

# OPERATIONS SERVICE LEVEL UPDATE (COVID-19)



## Supplement to Operations Service Level Manual v3

### 1. Introduction

This document is intended to supplement Falls Creek Resort Management's Operations Service Level Manual (OSLM) v3, 4<sup>th</sup> June 2018. It specifically addresses changes to operational service levels due to requirements imposed by the Victorian State Government to manage community risks associated with COVID-19 (coronavirus). It should be read in conjunction with this document – only elements where changes have been applied have been included. Where no information is provided in this document, the service level will remain unchanged as specified in the OSLM.

This document does not provide specific guidance regarding requirements for safe business operations – please contact your industry representatives for this information. It is also not intended to be a COVID-19 Safety Plan for FCRM operations which is a separate process.

Further information regarding COVID-19 is contained on the Department of Health and Human Services website: <https://www.dhhs.vic.gov.au/coronavirus>

### 2. Year-Round Operations

#### 2.1 Public Buildings

- Admin Day shelter will not be available for public use from 20<sup>th</sup> June 2020 until further notice, due to separation requirements for FCRM staff which do not allow use of the current Admin Building locker room area.
- Winter cleaning regime for all public toilet areas has the same frequency, however it now includes COVID-19 disinfectant processes and cleaning of key touch points in these facilities.
- Observation Deck toilets will be opened and cleaned once XC skiing is operational.
- Windy Corner and Gateway public shelters and toilets are open from 8am to 5pm daily until further notice.

#### 2.2 Waste Management

- Hardwaste collection normally provided in April was cancelled. Collection of hardwaste post season will resume and further details regarding constraints for this program will be provided prior to this process being reactivated.
- North East Victorian Regional Waste Management Group has provided guidance in relation to handling waste from properties where a confirmed case of coronavirus (COVID-19) has been recorded. This will be implemented as follows:
  - General household waste and organic waste from the Living Bin program is unimpacted by the changes and should continue to separate waste as per normal practise to assist in diversion from landfill.

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- All disposable items (tissues, cleaning cloths, masks and gloves) used within the premises of the confirmed case should be placed into thick black heavy-duty plastic bag available from 4-Site. In the event of needing to clean a premise for these purposes, call 4-Site directly to collect contaminated waste. Double bag, seal and leave outside the door of the premise. 4-Site will collect directly and dispose of accordingly. Paper, cardboard and other recyclables that have been in contact with these disposable items should be placed in the same black heavy-duty plastic bag.
- People should immediately wash their hands for 20 seconds using soap and water immediately after handling disposable items or items that have been in contact with them.

## 2.3 Wastewater Treatment

- FCRM are monitoring additional chlorine based disinfectant usage throughout the village. Stakeholders must ensure that bulk undiluted bleach is NOT disposed into the network during increased cleaning regimes required for COVID19 safety procedures.

## 3. Winter Operations

### 3.1 Resort Entry

- All entry to resort is via the Howmans Gap ticket office from 7am to 5pm daily (including season passes).
- The following passes are permitted to enter daily without booking: Stakeholder Businesses (red pass), permanent residents (blue pass) and mountain staff (purple pass).
- Where these pass types are bringing additional guests or visitors onto the hill, these MUST be pre-booked prior to entry into resort.
- After hours the ATS will be checking that vehicles have pre-booked and passengers are appropriately documented.
- All other passes (including season passes) MUST pre-book prior to entry into resort, including providing all passenger details.
- Where vehicles have NOT pre-booked entry they will not be permitted to enter resort.

### 3.2 Village Entry/Roads

- 30-minute access to the village for loading/unloading will be allowed until such time as the village roads are no longer safe for vehicle use. There will be no enforced cut-off for ATS operations during this season.
- Once snow cover is appropriate, village roads will switch to oversnow operations in accordance with standard practice. Please ensure oversnow vehicles have appropriate permits in advance.
- Village grooming operations will be established in accordance with normal service levels.
- Crossing of Wombats Ramble ski run is no longer permitted during skifield operating hours (nominally 8am to 5:30pm). All oversnow vehicles must remain parked on the Last Hoot side of Slalom St, off the ski run area in a manner which does not obstruct other road users.

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## 3.3 Carparking

- Carparking zones will remain as previously established in accordance with issued entry passes. Staff day parking will be monitored, and additional parking may be provided depending on demand due to more staff using their own vehicles for transport
- Driver transport to ATS will remain in place, however transfer shuttles will be limited to 3 passengers only (or 1 x family/travelling group).
- Cleaning and sanitising of carpark transfer shuttles will occur after each trip.
- Overnight parking will be prioritised uphill this season to increase efficiency
- Shuttle transport to Road 24 may be impacted during peak season – BOOK AHEAD with the ATS. Shuttles will operate early morning (8:30am) and late afternoon (5pm) only.

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## 3.4 Village Transport

- Operation of internal village shuttles and BHP Rd transfer shuttles have been suspended until further notice.
  - All vehicles are required for ATS due to passenger limitations affecting transport efficiency.
  - Active management of queues at shuttle stops cannot be provided for 10 separate stop locations.
  - Cleaning and passenger protocols for vehicles would make the service very difficult to operate without severe service level disruption.
  - The 20min wait times already exceed casual contact guidelines and are likely to be longer due to the efficiency impacts.
- Mobility impaired guests can contact the ATS to arrange for transport – this must be done in advance and timing may need to be co-ordinated with other services.

## 3.5 Accommodation Transport Service

- ATS operating hours have been adjusted for the 2020 season:
  - 8am to 8pm: Mo, Tu, We, Th, Sa, Su
  - 8am to midnight: Fr (unchanged from previous years)
- Vehicle queues will be managed downhill from the ATS along BHP Rd.
- Load/unload will be compartmentalised on the ATS apron with specific one way traffic pathways.
- The ATS building will have maximum gathering limits strictly applied. This may require guests to remain in vehicles for additional periods, depending on the demand.
- Trolley numbers will be reduced to the minimum level. All trolleys will be cleaned prior to the next use.
- Resort entry passes are pre-booked online sales only and are not available for purchase from the ATS during the 2020 season.
- Customers disembarking or waiting for buses must do so on the concrete apron uphill from the ATS only (bags can be left undercover on the verandah).
- Private pickups are not permitted to use the ATS for this purpose and must do so directly from the guest vehicle once parked.
- Public use of the ATS will not be permitted during the 2020 season.
- Oversnow Huskies will be limited to 4 passengers, or 1 x family/travelling group. All centre seats have been removed from these vehicles.
- Huskies will be cleaned and sanitised prior to the next passenger load.
- Taxi services are still available, however will be subject to passenger limits per above.

## 3.6 Freight

- All freight is to arrive at the freight terminal pre-palletised for unloading by the telehandler.
- Drivers must remain in the delivery vehicles.

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- Where deliveries arrive unpalletised, drivers will be required to unload their own goods onto pallets/tubs provided.
- Freight deliveries will be as close as possible to the drop off premises, however freight operators will not be entering any premises. Please contact the freight terminal if you wish to confirm the appropriate drop off point.
- Access to the freight terminal is not permitted, except for authorised freight personnel.
- Collection of freight direct from the terminal is not permitted during the 2020 season.

## 3.7 XC Grooming

- Limitations to the trail grooming program will be applied to cross country this season. This will mean no double grooming shifts during storm events and limits on the hours for other grooming operations. This will determine the extent of trail groomed – refer to the daily trail report to stay up to date.
- Guest services volunteers will not be provided for the XC trails this season.
- Ski hire at Windy Corner may still operate, further information will be provided regarding this service.

## 3.8 Snowclearing

- There will be full snowclearing operations in place during the season.
- Stranded vehicle extraction policies will be strictly applied – FCRM will only assist members of the public if there is a general safety risk to use of the road. Otherwise all extraction will be diverted to RACV for action.
- Chain bay management will be activated if required based on visitation levels.

## 3.9 Other Operations

- The public gym in St Falls West is closed until further notice.
- All public areas have signage indicating maximum gathering limits. This will be spot checked by FCRM to ensure adherence.
- The Village Bowl playground is currently available for use in accordance with local council guidelines.
- The Village Bowl shared BBQ area is not available for use, however the shelter area can be used in accordance with social distancing requirements.
- Snowplay and tobogganing at Windy Corner will be subject to external gathering limits applicable to Victoria. Further information will be provided regarding this activity.
- No snowplay or tobogganing will be permitted in the Village Bowl area.
- Ski Patrol will operate as normal with strict COVID19 Safety Procedures in place.
- Limitations on the operation of the Medical Centre are likely to apply – further information will be provided regarding this service.
- Medical transfers will be subject to strict COVID19 policies – contact ATS for further details.

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