

# COVID Safe plan

## OUR COVID SAFE PLAN

Business Name: AOK WINDOW CLEANING PTY LTD

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Guidance	Actions to consider	Relevant employer obligations
<b>Hygiene</b>		
<b>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</b>	<ul style="list-style-type: none"> <li>Location of hand sanitiser stations throughout the worksite</li> <li>Ensuring rubbish bins are available to dispose of paper towels</li> <li>Ensuring adequate supplies of soap and sanitiser</li> <li>Ensuring staff have information on how to wash and sanitise their hands correctly</li> </ul>	<ul style="list-style-type: none"> <li>Supply staff with hand sanitiser</li> <li>Staff have completed online course on proper hand washing methods</li> <li>Provide rubbish bags</li> </ul>
<b>Where possible: enhance airflow by opening windows and adjusting air conditioning.</b>	<ul style="list-style-type: none"> <li>Making sure that windows and air conditioning are set for optimum air flow at the start of each workday or shift</li> </ul>	<ul style="list-style-type: none"> <li>Worksite is to provide adequate airflow</li> </ul>
<b>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</b>	<ul style="list-style-type: none"> <li>Identifying face coverings and PPE required for the workplace and describe when and how they need to be worn</li> <li>Monitoring use of face coverings in all staff, unless a lawful exception applies</li> </ul>	<ul style="list-style-type: none"> <li>Face masks to be worn on site at all times</li> <li>Employees to ensure this happens</li> <li>Supervisor to monitor this</li> </ul>
<b>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</b>	<ul style="list-style-type: none"> <li>Educating staff on hand and cough hygiene, including how to wash and sanitise their hands correctly</li> <li>Reinforcing the importance of not attending work if unwell</li> <li>Ensuring appropriate information on the use of face coverings and PPE</li> </ul>	<ul style="list-style-type: none"> <li>Staff have completed online course on proper hand washing</li> <li>Employers to ensure staff remain at home if feeling unwell</li> <li>Site to provide signage on wearing PPE correctly</li> </ul>
<b>Replace high-touch communal items with alternatives.</b>	<ul style="list-style-type: none"> <li>Swapping shared coffee and condiments for single serve sachets</li> <li>Installing no touch amenities such as contactless taps, rubbish bins and soap dispensers</li> <li>Avoid sharing of equipment such as phones, desks, headsets, offices, tools or other equipment</li> <li>Provide staff with their own personal equipment, labelled with their name</li> </ul>	<ul style="list-style-type: none"> <li>All employees have their own equipment</li> <li>Employees have own personal drink bottles, food, utensils etc</li> </ul>

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<b>Cleaning</b>		
<b>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</b>	<ul style="list-style-type: none"> <li>Identify high touch surfaces (lift buttons, door and cupboard handles, kitchen counters, touch screens, shared work equipment)</li> <li>Provide information about workplace cleaning schedule and how to use cleaning products</li> </ul>	<ul style="list-style-type: none"> <li>Shared staff spaces must be cleaned at regular intervals</li> </ul>
<b>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</b>	<ul style="list-style-type: none"> <li>Identify which products are required for thorough cleaning</li> <li>Monitor supplies of cleaning products and regularly restock</li> </ul>	<ul style="list-style-type: none"> <li>Site is required to provide adequate cleaning products</li> </ul>

Guidance	Actions to consider	Relevant obligations
<b>Physical distancing and limiting workplace attendance</b>		
<b>Ensure that all staff that must work from home, do work from home.</b>	<ul style="list-style-type: none"> <li>Identify the roles that are required to be performed from home or can be adapted to be performed from home</li> <li>Adapt working arrangements to enable working from home</li> <li>Regularly assess staff in attendance at the workplace to determine whether they are required to be there</li> </ul>	<ul style="list-style-type: none"> <li>Employers must not require employees to work from home if that work can be performed from home.</li> </ul>
<b>Establish a system that ensures staff members are not working across multiple settings/work sites.</b>	<ul style="list-style-type: none"> <li>Communicate the requirement for employees not to work across multiple sites</li> <li>Adjust rosters and developing procedures to ensure employees do not work across multiple sites</li> <li>Develop a form for employees to declare that they have not worked across multiple worksites</li> </ul>	<ul style="list-style-type: none"> <li>Employers must ensure that staff members are not working across other settings.</li> <li>Employees are required to declare to employers when they are working across multiple sites.</li> </ul>
<b>Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.</b>	<ul style="list-style-type: none"> <li>Consider implementing temperature checking.</li> <li>Asking workers to complete a health questionnaire before starting their shift</li> </ul>	<ul style="list-style-type: none"> <li>Employers must not require employees to work when unwell.</li> <li>Employees must not attend their workplace if they are being tested for coronavirus and must notify employers if they are a positive case.</li> <li>Employees who test positive must not work.</li> </ul>
<b>Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.</b>	<ul style="list-style-type: none"> <li>Rearrange, remove or cordon off furniture in common areas to ensure physical distancing, stagger seating so staff are not facing one another on break</li> <li>Consider implementing a density quotient or cap in each area (i.e. one person per 4sqm) and put up signage or posters to reflect the new limit</li> </ul>	<ul style="list-style-type: none"> <li>The number of people allowed in shared staff spaces is limited to no more than density quotient allows (one person per four square meters).</li> </ul>
<b>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create congregation of staff.</b>	<ul style="list-style-type: none"> <li>Identify areas that require floor marking, such as lifts, kitchen areas, printer collection areas</li> </ul>	<ul style="list-style-type: none"> <li>Areas to be noted clearly</li> </ul>
<b>Modify the alignment of workstations so that employees do not face one another.</b>	<ul style="list-style-type: none"> <li>Identify which workstations need to be modified</li> <li>Reconfigure workstations so that employees do not face one another</li> <li>Ensure workstations are adequately spaced from each other, including the implementation of shields or barriers where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Ensure safe distance measures are adhered to</li> </ul>
<b>Minimise the build-up of employees waiting to enter and exit the workplace.</b>	<ul style="list-style-type: none"> <li>Allocate different doors for entry and exit</li> <li>Use an entry and exit system to the site that is as contactless as possible and quick to enter and exit</li> <li>Use floor markings to provide minimum physical distancing guides at entrances and exits</li> </ul>	<ul style="list-style-type: none"> <li>Worksite responsibility to ensure different entry and exit points and employees to follow directions</li> </ul>

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<b>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</b>	<ul style="list-style-type: none"> <li>Develop and educate staff on strategies and work practice changes to maintain physical distancing</li> <li>Reinforce messaging to staff that physical distancing needs to be maintained during work and during social interactions</li> </ul>	<ul style="list-style-type: none"> <li>Ensure staff comply with physical distancing</li> </ul>
<b>Review delivery protocols to limit contact between delivery drivers and staff.</b>	<ul style="list-style-type: none"> <li>Establish contactless delivery or invoicing.</li> <li>Display signage for delivery drivers.</li> <li>Identify designated drop off areas.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all deliveries are contactless</li> <li>Employers to confirm this to supplier when ordering materials</li> </ul>
<b>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</b>	<ul style="list-style-type: none"> <li>Stagger start and finish times, shifts and break times, to reduce usage of common areas at the same time</li> <li>Encourage staff to minimise time on breaks in shared facilities with others.</li> <li>Consider cohorting of staff (during shift work). Ensure there is no contamination (mixing) of staff across different shifts</li> </ul>	<ul style="list-style-type: none"> <li>Ensure employees are physically distancing when on breaks</li> <li>Ensure employees are not working in the same area</li> </ul>
<b>Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the <a href="#">‘four square metre’ rule</a>.</b>	<ul style="list-style-type: none"> <li>Outlining the maximum occupancy of areas that are open to the general public, and information about signage</li> </ul>	<ul style="list-style-type: none"> <li>Worksites to have applicable signage</li> </ul>

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<b>Record keeping</b>		
<b>Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.</b>	<ul style="list-style-type: none"> <li>Establish a process to collect records from staff attendance (including labour hire, external contractors, cleaners, delivery drivers), including areas of the workplace accessed during each shift or visit. Where possible, consider implementing a contactless system</li> <li>Review processes to maintain up-to-date contact details for all staff</li> <li>Provide information on protocols for collecting and storing information</li> </ul>	<ul style="list-style-type: none"> <li>Workplaces are to establish and maintain a register of attendance for all workers, subcontractors, customers, clients and visitors (including workplace inspectors) to the worksite, who are present for 15 minutes or longer. Exceptions apply to customers entering retail businesses.</li> <li>Records are only to be used for tracing COVID-19 infections, and must be stored confidentially and securely.</li> </ul>
<b>Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).</b>	<ul style="list-style-type: none"> <li>Educating staff on how to meet OHS requirements, including recording information about any incidents</li> </ul>	<ul style="list-style-type: none"> <li>Ensure employees follow the registration protocol</li> </ul>

Guidance	Actions to consider	Relevant obligations
<b>Preparing your response to a suspected or confirmed COVID-19 case</b>		
<b>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</b>	<ul style="list-style-type: none"> <li>Identify the roles and responsibilities of employer and employees.</li> <li>Prepare for absenteeism of staff members required to quarantine or isolate</li> <li>Describe key dependencies (e.g. third party providers)</li> <li>Describe how you will continue to deliver essential services</li> <li>Plans to communicate with customers, suppliers, stakeholders in the event of a positive case</li> <li>Establishing processes for managing perishable stock</li> </ul>	<ul style="list-style-type: none"> <li>The employer will prepare records from the period from 48 hours prior to the onset of symptoms in the suspected case that will include all rosters, employee details, along with customers.</li> <li>This will assist with contact tracing should the employee test positive</li> </ul>
<b>Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.</b>	<ul style="list-style-type: none"> <li>Establish a process and ensure readiness to provide records to DHHS and contact relevant staff members, including rosters and employee details</li> <li>Outline key responsibilities and process for engaging with DHHS and undertaking employer-led contact tracing</li> </ul>	<ul style="list-style-type: none"> <li>The employer/manager will prepare records from the period of 48 hours prior to the onset of symptoms in the suspected case that include all rosters and employee details, along with customers.</li> <li>This will assist in contact tracing should be employee test positive.</li> </ul>
<b>Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or part of the workplace must be closed.</b>	<ul style="list-style-type: none"> <li>Implement a process for the cleaning and disinfection of employee's workspace and high touch surfaces, including use of service providers</li> <li>Establish a process for determining whether closure or part closure of the business and/or implementation of other control measures are required to manage risk</li> </ul>	<ul style="list-style-type: none"> <li>Where a case is confirmed to have been in the workplace, cleaning must be undertaken in accordance with DHHS guidance. Employers must undertake a risk assessment to determine whether the worksite (or part of the worksite) should be closed.</li> <li>Where a suspected case is present at the workplace in the 48 hours prior to the onset of symptoms or while symptomatic, employers must take all practicable steps to manage the risks posed by the suspected case, including cleaning the affected employee's workspace, areas where they attended and high-touch surfaces.</li> </ul>
<b>Prepare for how you will manage a suspected or confirmed case in an employee during work hours.</b>	<ul style="list-style-type: none"> <li>Identify an appropriate area to isolate staff members</li> <li>Communicate with the employee about the requirement to self-isolate and be tested</li> <li>Describing arrangements to isolate and transfer an unwell staff member from the premises to go home or get tested</li> <li>Outlining responsibility and process for entering details into relevant OHS system</li> </ul>	<ul style="list-style-type: none"> <li>An employee suspected to have COVID-19 is to be supported to travel home immediately OR to isolate at work if unable to travel home immediately. If isolating at work, the employee must wear a mask and be physically distancing from all other staff persons. An employer must request that an employee undergo a COVID-19 test and self-isolate.</li> </ul>

Guidance	Actions to consider	Relevant obligations
<b>Prepare to notify workforce and site visitors of a confirmed or suspected case.</b>	<ul style="list-style-type: none"> <li>Regularly update and manage a list with the contact details and date of attendance of visitors to the workplace, including staff and customers</li> <li>Establish an effective way of quickly communicating with visitors to a workplace where there is or has been a suspected or confirmed case</li> </ul>	<ul style="list-style-type: none"> <li>For a confirmed case, employers must inform staff, customers, clients, visitors and workplace inspectors who are close contacts and direct them to stay in self-isolation.</li> <li>For a suspected case, employers must inform all staff at the workplace to be vigilant about the onset of COVID-19 symptoms, and to self-isolate at symptom onset and be tested as soon as reasonably practicable.</li> </ul>
<b>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</b>	<ul style="list-style-type: none"> <li>Establish a process and responsibility for notifying WorkSafe</li> </ul>	<ul style="list-style-type: none"> <li>Employers must immediately notify WorkSafe of a confirmed case: Immediately calling the mandatory incident notification hotline, and providing formal written notification within 48 hours.</li> </ul>
<b>Confirm that your workplace can safely reopen and workers can return to work.</b>	<ul style="list-style-type: none"> <li>Establish a process for confirming that a workplace is safe to reopen, in line with advice from DHHS</li> <li>Establish a process for confirming a worker (with a suspected or confirmed case) does not have COVID-19 before returning to physical worksite</li> <li>Establish a process for notifying DHHS and Worksafe that the site is reopening</li> </ul>	<ul style="list-style-type: none"> <li>Employers may reopen the worksite once they have assessed that all required measures within the directions have been completed (unless in a high-risk workplace setting).</li> <li>DHHS and WorkSafe must be notified that the workplace is reopening.</li> </ul>

I acknowledge and understand my responsibilities and have implemented this COVID safe plan

Robert Bennett

Director

Date 7/8/2020