

# APPENDIX 1

## COVID-19 risk assessment: Reopening Operations (*Example Only*)

Location: Georgia  
Date: 11/06/2020

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date Due	Date Complete	Maintenance and review
<i>Example COVID-19 from customers who are infected</i>	<i>Staff or other customers catching COVID-19 (could result in serious illness or death).</i>	<i>Low, there have been few cases locally</i>	<i>Moderate, while there are only a few local cases the consequences may be severe.</i>	<i>Minimum standards in place for hygiene, sanitation, physical distancing All staff, leaders and crew trained in new protocols Leaders have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well.</i>	<i>Masks must be worn when visiting public places</i>	George Kalandadze	12/06 /2020		

# APPENDIX 2

Incident Type	Incident Level	Tour Leader	Local Operations Manager	Extra Action	Test Result
Customer/s with <b>some</b> symptoms of COVID-19 and no known risk of exposure	<b>Green</b>	<p>Assist the customer to access medical care (e.g. doctor, hospital)</p> <p>Phone call to Local Operations Manager (OM)</p> <p>Log incident</p> <p>Take full measures to prevent the spread of any infectious disease including extra measures if applying First Aid.</p>	Contacts UD via email with all relevant information	<p>We will take local health authority advice on whether these customers:</p> <ul style="list-style-type: none"> <li>• Need to undertake COVID-19 testing</li> <li>• Need to self -isolate (e.g. in hotel room)</li> <li>• Need to be quarantined</li> <li>• May have exposed other customers</li> </ul>	<p>A confirmed test result will mean that full protocols are enacted.</p> <ul style="list-style-type: none"> <li>• Informing local health authorities</li> <li>• Informing customers, suppliers and staff of risk of exposure</li> <li>• Sanitation protocols (e.g. deep cleaning of accommodation, transport etc)</li> </ul>
Customer/s with <b>severe</b> symptoms of COVID-19 and no known risk of exposure	<b>Yellow</b>	<p>Assist the customer to seek emergency medical care. Report the incident to their OM <b>immediately via phone.</b></p> <p>Log incident</p> <p>Take full measures to prevent the spread of any infectious disease including extra measures if applying First Aid.</p>	<p>Report the incident immediately <b>via phone call</b> to UD</p> <p><i>Also email <a href="mailto:travel@undiscovered-destinations.com">travel@undiscovered-destinations.com</a></i></p> <p>Please copy in relevant local dmc managers</p>	<p>We will take local health authority advice on whether these customers:</p> <ul style="list-style-type: none"> <li>• Need to undertake COVID-19 testing</li> <li>• Need to self -isolate (e.g. in hotel room)</li> <li>• Need to be quarantined</li> </ul> <p>May have exposed other customers</p>	<p>A confirmed test result will mean that full protocols are enacted.</p> <ul style="list-style-type: none"> <li>• Informing local health authorities</li> <li>• Informing customers, suppliers and staff of risk of exposure</li> <li>• Sanitation protocols (e.g. deep cleaning of accommodation, transport etc)</li> </ul>

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Incident Type	Incident Level	Tour Leader	Operations Manager	Extra Action	Test Result
Customer/s who may have been exposed to a confirmed COVID-19 (e.g. on a flight into the country) <i>and</i> have no symptoms.	<b>Yellow</b>	<p>Report the incident to their OM <b>immediately via phone.</b></p> <p>Log incident</p> <p>Take full measures to prevent the spread of any infectious disease including extra measures if applying First Aid.</p>	<p>Report the incident immediately <b>via phone call</b> to UD</p> <p><i>Also email <a href="mailto:travel@undiscovered-destinations.com">travel@undiscovered-destinations.com</a></i></p> <p>Please copy in relevant local dmc managers</p>	<p>We will take local health authority advice on whether these customers:</p> <ul style="list-style-type: none"> <li>• Need to undertake COVID-19 testing</li> <li>• Need to self -isolate (e.g. in hotel room)</li> <li>• Need to be quarantined</li> <li>• May have exposed other customers and/or leader/crew to COVID-19</li> </ul>	<p>A confirmed test result will mean that full protocols are enacted.</p> <ul style="list-style-type: none"> <li>• Informing local health authorities</li> <li>• Informing customers, suppliers and staff of risk of exposure</li> <li>• Sanitation protocols (e.g. deep cleaning of accommodation, transport etc)</li> </ul>
Customer/s who may have been exposed to COVID-19 (e.g. on a flight into the country) <i>and</i> have symptoms.	<b>Yellow</b>	<p>Report the incident to their OM <b>immediately via phone.</b></p> <p>If available, offer mask from first aid kit to customer to wear.</p> <p>Assist the customer to access emergency medical care in conjunction with OM.</p> <p>Log incident</p>	<p>As above <i>plus</i></p> <p>Assist the leader to find the <b>emergency</b> medical care suitable for COVID-19 suspected cases.</p>	<p>We will take local health authority advice on whether these customers:</p> <ul style="list-style-type: none"> <li>• Need to undertake COVID-19 testing</li> <li>• Need to self -isolate (e.g. in hotel room)</li> <li>• Need to be quarantined</li> <li>• May have exposed other customers and/or leader/crew to COVID-19</li> </ul>	<p>A confirmed test result will mean that full protocols are enacted.</p> <ul style="list-style-type: none"> <li>• Informing local health authorities</li> <li>• Informing customers, suppliers and staff of risk of exposure</li> <li>• Sanitation protocols (e.g. deep cleaning of accommodation, transport etc)</li> </ul>

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Incident Type	Incident Level	Leader	Operations Manager	Extra Action	Test Result
Customer/s with confirmed cases of COVID-19	<b>Orange</b>	<p>Report the incident to their OM <b>immediately via phone.</b></p> <p>Assist the customer to access emergency medical care in conjunction with OM</p> <p>If available, wear a mask from the first aid kit, and offer a mask to the customer to wear.</p> <p>Isolate the customer and await further instructions from OM and local health authorities.</p> <p>Ask the remainder of the group to self-isolate and await further instructions from OM and local health authorities.</p> <p>Log incident</p>	<p>Report the incident immediately <b>via phone call</b> to UD</p> <p>Also email <a href="mailto:travel@undiscovered-destinations.com">travel@undiscovered-destinations.com</a></p> <p>Ensure all protocols are being followed and that the group is self isolating.</p>	<p>We will take local health authority advice on whether these customers:</p> <ul style="list-style-type: none"> <li>• Need to self -isolate (e.g. in hotel room)</li> <li>• Need to be quarantined</li> </ul> <p>All other customers, staff, leaders, crew and suppliers will be informed of their risk of exposure either by ourselves or via local health authority track and trace services.</p>	<p>A confirmed test result will mean that full protocols are enacted.</p> <ul style="list-style-type: none"> <li>• Informing local health authorities</li> <li>• Informing customers, suppliers and staff of risk of exposure</li> <li>• Sanitation protocols (e.g. deep cleaning of accommodation, transport etc)</li> </ul>