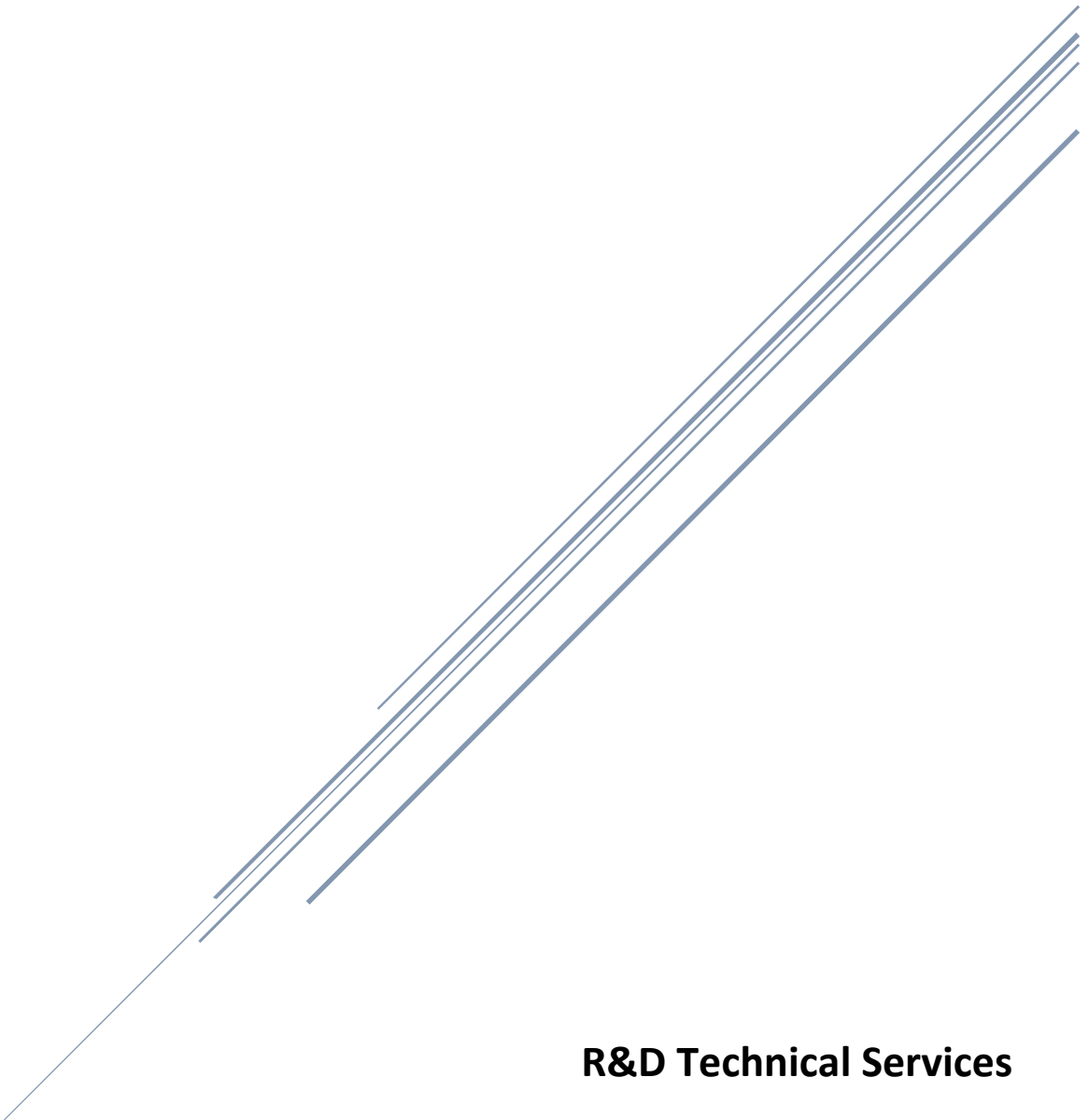


# PANDEMIC PLAN

COVID-19



**R&D Technical Services**

## Table of Contents

- Clerical..... 2
  - Wellbeing of staff and visitors ..... 2
  - Physical distancing ..... 2
  - Hygiene and cleaning ..... 2
  - Record Keeping ..... 3
  - Working from home policy and procedures ..... 3
  - Working from home policy ..... 3
    - Purpose ..... 3
    - Responsibilities of employees when working from home ..... 3
    - Responsibilities of supervisor of employee working from home ..... 4
    - Equipment ..... 4
    - Security ..... 5
    - Insurance ..... 5
    - Work related expenses ..... 5
    - Work health and safety ..... 5
  - Working from home checklists ..... 6
    - Workplace Health and Safety (WHS) self-assessment Checklist: Working from Home ..... 6
- Construction and onsite ..... 8
  - Wellbeing of staff and visitors ..... 8
  - Physical Distancing ..... 8
  - Hygiene and Cleaning ..... 9
  - Record Keeping ..... 10
- Other ..... 10

## Clerical

### Wellbeing of staff and visitors

- Exclude staff, volunteers and visitors who are unwell
  - o Doctors certificate stating they are eligible to return to work must be presented
- Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.
  - o Staff meeting conducted regularly to ensure employees are up to date with the latest information
- Make staff aware of their leave entitlements if they are sick or required to self-isolate
  - o Employees will be able to use their regular sick leave
- Communicate regularly with employees to remind them to not attend work if feeling unwell with respiratory symptoms or fever. Encourage testing of all employees with symptoms in line with the advice from NSW health
  - o Employees will be sent home and are not to return to work until a doctor has been seen and a medical certificate has been produced stating their return to work

### Physical distancing

- Workers are to have specific workstations ensuring all shared office equipment is wiped down and disinfected between users
  - o If another employee's computer must be used, ensure sanitisation of hands as well as disinfectant of phone, keyboard, mouse and desk space
- Use flexible work arrangements where possible, such as working from home and other locations
  - o Employees will work in two teams to reduce the number of people within the office at any given time
- Where reasonable, ensure staff stay 1.5 metres physically distanced at all times
- Use telephones or video conferencing calls for essential meetings where practical
- Where reasonable stagger staff break times to minimise the risk of close contact
- Request contactless delivery and invoicing where practical.

### Hygiene and cleaning

- Provide alcohol-based hand sanitiser at multiple locations throughout the workplace, including entrance and exit points
  - o Every employees desk will have hand sanitiser and employees advised to regularly use it
- Provide disinfectant to clean workstations and equipment such as phones, keyboards and mouse
  - o Aerisactive will be used at the end of each day
- Clean surfaces thoroughly, particularly all high contact areas such as door handles, kitchen surfaces, bathroom surfaces, printers and lifts
- Ensure bathrooms are well stocked with hand soap and paper towels

## R&D Technical Services covid-19 plan

- Put up posters on correct hand washing technique
- Clean frequently used areas at least daily and frequently touched areas multiple times throughout the day
- Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions
- Staff are to wear gloves when cleaning and washing hands thoroughly before and after with soap and water

## Record Keeping

- Keep a record of name and a mobile number/email address for all staff, volunteers and contractors that enter the building for at least 28 days
  - Screening of anyone with poster on door
- Ensure all staff are aware of the benefits of the COVIDSafe app
- Cooperate with NSW Health if contacted in relations to a positive case of COVID-19 at your workplace and notify SafeWork NSW on 13 10 50.

## Working from home policy and procedures

In light of the current state, R&D Technical services has decided to move to a flexible work arrangement for the health and safety for all stakeholders.

Employees will communicate through the use of skype, phone and email to ensure the smooth running of the business. Please ensure you have a work account for each of these.

If you have to ring a customer and do not wish for them to have your personal phone number please ensure it is turned to "no caller ID" in your settings.

Office hours during this time will be changed from 8am to 4pm.

## Working from home policy

### Purpose

This policy sets out the guidelines to be followed by employees and their managers where agreement has been reached for employees to perform work from home.

Working from home may be feasible for some employees in particular roles or at particular times. Working from home is not an entitlement but rather a flexible work option that but may be appropriate if work can be performed at home as effectively as at the organisation's premises.

### Responsibilities of employees when working from home

It is the responsibility of employees working from home to:

- comply with this policy and the written agreement entered into with the organisation;
- comply with all the organisation's policies and procedures, including relating to work health and safety, use of information technology and anti-discrimination;
- take reasonable care of personal health and safety at home and follow directions from the organisation relating to work health and safety;
- work the agreed ordinary hours and maintain accurate and up to date records of hours worked at home if required. The hours to be worked will be within the normal span of hours, and agreed prior to the commencement of a home-based work arrangement. Overtime is only to be worked if agreed to by the organisation and the employee prior to the overtime being carried out;

## R&D Technical Services covid-19 plan

- perform all duties and deliver on agreed work outcomes on a consistent basis;
- attend face-to-face meetings at the organisation's premises as required by the supervisor or manager;
- participate in team meetings and relevant learning and development activities at the organisation's premises;
- keep up to date with developments and information relevant to the workplace;
- remain contactable during working hours and provide contact details to their manager and any relevant employee who needs to contact them;
- comply with the usual procedures where the employee is unable to perform work due to personal/carer's leave, including notification and evidence requirements;
- provide authorised employees of the organisation or other approved parties with access to the home-based worksite where necessary for matters such as work health and safety inspections, and maintaining, repair or retrieval of any organisation-supplied equipment; and
- take reasonable precautions necessary to protect the organisation's equipment and information.

### Responsibilities of supervisor of employee working from home

It is the responsibility of supervisors/managers of employees working from home to:

- set out the terms of the arrangement in a written agreement signed by both parties;
- satisfy themselves that the remote workplace is a safe and healthy working environment and that employees are provided with instructions, information or training to perform their work safely and without risk to their health;
- monitor the working from home arrangement to ensure that agreed work outcomes are consistently being delivered;
- appropriately supervise the employee during the working from home arrangement;
- regularly communicate with employees who are working from home and provide information relating to work matters and training and development;
- review and sign off on records of hours worked (timesheets) as required;
- monitor and review the working from home arrangement on a regular basis and providing feedback to the employee to improve the arrangement's effectiveness; and,
- if any equipment is provided, ensure that ownership and usage arrangements for the equipment are clearly documented.

### Equipment

The organisation will not generally cover the cost of equipment to work from home. If the organisation approves the provision of relevant equipment, this must be detailed in writing.

Any equipment supplied by the organisation remains the property of the organisation.

Equipment provided by the organisation should only be used for work purposes, unless otherwise agreed by the employee's manager. Employees will notify the organisation if any problems or difficulties arise with the operation of the organisation's equipment and return the equipment to the organisation when required to replace, service or repair the equipment.

Where employees use their own office equipment to work from home, employees are responsible for complying with information technology practices, such as ensuring up to date anti-virus software is maintained on computer equipment.

If a working from home arrangement is terminated, any equipment owned by the organisation must be returned within 7 working days. All equipment must be returned in reasonable condition.

Employees will allow the organisation to access the site during hours of work or at an agreed time to remove any of the organisation's equipment.

### Security

Employees who are working from home must comply with confidentiality obligations in relation to the organisation's information and material. Employees should take appropriate precautions to maintain confidentiality when working at home including:

- restricting access to the organisation's work-related material by family members, friends or other persons;
- locking filing cabinets;
- using passwords to control access to computers and other devices that contain the organisation's information; and
- maintaining appropriate home security.

### Insurance

The organisation has no special insurance arrangements in place covering working from home and is not liable for any loss or damage to property or third parties arising from such work. Employees are responsible for third parties who visit their home and may choose to take out public liability insurance. Employees are also responsible for any loss or damage to their own equipment or assets and the organisation recommends that employees maintain appropriate home and contents insurance cover. It is recommended that employees check their insurance policies to determine public liability coverage and whether working from home invalidates their policy.

### Work related expenses

The organisation will not normally meet the costs of home-based utilities such as electricity, water or gas, internet access or telephone access or expenses. If the organisation approves the reimbursement of such costs incurred in relation to work carried out at home, this must be detailed in writing. The employee should keep receipts and records detailing expenses for which reimbursement is claimed.

### Work health and safety

Employees who are working from home are required to:

- comply with all the organisation's work health and safety policies and procedures;
- take reasonable care for the health and safety of themselves and others; and
- follow directions from the organisation relating to work health and safety.

The organisation may access the home-based worksite at agreed times for the purposes of conducting work health and safety inspections. In some cases, self-assessment forms may be provided, but this is at the discretion of the organisation.

If an employee working from home moves house or there is a change to the nature of the work or equipment used, a review should be undertaken to ensure work health and safety compliance.

Employees who are working from home must notify the organisation of any accident, injury or near miss resulting from carrying out duties necessary to fulfill the requirements of the position.

## Working from home checklists

### Workplace Health and Safety (WHS) self-assessment Checklist: Working from Home

#### How do I set up a workstation at home?

##### Step 1: Select an appropriate work surface

- Find a work surface - whether this be a desk, dining table, kitchen bench etc, that allows you to sit upright and have relaxed shoulders with elbows slightly above the worksurface height when typing
- Ensure there is adequate leg space under the work surface and feet can be flat on the ground (or find something to rest your feet on)

Once you've selected your work surface you can set up the rest of your workstation.

##### Step 2: Set up your chair

- If you have an adjustable chair, you should set this up first to your preferred sitting height to your work surface
- If your chair isn't adjustable, ensure that it's the right fit for the work surface you're using
- Where possible, ensure you have adequate lumbar support by either adjusting your chair so the support fits well into the curve of the lower back, or if you don't have an adjustable chair, consider using a pillow or similar for support for a short-term solution
- If you have a chair with wheels, ensure that it doesn't roll away too quickly or easily
- If the chair has armrests, ensure they are adjustable, so the chair doesn't get caught under the work surface

##### Step 3: Set up your laptop/monitor

- Position your monitor directly in front of you, and at arm's length from your seated position.
- If you're working from a laptop or tablet, please raise it up with a stable surface (e.g. large textbooks, sturdy box), so that the top of the screen is at your eye level
- Where possible, set up your work area at 90 degrees to any windows to reduce glare reflection

##### Step 4: Set up your keyboard and mouse

- Where possible, you should use a separate keyboard and mouse. This makes the rest of your workstation more adjustable
- Set up your keyboard and mouse so they're on the same level, about 10-15cm between keyboard and edge of desk (for forearm support)
- Ensure your keyboard is directly and symmetrically in front of you, and your mouse is positioned directly next to keyboard
- Place any other frequently used items (such as your phone) within easy reach

#### What about the surround areas in my home?

Once you've set up your workstation, you should consider the surrounding areas to ensure you're comfortable and can work safely. You should consider:

##### 1. Lighting

- Ensure there is enough lighting for the task being performed and that the work is easy to see so your eyes don't become fatigued

- Consider glare reflections on your monitor. Where possible, set up your work area at 90 degrees to any windows to reduce glare reflection
- 2. Accessways, emergency exit and safety equipment**
  - Consider the accessways including stairs, floors and entrances. Keep them clean and clear of slip or trip hazards especially of clutter, spills, leads/cords, loose mats
  - Ensure you have a clear route from the designated work area, to a safe outdoor location in case of fire.
  - Have emergency phone numbers readily accessible
  - Have a suitable first aid kit readily available
  - Ensure your smoke detector is installed and properly maintained, and you have a fire extinguisher or blanket in case of minor fires
- 3. Electrical**
  - Ensure electrical equipment is safe to use. Prior to plugging in any cords and equipment, check them for nicks, exposed conductors or visible damage. If damaged, do not use.
  - Ensure your safety switch is installed, or residual current device is used, and perform a push button test of all safety switches initially and every 3 months
  - Make sure you don't overload your power outlets

**What else do I need to consider?**

Once you've set up your workstation and reviewed the surrounding areas, you should think about the structure of your workday, remaining active, and how you'll stay connected.

**1. Keep moving**

Based on the work you're undertaking, consider changing your posture – stand up when on the phone, sit in a different position/chair or stand when reading documents.

**2. Communication**

Consider how you will stay in touch with your work colleagues and clients. Speak to your teammates about how you'll stay socially connected. Consider how you will be kept informed of organisational and work team activities, updates, training and opportunities.

**3. Workload/ work activities**

Speak to your Manager about how your home workload will be decided? Activities, timeframes, expectations, work schedule should be considered.

**4. Security and technology support**

Consider how cyber and physical security of work-related material will be maintained, and how will information technology support be provided.

**5. Maintain a mentally healthy work environment**

For tips on maintaining a mentally healthy work environment, go to <https://www.mentalhealthatwork.nsw.gov.au/>



## Construction and onsite

### Wellbeing of staff and visitors

- Staff and customers who are on site will be asked to leave immediately
  - o They cannot return to any location until they have received a doctor's certificate approving their return to work
- Ensuring all employees comply with covid-19 health advice and follow reasonable practice, particularly not attending any site if even mild symptoms are present.
  - o Social distancing and contact tracing are key to this being successful
- Before attending any household, ask tenants if there is anyone with cold and flu symptoms or if anyone is isolating. Reschedule any and all visits till after the isolation period is over or a few days have passed since the symptoms have resolved
  - o Have short questionnaires sent to any households prior to attending the location
- Ensure all employees and any contractors on site are provided with information on how to remain COVID safe while on this location, also that they understand the procedure if they come in contact with a confirmed case of COVID-19
  - o This is crucial that any site visitors sign in and out as a form of contact tracing
- Provide staff with training and advice in relation to personal hygiene, updated infection control practices and the adherence to COVID-19 control requirements.
  - o Constant contact will be made with employees ensuring their PPE and knowledge is up to date with that of the government's advice.
- Make staff aware of their leave entitlements if they are sick or required to self-isolate
  - o Employees will be entitled to their normal sick leave.

### Physical Distancing

- Development of a travel action plan and provide visitors and staff with information about to travel to the workplace in a COVID safe way
  - o Take private transport where possible, if on public transport ensure social distancing rules are followed and masks are worn.
- Restrict non-essential personnel and visitors from entering the site or reschedule visits to a time when there are minimal people
  - o Ensure all site inspections are booked and a log of when contractors are to be on site
- Monitoring of entry and exit points to maintain social distancing and prevent over-crowding, including provision of supervision, line marking, clear signage. Ensure similar arrangements are in place for general access and exit including lifts, stairways, hoists, evacuation routes and muster points.
  - o Signage will be clearly visible and social distancing rules obeyed where reasonable
- Where reasonable, ensure that social distancing (1.5 meters) is adhered to by employees and essential visitors, this includes at break times, offices, meeting rooms and site rooms.

## R&D Technical Services covid-19 plan

- Storage points to be frequently reviewed to aid in social distancing by reducing overcrowding where possible
- Using telephone or video calls for essential meetings where practical
- Stagger start and break times for employees to minimise the risk of close contact
  - o Employees are on teams and are not to “cross contaminate”
- For essential work activities where social distancing is problematic, there should be clearly documented processes of control and approval
  - o Before taking part in any activity, employees must sanitise, not take part if showing any symptoms and all employees involved must be logged with date and time
- Contactless delivery and invoicing where possible. Delivery drivers should stay within the vehicle while goods are off loaded. If this is not possible, delivery driver must sanitise before unloading the delivery
- Display signage near lifts or site elevators directing workers to maintain physical distance
- Avoid crowding where possible, inductions and toolbox talks must have all employees signed in, be performed in smaller groups and take place in an open, well ventilated space within the construction site.
- Conduct a task risk assessment to identify control measures where necessary to mitigate the spread of COVID-19 when 1.5 metre physical distancing cannot be adhered to.
  - o This should be completed and found within the SWMS manual
- Consider if any work can be completed off site
  - o Administration and prefabrication

## Hygiene and Cleaning

- Adopt good hand hygiene practices
  - o Ensure all visitors and employees understand the current standard of hand hygiene and have access to washing facilities or hand sanitiser.
- Have hand sanitiser or wash stations at key locations around the site
  - o Inform employees that hand sanitiser may not work as well if hands are visible dirty and they should be aware that hands should still be regularly washed even if using sanitiser.
- Bathrooms are to be well stocked with soap and paper towels. Travelling tradesmen will be given PPE in their car to aid in this
- Rubbish collection is to be performed regularly to avoid rubbish overflow
- Indoor hard surface areas are to be frequently cleaned by staff or customers at least daily with detergent or disinfectant.
  - o The last employee on site will be in charge of this being completed at the end of each day
- Disinfectant is to be maintained at an appropriate strength and used in accordance with the manufacturer’s instructions

## R&D Technical Services covid-19 plan

- Correct PPE will be worn while disinfecting the site
  - o This includes gloves and ensuring hands are washed thoroughly before and after with soap and water.
- Minimise contact with items and fittings not related to your work.
  - o Ensure this is discussed with employees in toolbox talks and wiped down if touched
- Display signs about physical distancing, hygiene and hand washing practices around the workplaces
- If sharing tools and equipment is unavoidable ensure cleaning with a detergent solution or disinfectant wipe between use
  - o Explain the importance of using own tools and if they must be shared to regularly clean and sanitise them
- Where practical, vehicles should only be operated by one person. If it is unavoidable to share ensure it is regularly cleaned within the cab
  - o Ensure all spare vehicles are thoroughly cleaned between uses and any and all vehicles that have had different passengers are cleaned also.

## Record Keeping

- A record of name and mobile number/ email address for all staff and site visitors as well as contractors for a period of at least 28 days will be maintained. Where possible, gates and swipe cards will help identify individual workers onsite activity and aid in tracing their attendance.
  - o Site sign in as well as a COVID19 log will be maintained with employee's information
- Maintaining a record of all customer site visits to assist with contract tracing
- Makes staff aware of the COVIDSafe app and the benefits of the app
  - o Employees have been advised if they have a work phone, the app must be downloaded
- Cooperate with NSW health if contacted in relation to a positive case of COVID-19 at any sites and notify safe work on 13 10 50.

## Other

**Please create a zoom account if necessary to use when conducting any meetings or training if needed.**

Step 1: go to this website <https://zoom.us/>

Step 2: create a free account

Any other questions please contact Caitlin

**This video gives a guide on how to use the website**

<https://www.youtube.com/watch?v=fMUxzrgZvZQ>