

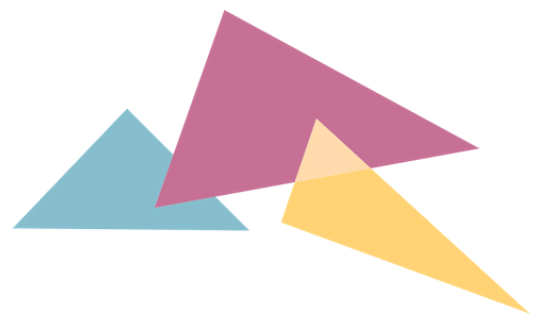


Mount Cook Adventure Centre

Response Rationale to COVID-19

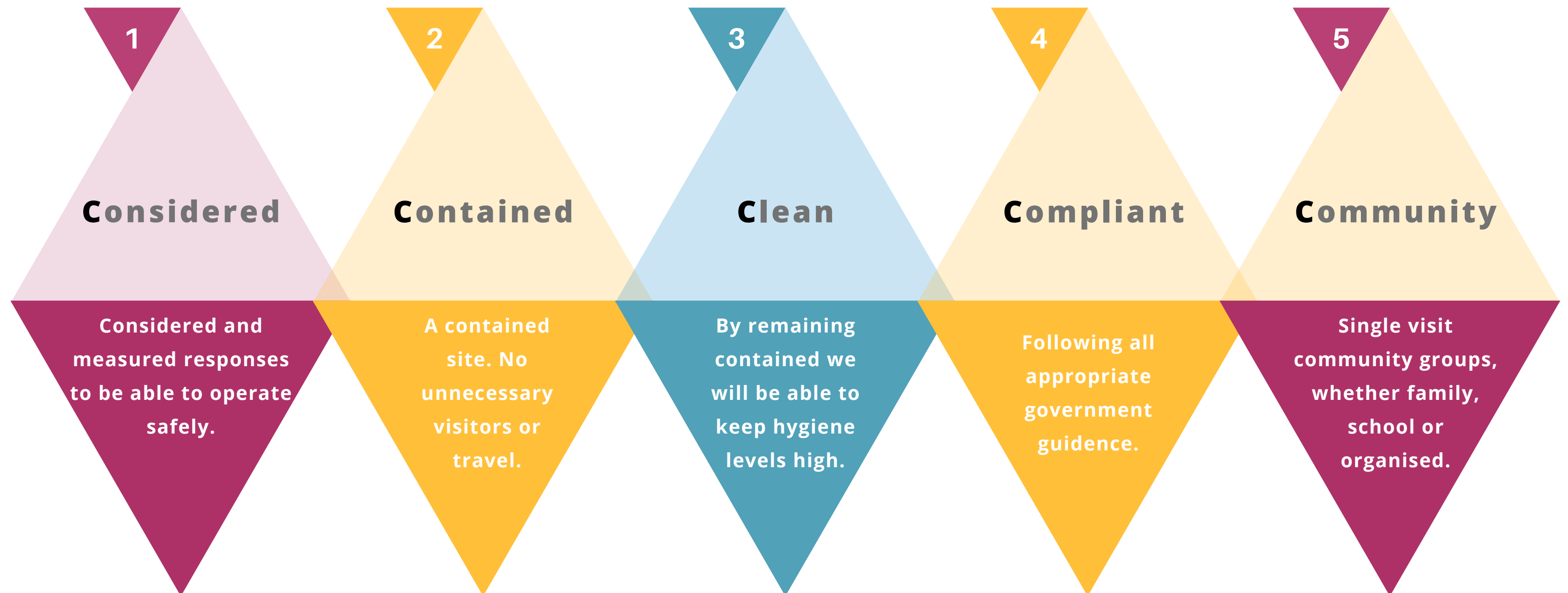
The Five C's

Our Mount Cook Approach



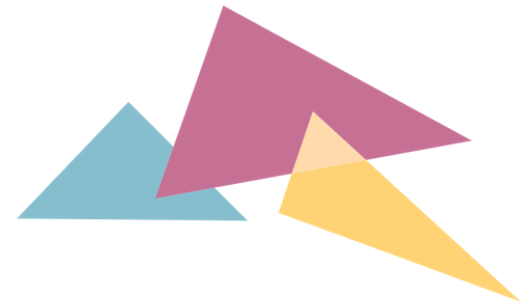
As the peak of the COVID-19 pandemic passes, restrictions will gradually be eased to allow more people to return to their workplaces and begin to pursue leisure activities. When we return, it's vital that we continue to take care of our staff and customers, protect our organisation, and reduce the risk of spreading the infection.

We will achieve this through a five step approach:



Our Operating Principles

for Staff and Guests



We will adopt some simple core operating principles for staff and guests that are understood to be most effective in mitigating the risk of spreading the virus.

Good personal Hygiene

Wash or sanitize hands frequently and regularly. Avoid touching your face especially mouth, nose and eyes



Maintain Distance

Respect everyone's personal space as much as possible,



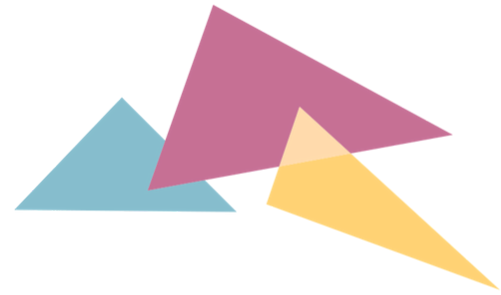
Catch Coughs and Sneezes

Use tissues or clothing to capture any coughs, or sneezes from spreading.

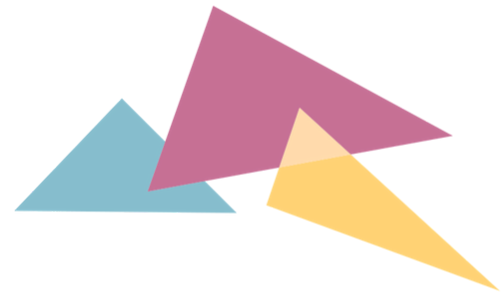


Actions

Supporting our operating principles



Follow Good Personal Hygiene



Core operating principle 1

Good personal hygiene is one of the most effective ways to reduce transmission of coronavirus.

Provide signage emphasising the importance of adhering to good personal hygiene principles ie. regular handwashing and good cough and sneeze etiquette. Minimising face-touching (mouth, nose, eyes) should be encouraged.

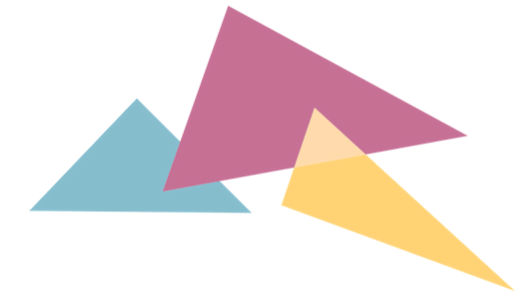
Provide access to facilities to enable regular handwashing with soap and water.

Emphasise the importance of thorough handwashing technique using signage.

Provide hand sanitiser where not possible to access soap and water, prioritising activity areas.

Maintain Physical Distancing

Core operating principle 2



Aim to achieve social or physical distancing where possible throughout the centre to avoid 'close contact' of people as far as is reasonably practicable. Close contact is defined as being within less than 2m/6ft of another person for more than 15 minutes.

It is acceptable for people to be in close contact for periods of less than 15 minutes (such as passing on the stairs) but they should minimize the time as far as practicable and observe good hygiene practices.

Where building or room configuration allows for higher occupancy whilst also maintaining social distancing, an exception may be agreed with the health and safety committee and justification documented.

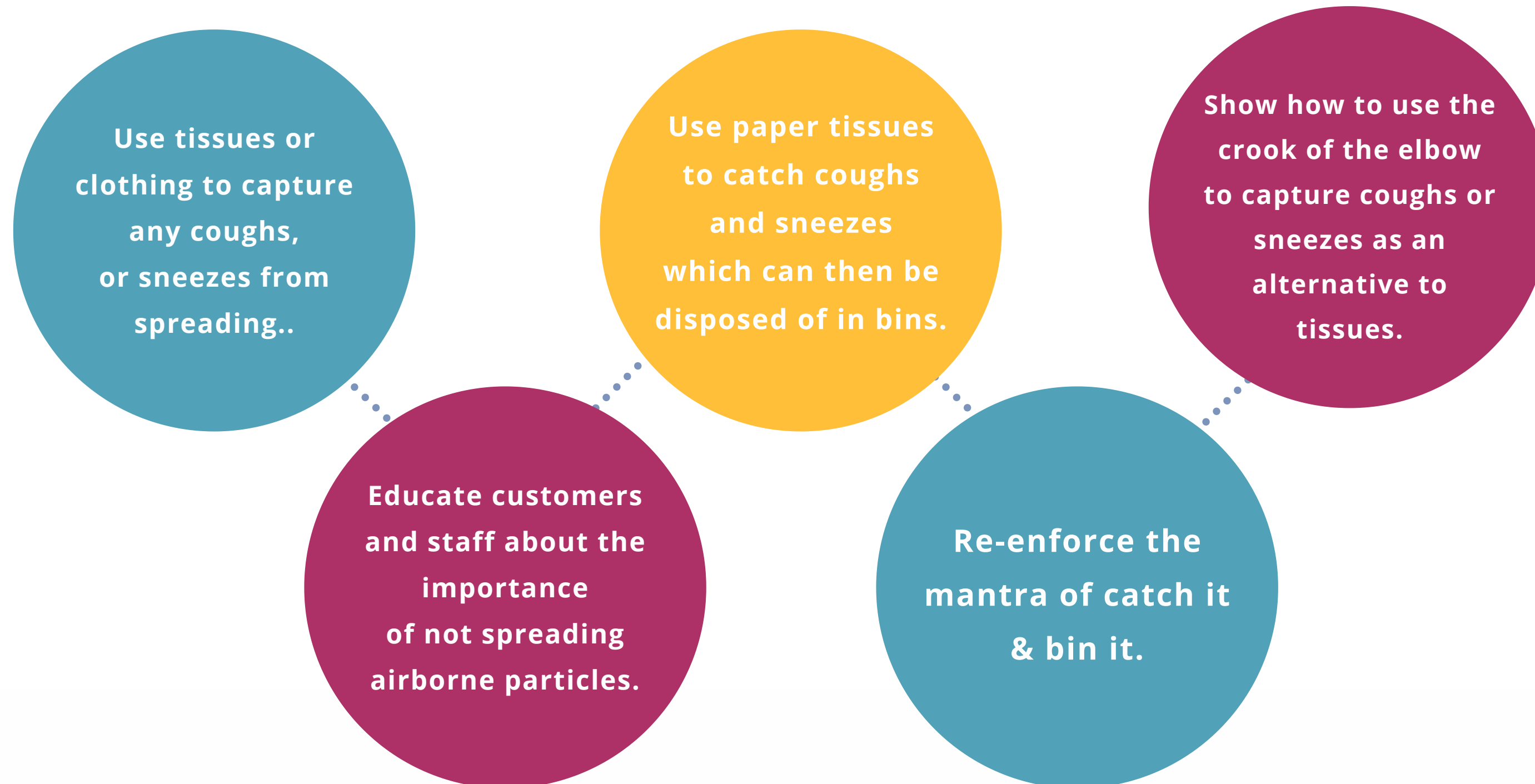
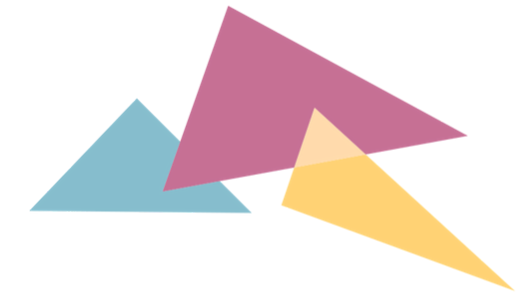
Building and centre occupancy will be reduced in order to enable effective social distancing. This can be achieved in various ways including introducing, sole occupancy, flexible working, shift or rota systems, staggered breaks. .

Minimise the number of visitors (internal and external) and contractors. Our principles apply to all people on our site.

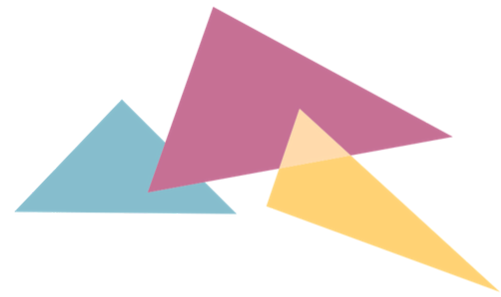
Catch Coughs and Sneezes



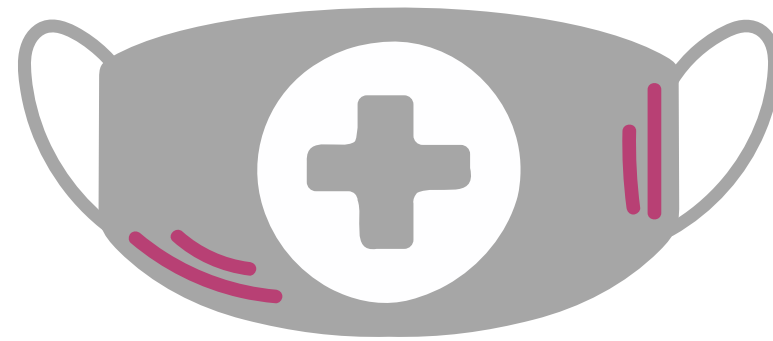
Core operating principle 3



Non-essential Actions

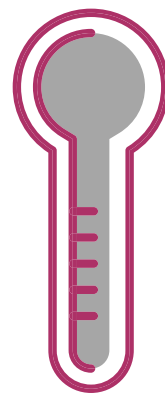


Here are some of the things that we have considered in all cases of our operation and have decided that they shall not be mandatory for our customers and staff. Ofcourse our customers and our staff are welcome to take their own action on these points if it would make them more comfortable.



We do not require guests to wear masks

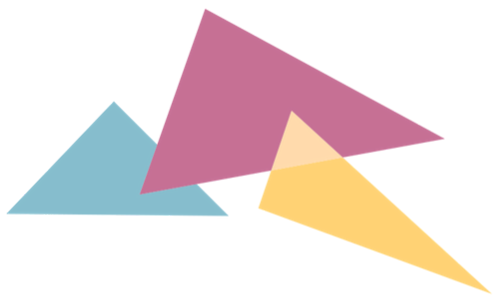
Face coverings may be beneficial for short periods indoors where there is a risk of close social contact with people you do not usually meet and where social distancing and other measures cannot be maintained, for example on public transport, in some shops or in a first aid scenario.



Temperature screening is not necessary

Temperature monitoring may be useful if someone feels unwell as an aid to symptom confirmation.

Communicating our Approach



As important as the approach itself, is how we choose to communicate the messages to our customers. We believe that we all have a part to play in creating a safe and responsible environment in which we can all enjoy our time together.



Staff

Staff will all be inducted thoroughly to effectively be able to remind guests of good practice.



Friendly

We don't want to scare customers with our approach. Signage will be informative, briefings will be clear and we will seek to engage support for our approach so that everyone can enjoy themselves.



All Together Now

Underlying all our messages will be the mantra that everyone has a responsibility to reduce the risk of spreading the virus through good hygiene and physical distancing.