment after the balloon flight, ready for the next flight	<ul style="list-style-type: none"> • Sanitised hands and wearing masks and gloves are strongly recommend to be worn by all staff to further protect their safety and ensure surfaces are not contaminated • Most crew jobs include cleaning/vacuuming the equipment at the end of the shift. Equipment surfaces will also need to be "sanitised" in this process and allow sufficient time for the crew to do this

		<ul style="list-style-type: none"> • Ensure there is a paper trail for cleaning. There will be a everyday sign-off sheet, where it is recorded who did the clean and the day and date <p>Checklists of what cleaning needs to be done -</p> <ul style="list-style-type: none"> • Provided, crew to sign when complete • Pen & paper, appropriate for smaller operators
15	Ability to contact trace after flight	<ul style="list-style-type: none"> • Passenger manifest exists for every commercial flight & includes contact details, phone & email
16	Third part contractors	<ul style="list-style-type: none"> • COVIDSafe requirements are to be managed by the third party contractor

PRIVACY

Go Wild Ballooning is committed to your privacy. Your personal information or circumstances related to the COVID-19 situation will not be shared outside the company unless requested by the State Government for contact tracing purposes. 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)

[GWB refers to Go Wild Ballooning P/L & its trading names](#)

[YVB refers to Yarra Valley Ballooning](#)

[GB refers to Geelong Ballooning](#)

