

COVID SAFE PLAN VIC 477 COLLINS

Date: 1 June 2021
Approved by: Genevieve Collins
Next Review Date: as restrictions are announced



ABOUT THE COVIDSAFE PLAN

The COVIDSafe Plan has been developed to support businesses to safely reopen, maintain a COVIDSafe workplace, and prepare for a suspected or confirmed case of coronavirus (COVID-19) in the workplace.

In order to be compliant with public health direction:

- All businesses in both metropolitan Melbourne and regional Victoria must complete a COVIDSafe Plan.
- This COVIDSafe Plan should be developed in consultation with workers and any relevant Health and Safety Representatives (HSRs).
- In addition to completing this COVIDSafe Plan, you are still required to meet your obligations under the Occupational Health and Safety Act 2004.
- You must comply with a request to present or modify your COVIDSafe Plan, if directed to do so by an Authorised Officer or WorkSafe Inspector.
- In addition to the general restrictions for all businesses, some industries require additional obligations due to a higher transmission risk.

If you are in a high-risk industry, you are required to complete a 'High Risk COVIDSafe Plan'. Further information can be found at vic.gov.au.

HOW TO DEVELOP YOUR COVIDSAFE PLAN

1. Understand your responsibilities

Information on public health directions applying to employers is available at ([hyperlink](https://vic.gov.au)) vic.gov.au.

2. Prepare your plan

Below is the COVIDSafe Plan template which you will need to complete. The COVIDSafe Plan is grouped into six COVIDSafe principles. These include:

1. Ensure physical distancing
2. Wear a face covering
3. Practise good hygiene
4. Keep records and act quickly if workers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce bubbles

When completing your plan, under the 'actions' column of each COVIDSafe principle, you must outline the actions you will take to meet the listed requirement. You will note that if you are in a restricted or heavily restricted industry, additional requirements may apply.

Mandatory requirements under public health direction feature this symbol:



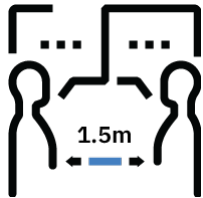
- All other points are highly recommended for keeping your workers safe and workplace open but are not mandatory.
- Some of the requirements in the COVIDSafe Plan may not apply to your business. Where the requirement does not apply to your business it should be marked N/A (not applicable).



COVIDSAFE PLAN GUIDE

This guide has been designed to accompany your COVIDSafe Plan and provides a number of suggestions / example actions for how to implement requirements.

Please use this guide to help you complete your COVIDSafe Plan. For further information go to vic.gov.au



1. ENSURE PHYSICAL DISTANCING

Requirements

Action

You must ensure workers and visitors are 1.5m apart as much as possible. This can be done by:

- Displaying signs to show patron limits at the entrance of enclosed areas where limits apply
- Informing workers to work from home wherever possible

You may also consider:

- Minimising the build-up of people waiting to enter and exit the workplace
- Using floor markings to provide minimum physical distancing guides
- Reviewing delivery protocols to limit contact between delivery drivers and workers

You must apply density quotient to configure shared work areas and publicly accessible spaces to ensure that:

- There is no more than one worker per [four] square meters of enclosed workspace
- There is no more than one member of the public per [four] square meters of publicly available space indoors

You should provide training to workers on physical distancing expectations while working and socialising. This should include:

- Informing workers to follow current public health directions when carpooling. This can be found at (hyperlink) vic.gov.au
- Informing workers to work from home wherever possible

If your industry is restricted or heavily restricted, you must also:



Reduce workers levels in accordance with industry directions.



Limit number of patrons in accordance with industry directions.



Have no carpooling.



Heavily Restricted Industries Only

Have workers only attend work if permitted. Workers in permitted work premises must work from home, if they can.

1.1 Reception

- (a) Where applicable, bio-security screen between reception and any deliveries
- (b) Contactless (no signatures, no cash) receiving of incoming postage and couriers
- (c) Visitors only allowed into reception meeting rooms which have signage according to applicable indoor density quotient

1.2 Foyer

- (a) Employees informed that after entering the building they must not linger in lobby and only go to their designated floor and workstation/office
- (b) Building management: Floor stickers with arrows to create separate entry and exit walkways. Floor arrows that are 1.5 m apart

1.3 Premises

- (a) At choke points within premises, Floor stickers with arrows to create separate entry and exit walkways. Floor arrows that are 1.5 m apart
- (b) Workstation seating separated by 1.5m

- (c) Signage restricting employee numbers to 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 complacency
- (d) Direction to employees to WFH where possible and only WIO on rostered days at rostered working stations. Roster system for:
 - (i) Weekdays and use of workstations
 - (ii) Overall reduction in staff WIO to meet Physical Distancing controls
 - (iii) Phased increase in WIO
- (e) Direction that employee meetings adhere to all Physical Distancing controls

1.4 Meetings

- (a) Direction to employees not to attend any non-essential external business meetings/events. Instead use remote working technology
- (b) Direction that where possible all business meetings including client meetings continue via remote working technology

1.5 Breaks

- (a) Direction to employees to avoid enclosed spaces for lunchtime breaks wherever possible

1.6 Education

- (a) Dedicated SharePoint pages and regular communications from senior management including about Physical distancing



2. WEAR A FACE COVERING

Requirements

Action

You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice. This includes:

- Providing adequate face coverings and Personal Protective Equipment (PPE) to workers that do not have their own.

You should install screens or barriers in the workspace for additional protection where relevant.

You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.

You should inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed immediately.

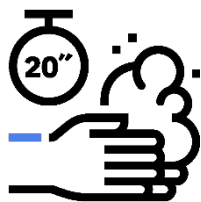
There are no additional requirements for restricted or heavily restricted industries.

2.1 Face Masks

- (a) All visitors and employees may wear a face covering while indoors if they wish to so and are encouraged to do so where 1.5m cannot be maintained
- (b) Employees directed to follow any and all applicable government direction for carrying/wearing a mask when leaving the office for meetings, public transport etc

2.2 Education

- (a) COVID-19 information posters in high visibility locations
- (b) Dedicated SharePoint pages and regular communications from senior management, including about the importance of wearing a face covering and/or required PPE



3. PRACTISE GOOD HYGIENE

Requirements

Action



You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as doorknobs and telephones.

You should:

- Clean surfaces with appropriate cleaning products, including detergent and disinfectant

-
- Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so
 - Clean between shifts



You should display a cleaning log in shared spaces.

You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.

If your industry is restricted or heavily restricted, you should also:

Conduct an audit of cleaning schedules.

3.1 Hygiene

- (a) Building management: Hand Sanitiser stations and signage promoting hygiene practices
 - (i) In lobby area
 - (ii) At High Touch points including lift buttons
 - (iii) In lift well on each floor
- (b) Hand Sanitiser stations and signage promoting hygiene practices
 - (i) Near shared utilities
 - (ii) In reception
 - (iii) In meeting rooms
- (c) Soap, paper towel and signage promoting hand washing with soap and water in bathrooms
- (d) Biscuits/catering packaged in individual portions
- (e) Single use gloves and masks when preparing food or doing cleans

3.2 Cleaning

- (a) In the event of a Confirmed Case – arrange contractor to Deep Clean premises
- (b) After an extended shutdown - check condition of workstations, kitchens and perishable items to ensure cleaned and cleared for use
- (c) Fortnightly Disinfect High Touch Points
 - (i) Chair backs

- (ii) Shared use keyboard/workstation/mouse
- (iii) Kitchen surfaces and equipment
- (iv) Bathrooms
- (v) Door handles
- (d) Twice Daily Cleans
 - (i) Building management - lobby, lifts, lobby bathrooms
 - (ii) Kitchens
- (e) Before and after meetings with Visitors - High Touch Points in meeting rooms
- (f) Employees who are doing Disinfecting directed to complete infection control training - [Department of Health E learning](#)
- (g) Supplies of PPE for those who Disinfect, with the training including instructions on how to use it correctly
- (h) Adequate supply of Clean and Disinfect materials onsite and multiple suppliers to avoid supply chain delays
- (i) Contractor appointment for any urgent Deep Clean

3.3 Education

- (a) Hygiene signage near Hand Sanitiser stations and in bathrooms
- (b) Dedicated SharePoint pages and regular communications from senior management including about:
 - (i) Symptoms/exposure
 - (ii) Hygiene
 - (iii) Cleaning



4. KEEP RECORDS AND ACT QUICKLY IF WORKERS BECOME UNWELL

Requirements

Action



You must support workers to get tested and stay home even if they only have mild symptoms.



You must develop a business contingency plan to manage any outbreaks. This includes:

- Having a plan to respond to a worker being notified they are a positive case while at work, noting workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results
- Having a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period
- Having a plan in place to clean the worksite (or part) in the event of a positive case
- Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts
- Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace
- Having a plan in the event that you have been instructed to close by DHHS
- Having a plan to re-open your workplace once agreed by DHHS and notify workers they can return to work

You must keep records of all people who enter the workplace for contact tracing.

You should implement a screening system that involves temperature checking upon entry into a workplace.



If your industry is restricted or heavily restricted, you must also:



Restricted Industries

Ask workers to declare verbally before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.



Heavily Restricted Industries

Ask staff to declare in writing or electronically before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.

4.1 Confirmed Case

- (a) 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 eg

Premises Closure - immediate effect

We are closing our premises. You are directed to go home immediately and WFH until further notice. There are no exceptions to this.

Our priority is to ensure the health and safety of our people, clients, colleagues and visitors to our premises. We are cooperating with the Department of Health and arranging a Deep Clean.

We are advising those Government authorities that are required to be notified (eg WorkSafe Victoria).

Please await further information.

Upon advice from the Department of Health: None of our people may enter the premises [for the next 2 weeks/for the next 48 hours/until Monday] while the premises are Deep Cleaned.

4.2 Report

- a) Chief People Officer - immediate notification of Confirmed Case to WorkSafe Victoria
- a) Facilities Manager - immediate notification to Building Manager
- b) Staff must immediately inform a member of the People team if they are a Confirmed Case.
- c) The People team will:
- (i) 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)
 - (ii) treat personal information about individual workers' health carefully, in line with privacy laws.
 - (iii) remind relevant staff of their leave entitlements if they are sick or required to self-quarantine.

4.3 Business Continuity Plan

- a) 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:
 - (i) Senior management will direct our people to pivot to WFH
 - (ii) 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.
 - (iii) Deep Clean after a confirmed case
 - (iv) If there is a confirmed case in the office, government authorities will be notified

4.4 Keep Records

- (a) 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.
- (b) Daily roster system to for contact tracing and manage the number of employees in the office at any time. This is supported by:
 - (i) online employee register portal where they are required to register their attendance each day in the office
 - (ii) Premises floor maps of all workstations showing location of employees to enable contact tracers to identify close contacts of a suspected or Confirmed Case
- (c) Functionality for employees to register their COVID status within the firm's online Booking System.



5. AVOID INTERACTIONS IN ENCLOSED SPACES



Requirements

Action

You should reduce the amount of time workers are spending in enclosed spaces. This could include:

- Enabling working in outdoor environments
- Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms
- Enhancing airflow by opening windows and doors

- Optimising fresh air flow in air conditioning systems

There are no additional requirements for restricted or heavily restricted industries.

5.1 Outdoors

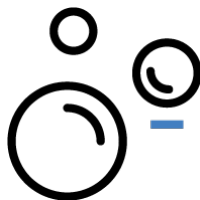
- (a) Staff are encouraged to move as much activity outside as possible, including meetings, breaks, and non-confidential client or internal meetings

5.2 Enhanced Airflow

- (a) Where feasible, keep internal doors open to enhance airflow

NB The building does not have windows which can be opened. NB Our premises doors have security locks as art of our client data security.

- (b) Building management have confirmed the following regarding our air conditioning system:
- (i) The perimeter system can be increased/decreased in airflow.
 - (ii) The main air handling systems can also be increased/decreased in airflow.



6. CREATE WORKFORCE BUBBLES

Requirements

Action

You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.

You should maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts.

If your industry is restricted or heavily restricted, you must also:



Limit or cease the number of workers working across multiple work sites.



Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.

6.1 Flexible Working

- (a) 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:
 - (i) changing workdays schedules (eg juggle family care such as home schooling)
 - (ii) changing schedules (eg avoid peak hour on public transport)
 - (iii) reducing workdays and/or hours as leave without pay
 - (iv) reducing workdays and/or hours by purchasing annual leave

6.2 Wellbeing while WFH

- (a) Regular consultation with employees including:
 - (i) Regular supervisor check-ins to personalise engagement with their team members so they keep travelling through the uncertainty of COVID-19
 - (ii) 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.
 - (iii) People team follow-ups with employees with concerns
- (b) Email communications via senior management and the People team regarding webinars, tips and links on wellbeing and risk management
- (c) 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
- (d) Free and anonymous employee assistance program
- (e) 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
- (f) People Team consult with individual employees regarding their preferred WFH:WIO ratio and reasons including:
 - (i) vulnerability to WIO
 - (ii) belief that they are 'at risk' WFH
 - (iii) Psycho-social safety
 - (iv) need for informal on the job learning by observing more experienced employees.

6.3 Ergonomics while WFH

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

6.4 Consultation while WFH

- (a) Team of employees from Facilities/People/Risk are meeting weekly to:
 - (i) Monitor state and federal advice and hotspots
 - (ii) Consider state based COVID-19 Compliance plans
- (b) The People Team is managing monthly surveys of all employees.
- (c) The Chief Executive Partner is leading a regular #askmeanything open forum to encourage feedback from employees.
- (d) Senior Managers and Partner/s do regular 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.

6.5 Education

- (a) Dedicated SharePoint pages and regular communications from senior management including about:
 - (i) Wellbeing and ergonomics
 - (ii) Symptoms/exposure
 - (iii) Travel
 - (iv) COVIDSafe plans on the [SafeWork Australia](#) website
- (b) *OHS Reporting System* Form and guidance readily available to employees via our internal intranet

6.6 Monitoring & Improving

- (a) Team of employees from Facilities/People/Risk (COVID-19 Compliance Working Group) are meeting regularly to continually refine this program, to ensure they remain robust in ever evolving circumstances.
- (b) The WIO roster is reviewed by management and the People Team on a regular basis to align with evolving guidelines and employee conversations.
- (c) Substantive edits to this document are developed by the COVID-19 Compliance Working Group and approved by the Chief Executive Partner.

6.7 Audit

- (a) 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.
- (b) Audit photos, feedback and any recommended improvements will be provided to the COVID-19 Compliance Working Group.