

# OPERATIONS SERVICE LEVEL UPDATE 2021 (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

- All public buildings are subject to density quotients as stated on the entry doors.
- Users of facilities are required to scan the government QR code on entry to ensure traceability.
- Opening times for facilities remains unchanged.
- 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.

#### 2.2 Waste Management

- 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

- 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, they 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.

### 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.
- 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.

### 3.4 Village Transport

- Operation of internal village shuttles and BHP Rd transfer shuttles will be in place with the following modifications:
  - No passengers are permitted in the front cab of the oversnow vehicle with the driver.
  - All passengers 12 and over are required to wear a mask when travelling on the vehicle.

### 3.5 Accommodation Transport Service

- Vehicle queues will be managed downhill from the ATS along BHP Rd.
- All guests must scan the QR code on entry to the facility.
- Load/unload will be compartmentalised on the ATS apron with specific one way traffic pathways.
- The ATS building will have maximum density 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.
- 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 concrete apron above the ATS.
- All centre seats have been removed from the Huskies to improve passenger distancing.
- Huskies will be cleaned and sanitised daily.
- Taxi services are still available, however will be subject to limits per above.

### 3.6 Freight

- All freight is to arrive at the freight terminal pre-palletised for unloading by the telehandler.
- Drivers must not enter the freight terminal building.
- 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.

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- Access to the freight terminal is not permitted, except for authorised freight personnel. Please contact the terminal if you need to arrange for collection of an item.

### 3.7 XC Grooming/Tobogganing

- Guest services volunteers will not be provided for the XC trails this season.
- Ski hire at Windy Corner will still operate subject to density limit requirements.
- Toboggan slope users must scan the QR code when in this area.

### 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 open, however must be booked and is subject to density limits.
- All public areas have signage indicating maximum gathering limits. This may be spot checked by FCRM to ensure adherence.
- The Village Bowl playground is currently available for use in accordance with local council guidelines.
- No snowplay or tobogganing will be permitted in the Village Bowl area.
- Ski Patrol will operate as normal with appropriate COVID19 Safety Procedures in place.
- Limitations on the operation of the Medical Centre are likely to apply – contact the Medical Centre in advance to make an appointment.
- Medical transfers will be subject to all COVID19 policies – contact ATS for further details.