



MILE HIGH AUSTRALIA

COVID -19 Safety Plan

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Document Control

Revision History

Version	Revision date	Summary of changes
V1.0	July 2020	Creation of document

Reviewers

This document has been reviewed by

Name	Position	Signature	Date
Brad Dalglish	Owner		July 2020
Ryan Baker	Owner		July 2020

Distribution

This document is to be distributed to the following people/business as required.

- Mile High Australia Staff
- Mile High Australia Contractors
- Mile High Australia Website – www.milehighaustralia.com.au
- People and businesses as required.

Executive Summary

Founded in May 2019 and registered in November 2019, Mile High Australia was established to fill the gap between aviation companies, providing excellence in quality and customer service.

A gap in the market enabled Mile High Australia to fill a void, enabling the provision of aircraft for charter purposes. Providing both rotary and fixed wing aircraft, Mile High Australia's scope includes

- Wedding Transport
- Elopement Packages and services
- Winery Experiences (food and wine experiences)
- Day Spa's (rest and relaxation)
- Scenic Flights
- Charter's
 - Regional tourism
 - Corporate travel
- Air work

Mission Statement

Mile High Australia mission is simple

'Make Memories' through the Power of Flight'

Corporate Social Responsibility

Mile High Australia is responsible organisation. Its corporate Social Responsibility Policy is

Environmental sustainability by, the annual planting of trees and donations to foundations with the aim of supporting endangered Victorian flora and fauna



Core Values



Mile High Australia's core values are principles that support our behaviour, helping employees and or contractors understand the difference between right and wrong.

Our people are charged with the ability to make decisions that reflect Mile High Australia's values.

Environment

We are committed to environmentally sustainable policies and practices within our local and global communities.

Environmental concerns are essential to our decision making, and we're committed to helping everyone in our business understand the value of acting in an environmentally responsible way.

Respect

We hold ourselves in high regard. We respect property, peers, and our guests.

Excellence

We pride ourselves on provision of the highest quality of service. And commitment to Mile High Australia's guests (potential and actual).

Commitment

We're honest, transparent and committed to doing what's best for our customers and our company. We openly collaborate in pursuit of the truth. We have no tolerance for politics, hidden agendas or passive-aggressive behaviour.

People

We value our people, encourage their development and reward their performance. We are a part of our community; we are good citizens in the communities in which we live and work.

COVID – 19 Safety Plan

Head Office

Melbourne – Level 27, 101 Collins St, Melbourne 300
Melbourne is a virtual office with the provision of

- Desk space
- Board room
- Receptionist

Operations

Essendon Airport

- Main Terminal – 72 Hargraves Avenue – Essendon Fields
- Platinum Lounge - 265 Nomad Road, Essendon Fields

Moorabbin Airport

- Heli Group – 42 Bundora Parade, Moorabbin
- Main Terminal – 66 Bundora Parade, Moorabbin Airport

Barwon Heads Airport

- Geelong Helicopters – 1405 Barwon Heads Road, Connewarre
 - Geelong Waterfront

Guidance	Action to mitigate the introduction and spread of COVID-19
General Practice	
Expectations of Staff and guests	<p><u>Staff</u></p> <ul style="list-style-type: none"> - Staff or contractors are not permitted to attend the workplace under any circumstances if they are feeling unwell, they have a cold, or they are symptomatic. - Staff or contractors are not permitted at the workplace if they have undergone a COVID-19 test and are un the period of waiting for results. - Staff are not to permitted to the workplace if they or a member of the household have been in contact with anyone that <ul style="list-style-type: none"> o Is 'Asymptomatic' o Has been in contact with anyone who has recently returned from overseas (during the isolation period) o Has recently undergone a COVID-19 test and waiting for results o Has been diagnosed with COVID-19 - Staff and contractors shall confirm with guests the day prior to the charter. <p><u>Guests</u></p> <ul style="list-style-type: none"> - Guests will not fly or enter a location or vehicle that is under the control or contracted by Mile High Australia if they are <ul style="list-style-type: none"> o Asymptomatic o Has been in contact with anyone who has recently returned from overseas (during the isolation period) o Has recently undergone a COVID-19 test and waiting for results o Has been diagnosed with COVID-19
Hygiene	

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Provision and Use of Personal Protective Clothing and Equipment</p> Facility Access	<p><u>Personal Hygiene</u></p> <p><u>Hand Sanitiser</u></p> <ul style="list-style-type: none"> - Hand sanitiser is available for in reception for the use of both guests, and contractors and all locations under the control of Mile high Australia - Hand sanitiser is made readily available to pilots and guests at the aircraft when embarking the aircraft or vehicle. - Liquid hand wash and hand sanitiser is available in bathrooms at all locations under the control of Mile High Australia <p><u>Face Masks</u></p> <ul style="list-style-type: none"> - Face masks are to be worn by staff, contractors and / or guests as per the Chief Health Officers Guidance in the State or Territory of Operation - Disposable face masks are available onboard to aircraft / vehicle for all aircrew and guests. These face masks are available at no cost. - Reusable face masks are preferred by Mile High Australia to minimise our environmental footprint. However, it is noted that reusable face masks are not always the best option or preferred by guests, staff or contractors. <p><u>Additional protection</u></p> <ul style="list-style-type: none"> - All aviation headsets are to be fitted with disposable <ul style="list-style-type: none"> o Ear cup covers o Microphone covers - Covers are to be disposed of at the conclusion of each charter. - Staff removing covers to wear disposable gloves (single use) and face masks when undertaking this activity <p>Replacement covers shall be placed on the ear cups and microphones on required headsets in front of the guest.</p> <p><u>Buildings</u></p> <ul style="list-style-type: none"> - It is preferred that any non-essential personnel are not to enter the building unless, <ul style="list-style-type: none"> o Environmental conditions may affect the welfare of the guest. i.e. extreme temperatures, or weather conditions o Any walking routes are unsafe due to vehicle movements or obstacles are present that may cause harm and can't be isolated or relocated. <p>It must be noted that many buildings attended by staff, contractors and guests are not under the control of Mile High Australia. In this case, the use of these buildings shall be minimal and only entered once a 'Dynamic' Risk Assessment is undertaken and appropriate controls such as face masks and hand hygiene are utilised.</p>
<p>Training and Skills acquisition</p>	<p>Mile High Australia Staff and contractors have undertaken suitable training as determined and available in the State and or Territory that are operating in.</p> <p>In the case of cross border operations, the greatest level of training shall apply.</p> <p>Acknowledging that PPC&E is the second lowest form of control, PPC&E shall be made available to all staff, contractors and guests. Without quiver or bias.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Cleaning	
Facility cleaning	<p><u>Aircraft / Vehicle Cleaning</u></p> <p><i>It must be noted that some cleaning chemicals may have negative impacts on aircraft surfaces and electronics.</i></p> <p><i>All cleaning products shall be:</i></p> <ol style="list-style-type: none"> 1. <i>Environmentally friendly</i> 2. <i>Meet the required standards in the State or Territory</i> 3. <i>Not be harmful to human or animals</i> 4. <i>Must not be considered a Hazardous material</i> <p><u>Cleansing</u></p> <ul style="list-style-type: none"> - <i>All aircraft and vehicles must have contact surfaces appropriately cleaned at the conclusion of a charter.</i> <ul style="list-style-type: none"> o <i>This may require wiping and or the combination of spray and wiping of contact surfaces. Such as grab handles, seat belts and buckles, windows, control surfaces.</i> <p><i>Staff / Contactors are to wear disposable gloves (single use) and face masks when undertaking this activity.</i></p> <ul style="list-style-type: none"> - <i>The aircraft and or vehicle may require venting after cleansing to aid in the removal of any smell from the cleaning agent.</i> <p><u>Buildings</u></p> <ul style="list-style-type: none"> - <i>Buildings shall be appropriately cleaned as required,</i> <ul style="list-style-type: none"> o <i>Contact surfaces shall be cleaned at the conclusion of the business day.</i> <p><i>It must be noted that many buildings attended by staff, contractors and guests are not under the control of Mile High Australia. In this case, the use of these buildings shall be minimal and only entered once a 'Dynamic' Risk Assessment is undertaken and appropriate controls such as face masks and hand hygiene are utilised.</i></p>
Stores and supplies	<ul style="list-style-type: none"> - <i>Cleaning chemicals (agents) utilised are to 'common' they are to be</i> <ul style="list-style-type: none"> o <i>Easily procured</i> o <i>Non-hazardous to people or animals</i> o <i>Environmentally friendly</i> - <i>Cleaning chemicals (agents) are to be available at each location with reserves of a minimum of 3 days to be on hand.</i> <p><i>Staff have the authority to procure further cleaning chemicals (agents) and be reimbursed in the event that all stock has been exhausted.</i></p> <p><i>Staff will contact management vis info@milehighaustralia.com.au to notify of low stock levels of cleaning chemicals.</i></p> <p><i>Chemical agents must meet the minimum requirements set by Mile High Australia and the relevant authority.</i></p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
<p>Working from Home</p> <p>Business as usual</p>	<p><i>All work that can be completed off site, shall. This includes, Invoicing, quotes, administration etc.</i></p> <p><i>Access to buildings are to be limited for ‘flying’ with areas accessed to be</i></p> <ul style="list-style-type: none"> - <i>Toilets / bathrooms</i> - <i>Changerooms</i> - <i>Personal workspaces</i> - <i>Access to consumables / cleaning products</i> <p><i>Emergency assembly points and exits are to remain accessible</i></p>
<p>Screening</p>	<p><u>Guests</u></p> <ul style="list-style-type: none"> - <i>Temperature checks will be conducted in line with the Chief Health Officers guidelines</i> - <i>All guests are to be asked</i> - <i>Have you been in contact with anyone over the last 14 days who:</i> <ul style="list-style-type: none"> o <i>Has been ill</i> o <i>Been isolated for COVID (regardless of results)</i> o <i>Undergone a COVID test and waiting for results</i> <p><u>Staff</u></p> <ul style="list-style-type: none"> - <i>As per guests</i> <p><i>Any person that has responded ‘yes’ shall not be permitted to attend a location or board an aircraft / vehicle under the control of Mile High Australia.</i></p> <p><i>Any guest that has been declined a flight shall have their details remain private unless they are requested by the Chief Health officer or delegated officer.</i></p> <p><i>Staff that cannot work due to the above shall also have their details kept private.</i></p> <p><i>In the case that a staff member is isolating, either waiting on test results or is positive for COVID, all staff shall be communicated to via email basic information. Personal details shall remain confidential.</i></p> <p><i>Communication to any person, re-testing shall be conducted by the Chief Health Officer or delegate.</i></p>
<p>Workplace configuration</p>	<p><i>All communal areas of work have been reconfigured to include minimal distancing of 2m.</i></p> <p><i>All staff are working from home and only attending the office for flying or compliance activities where the activity can’t be completed at home.</i></p> <p><i>Attendance to the workplace must be communicated to your manager by phone to ensure record keeping is maintained.</i></p>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Deliveries</p> <ul style="list-style-type: none"> - Fuel - Stationary - Mail <p>Social Distancing</p>	<p><i>Delivery of fuel is to be conducted by the fuel provider. Only essential personnel are to be in the area of the aircraft.</i></p> <p><i>Any staff involved in the refuelling process must stand a minimum of two meters apart.</i></p> <p><i>All staff are to wear PPC&E as pr the Chief Officers guidance.</i></p> <p><i>Remote locations, Social distancing protocols are to remain place.</i></p> <p><u>Mail</u></p> <ul style="list-style-type: none"> - Nil change <p><u>Stationary</u></p> <ul style="list-style-type: none"> - Utilise Click and Collect facilities at stationary outlet's <p><u>Social Distancing</u></p> <p><u>Aircraft</u></p> <ul style="list-style-type: none"> - It must be acknowledged that aircraft cabins are restrictive in nature. - Guests shall be of the same family or be partners or accept the risk of flying as a group. - All flights shall be private and not include guests from other charters. - Pilots shall remain consistent for the booking. Any changes will mean the aircraft being cleaned regardless of location or stage of charter.

Guidance	Action to ensure effective record keeping
Record keeping	
<p>Record Keeping</p>	<p><u>Charters</u></p> <ul style="list-style-type: none"> - Standard CASA requirements for record keeping apply. <p><u>Deliveries</u></p> <ul style="list-style-type: none"> - Direct contact with delivery drivers is not to occur <p><u>Emergency Services</u></p> <ul style="list-style-type: none"> - In the event that Emergency Services have direct contact the name, number, time and base location is recorded and filled. This is not to interfere with dealing with the emergency.

