

> HELPING BUSINESS GET BACK TO WORK



30 June 2020

COVID-19 Safety Plan

Effective 1 June 2021

Office environment (including call centres)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS	
Business name:	Lander & Rogers
Plan completed by:	Daniela Brown
Approved by:	Genevieve Collins

> GUIDELINES FOR BUSINESS

Guidelines for your workplace and the actions you will put in place to keep your customers and workers safe

GUIDELINES	ACTIONS
Wellbeing of staff and visitors Exclude staff, volunteers and visitors who are unwell. Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning Refer to Keep Records - 2 below Education <ol style="list-style-type: none"> 1. COVID19 information posters in high visibility locations 2. Hygiene signage near Hand Sanitiser stations and in bathrooms 3. SharePoint pages for wellbeing and ergonomics 4. Dedicated SharePoint pages and regular communications from senior management about: <ol style="list-style-type: none"> a) Symptoms/exposure b) Physical distancing c) Hygiene d) Cleaning e) Travel f) WFH wellbeing and ergonomics g) COVIDSAFE plans on the Safe Work Australia website 	

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

Senior Management regularly communicate to employees in emails and via our SharePoint 'If you are feeling unwell (even a mild cough or low-grade fever), please stay home. If you or a close family member has an underlying medical condition that puts you or them at risk, you may wish to self-isolate. If you consider you may have been exposed to a suspected case of COVID19, please immediately notify our People team. If you test positive to COVID19, follow the directions of your state Health Authority and as soon as practicable notify our People team. We will maintain your privacy whilst also protecting the safety of all our People and keeping clients informed.'

Flexible Working

Employees encouraged to talk to the People Team about their individual circumstances (including their transport method and duration and if they are Vulnerable or at risk) and concerns and how our existing Flexible Work Arrangements Policy can assist. This includes:

- a) changing workdays and/or schedules
- b) reducing workdays and/or hours as leave without pay
- c) *purchasing annual leave to be able to take time off to manage individual circumstances.*

Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever. Encourage testing of all staff with symptoms in line with advice from NSW Health.

Refer to Education controls above

GUIDELINES	ACTIONS
Physical distancing	
Assign workers to specific workstations. If this is not practical, workstations and shared office equipment should be wiped down with disinfectant surface wipes between users.	
Physical distancing controls	
<ol style="list-style-type: none">1. Where applicable, bio-security screen between reception and any deliveries2. Contactless (no signatures, no cash) receiving of incoming postage and couriers3. Visitors only allowed into reception meeting rooms which have signage according to density quotient that applies in that state at that time4. Employees informed that after entering the building they must not linger in lobby and only go to their designated floor and workstation/office5. Building management: Floor stickers with arrows to create separate entry and exit walkways. Floor arrows that are 1.5 m apart.6. Workstation seating separated by 1.5m7. At choke points within premises, Floor stickers with arrows to create separate entry and exit walkways. Floor arrows that are 1.5 m apart8. Workstation seating separated by 1.5m9. Signage restricting employee numbers to one per applicable density quotient in confined areas such as meeting rooms, kitchens, board room, offices and utility areas. Branding colours used on signage will be alternated to refresh attention/avoid complacency10. Direction to employees to WFH where possible and only WIO on rostered days at rostered working stations. Roster system for:<ol style="list-style-type: none">a. <i>Weekdays and use of workstations</i>b. <i>Overall reduction in staff WIO to meet Physical Distancing controls</i>c. <i>Phased increase in WIO to maximum allowed in the state at that time</i>11. Direction that employee meetings adhere to all Physical Distancing controls12. Direction to employees to minimize external business meetings/events. Instead use remote working technology13. Direction to employees to avoid enclosed spaces for lunchtime breaks wherever possible	
Cleaning controls	
<ol style="list-style-type: none">1. In the event of a Confirmed Case – arrange contractor to Deep Clean premises2. After an extended shutdown - check condition of workstations, kitchens and perishable items to ensure cleaned and cleared for use	

3. Fortnightly Disinfect High Touch Points
 - a. *Chair backs*
 - b. *Shared use keyboard/workstation/mouse*
 - c. *Kitchen surfaces and equipment*
 - d. *Bathrooms*
 - e. *Door handles*
4. Twice Daily Cleans
 - a. *Building management - lobby, lifts, lobby bathrooms*
 - b. *Kitchens*
5. Before and after meetings with Visitors - High Touch Points in meeting rooms
6. Employees who are doing Disinfecting directed to complete infection control training - [Department of Health E learning](#)
7. Supplies of PPE for those who Disinfect, with the training including instructions on how to use it correctly
8. Adequate supply of Clean and Disinfect materials onsite and multiple suppliers to avoid supply chain delays
9. Contractor appointment for any urgent Deep Clean

Use **flexible working arrangements** where possible, such as working from home or other locations..
 Refer to Flexible Working above

Travel

1. Regularly remind employees to follow Federal and State guidelines for all travel, (to/from work, to/from meetings/events, interstate and international). Refer to Smart Traveler and SharePoint page
2. Where it is essential that Visitors attend the premises, do our best to remind them to follow Federal and State guidelines for their travel to/from

Consider physical, distance or other controls to protect staff and visitors at physical interaction points such as counters or service desks, to maintain social distancing.

Refer to Physical Distancing control 1 above

Outdoors

1. Staff are encouraged to move as much activity outside as possible, including meetings, breaks, and non-confidential client or internal meetings

Enhanced Airflow

1. Where feasible, keep internal doors open to enhance airflow
2. Building management have confirmed the following regarding our air conditioning system:
 - a) The perimeter system can be increased/decreased in airflow.
 - b) The main air handling systems can also be increased/decreased in airflow.

Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).

Refer to Physical Distancing controls 5 -8 above

Use telephone or video platforms for essential meetings where practical.

Refer to Physical Distancing Controls 10- 12 above

Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.

Refer to Flexible Working and Physical Distancing control 10 above

Review regular deliveries and request contactless delivery and invoicing where practical.

Refer to Physical Distancing control 2 above

Most lifts can safely take 2-4 people providing people can stand apart; display signs near lifts to advise and recommend physical distancing.

Refer to Physical Distancing controls 4-5 above

GUIDELINES	ACTIONS
Hygiene and cleaning	
Provide alcohol-based hand sanitizer at multiple locations throughout the workplace, including entry and exit points.	
Hygiene	
<ol style="list-style-type: none">1) Building management: Hand Sanitiser stations and signage promoting hygiene practices<ol style="list-style-type: none">a) In lobby areab) At High Touch points including lift buttonsc) In lift well on each floor2) Hand Sanitiser stations and signage promoting hygiene practices<ol style="list-style-type: none">a) Near shared utilitiesb) In receptionc) In meeting rooms3) Soap, paper towel and signage promoting hand washing with soap and water in bathrooms4) Biscuits/catering packaged in individual portions5) Single use gloves and Masks when preparing food or doing Cleans	
Provide disinfectant surface wipes to clean workstations and equipment such as phones, keyboard and mouse.	
Refer to Cleaning control 3 above	
Clean surfaces thoroughly, particularly all high contact areas such as doors, handles, kitchen surfaces, bathroom surfaces, printers and lifts with appropriate cleaning agents.	
Refer to Cleaning controls 3-5 above	
Ensure bathrooms are well stocked with hand soap and paper towels, and consider putting up posters with instructions on how to wash hands.	
Refer to Hygiene control 3 above and Education 4ci) above	
Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	
Refer to Cleaning controls 4-5 above	
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.	
Worksafe Australia definition of Disinfect used in our Cleaning controls	
Refer to Hygiene 6 above	
Ensure bathrooms are well stocked with hand soap and paper towels, and consider putting up posters with instructions on how to wash hands.	
Refer to Hygiene control 3 above and Education 4ci) above Refer to Hygiene control 6 above	
Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	
Refer to Cleaning controls 4-5 above	

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.

Worksafe Australia definition of Disinfect used in our Cleaning controls

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

Refer to Hygiene control 6 above

GUIDELINES

ACTIONS

Record keeping

Keep a record of name and a mobile number or email address for all

staff, volunteers, visitors and contractors for a period of at least 28 days.

Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.

Keep Records

1. At premises reception, require completion of QR form for visitors to office. This includes a short questionnaire about any symptoms, recent domestic and international travel, potential or possible exposure and provision of contact details. The record is kept for 28 days.
2. Daily roster system for contact tracing and manage the number of employees in the office at any time. This is supported by:
 - a) online employee register portal where they are required to register their attendance each day in the office
 - b) Premises floor maps of all workstations showing location of employees to enable contact tracers to identify close contacts of a suspected or Confirmed Case
3. Functionality for employees to register their COVID status within the firm's online booking system.

Make your staff and visitors aware of the COVIDSafe app and its benefits to support contact tracing if required.

Refer to Education program including 4gi) above

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

Landers will fully cooperate with NSW Health and notify Safework

Confirmed Case

1. In the event of a suspected or Confirmed Case during working hours we send all Employees and Visitors to WFH home immediately until further notice, with a senior management communication
2. Chief People Officer - immediate notification of Confirmed Case to authorities required to be notified
3. Facilities Manager - immediate notification to Building Manager
4. Staff must immediately inform a member of the People team if they are a Confirmed Case.
5. The People team will:
 - a. direct workers to stay home if they are sick, and if they are displaying symptoms of COVID-19 ask them to call the National Coronavirus hotline (1800 020 080)
 - b. treat personal information about individual workers' health carefully, in line with privacy laws.
 - c. remind relevant staff of their leave entitlements if they are sick or required to self-quarantine.

Business Continuity Plan

1. Our BCP enables us to be caring and responsive to client and people needs by utilising our strong remote working functionality. If there is an outbreak or potential premises closure:
 - a) Senior management will direct our people to pivot to WFH
 - b) People team immediately commence the track and trace process and direct any potentially impacted people to self-isolate until we are made aware of the COVID-19 test results.
 - a) Deep Clean after a confirmed case

- b) If there is a confirmed case in the office, government authorities will be notified

In addition to all of the above our Covid19 Compliance program includes:

Controls for working from home (WFH) - Wellbeing

- 1) Regular consultation with employees including:
 - a) Regular supervisor check-ins to personalise engagement with their team members so they keep travelling through the uncertainty of COVID.
 - b) Regular surveys to consult with all employees about their personal circumstances, safety concerns, preferred ratio of WFH:WIO and whether they are or might be 'vulnerable' workers.
 - c) People team follow-ups with employees with concerns.
- 2) Email communications via senior management and the People team regarding webinars, tips and links on wellbeing and risk management
- 3) Free webinars on parenting, flexible working with home-schooling, balancing work and family, yoga, work/life balance, connection and purpose for one-person households, resilience through GEM gratitude, empathy and mindfulness.
- 4) Free and anonymous employee assistance program
- 5) Dedicated SharePoint intranet page with information about psycho-social safety, WFH and WIO roster, wellbeing tips, community initiatives, and EAP phone numbers, resources and links.
- 6) People Team consult with individual employees regarding their preferred WFH:WIO ratio and reasons including:
 - a) vulnerability to WIO
 - b) belief that they are 'at risk' WFH
 - c) Psycho-social safety
 - d) need for informal on the job learning by observing more experienced employees.

Controls for working from home (WFH) Ergonomics

- 1) Dedicated SharePoint intranet page with information about ergonomic safety, chair and screen discounts and tax deductions for setting up a home office
- 2) Direction to employees to borrow workstation equipment for WFH for extended periods

Consultation program

- 1) Team of employees from Facilities/People/Risk are meeting regularly to:
 - a) Monitor state and federal advice and hotspots
 - b) Consider state based COVID Compliance plans
- 2) The People Team is managing monthly surveys of all employees.
- 3) The Chief Executive Partner is leading a regular #askmeanything open forum to encourage feedback from employees.
- 4) Senior Managers and Partner/s do twice daily WIO walkarounds to monitor compliance with physical distancing controls, remind employees not all congregate together physically, even on breaks and be an escalation point for queries about safety measures and processes.

Monitoring & Improving program

- 1) Team of employees from Facilities/People/Risk (**COVID19 Compliance Working Group**) are meeting weekly to continually refine this program, to ensure they remain robust in ever evolving circumstances.
- 2) The WIO roster is reviewed by management and the People Team on a regular basis to align with evolving guidelines and employee conversations.

Audit

1. Approximately every 2 months the COVID-19 Compliance Working Group or their nominated partner in each office will observe behaviour of a random selection of employees, including Reception and Catering.
2. Audit feedback and any recommended improvements will be provided to the COVID-19 Compliance Working Group.