

Menzies International COVID-19 SAFE PLAN



DOCUMENT CONTROL

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The HSEQ & Compliance Manager controls the preparation, issue and revision of this Plan in accordance with the Document Control Procedure. The issue and control of the plan is controlled at branch level by the State Manager.

This Plan will be reviewed regularly by Menzies authorised representative in response to factors including but not limited to: government, regulatory, customer or community obligations as specific to the COVID-19 pandemic.

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1. INTRODUCTION

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases.

COVID-19 / SARS-CoV-2 is a respiratory illness caused by a new coronavirus which was first reported in December 2019 in Wuhan City, China. People with coronavirus may experience symptoms such as:

- Fever
- Respiratory symptoms
 - Coughing
 - Sore throat
 - Shortness of breath

Although symptoms can range from a mild cough to pneumonia, infected individuals may also be asymptomatic. Some people recover easily, others may get very sick very quickly. There is evidence that transmission of COVID-19 to others can spread via:

- close contact with an infectious person (including in the 48 hours before they had symptoms)
- contact with droplets from an infected person's cough or sneeze
- touching objects or surfaces (like doorknobs or tables) that have droplets from an infected person, and then touching your mouth or face.

People with mild symptoms can still spread the virus. To help stop the spread of COVID-19, anyone with cold or flu-like symptoms should get tested. As part of Australia's response to COVID-19, public health units around Australia have increased testing as a means of prompt diagnosis of patients with COVID-19, ultimately helping health authorities monitor and track the spread of COVID-19. As the situation changes, states and territories may adjust their testing criteria based on local needs.

Public health responses, inclusive of travel restrictions, have been implemented to assist in containing the spread of the virus in Australia. These control measures are detailed in applicable sections of this Plan.

The World Health Organisation (WHO) declared the COVID-19 outbreak as a pandemic on 11 March 2020, caused by the newly identified virus.

2. BUSINESS INFORMATION

Menzies is a national cleaning and facilities business and has been in operation since 1968, with its Head Office in Melbourne and branch representation in major capital cities throughout Australia. Menzies provides its services to a range of business sectors such as education, automotive, financial, commercial buildings, government facilities and industrial.

Menzies are currently certified to ISO 9001 Quality Management System, ISO 14001 Environmental Management System, and ISO 45001 Occupational Health & Safety Management System standards.

Menzies workforce consists of office-based employees (e.g. Administration staff and management), as well as frontline employees (i.e. Supervisors and cleaners). This Plan has been developed with consideration of risks and controls needed to mitigate harm for all employees and interested parties, including customers and supply chain partners.

Some business operations are restricted under state or territory government public health directions. Details of these restrictions and applicability are located on the respective state or territory government website.

Businesses must only operate to the extent permissible in each state and territory. The information provided by government bodies must be adhered to, in conjunction the relevant Workplace Directives.

3. PURPOSE

The primary purpose of Menzies International COVID-19 Safe Plan is to ensure that in line with current restrictions, Menzies have the necessary processes in place to remain operational in accordance with state legal obligations. This Plan sets out the minimum standards and requirements for continuation of service delivery to support ongoing business operations to ensure minimal service delivery disruption, as well as full compliance to government, industrial relations and safety obligations, such as the Occupational Health and Safety Act 2004 (OHS Act) or equivalent and the Public Health and Wellbeing Act 2008 or equivalent.

In Greater Melbourne, a DHHS compliant COVIDSafe Plan is required for businesses who have five or more workers attending the work premises. This plan must state how the employer will address the following health and safety issues:

- how it will implement the record-keeping obligations under the Workplace Directions
- the appropriate level of personal protective equipment to be worn at the workplace
- actions the employer will take to lower the risk of a COVID-19 outbreak occurring in the workplace (e.g. temperature checks)
- processes the employer has implemented to respond to suspected and confirmed cases of COVID-19.

By developing a COVIDSafe Plan and implementing it, business owners will be better placed to protect their staff, their businesses and to help slow the spread of coronavirus (COVID-19).

Employers have a duty to consult employees, so far as reasonably practicable, on matters related to health and safety that directly affect, or are likely to directly affect them. This includes consultation on identifying hazards or risks and decisions about how to control risks associated with coronavirus (COVID-19). The consultation should be conducted in accordance with any agreed consultation procedures.

This Plan will ultimately assist in mitigating risks associated with contamination and transmission of COVID-19, to protect our workers, customers, visitors and any other interested parties by specifying the actions which have been (or will be) implemented by Menzies in response.

4. OBJECTIVES

The overall objectives of this plan are to demonstrate how Menzies will meet all of the requirements set out by the Victorian or relevant state government with respect to:

- Actions taken by Menzies to reduce the risk of introduction and spread of COVID-19 in the work premises, thereby reducing the likelihood and severity associated with COVID-19 infection
- Ensuring adequate safety controls have been identified and applied to ensure the health and wellbeing of our employees, customers and the community – for example, the level of face covering or personal protective equipment (PPE) required for our workforce or processes in place to maintain records of everyone who attends the work premises
- How Menzies will prepare for and respond to a suspected or confirmed case of COVID-19 in the workplace
- Mitigation and minimisation of impacts of the pandemic on business operations and service delivery.

Taking the above into account, the strategic objectives of the COVID Safe Plan include the following:

- Wherever possible, limiting human-to-human transmission, including reducing secondary infections, preventing transmission amplification events such as group meetings, etc
- Consistent review and monitoring of safe systems of work to ensure ongoing currency and suitability
- Early identification, isolation and management of persons who are potentially infected, including plans to support quarantined workers and ensure appropriate information provided as relevant to leave entitlements
- Adhering to Menzies strategy / business continuity plan that enables employees to continue to function without endangering themselves or the wider community
- Disseminate communications as appropriate – providing employees, customers and other stakeholders with regular situation updates, as well as actions taken

- Review the emergency preparedness plans or equivalent of Menzies' critical third parties (suppliers, vendors, service providers, etc.).

Menzies acknowledge and understand our responsibilities and obligations under the Workplace Directions issued by Department of Health and Human Services (DHHS), as well as those specific to state or territory government regulations.

5. RESPONSIBILITIES

This Plan must be adhered to by all Menzies employees and other representatives acting on behalf of the Company. Specific responsibilities are as outlined below.

Under the current restrictions, general employer obligations applicable to Menzies include:

- Availability of a COVID Safe Plan in place that is regularly reviewed and updated
- Ensuring that any workers that can work from home are able to do so
- Implementing strategies to minimise likelihood of COVID-19 transmission – including but not limited to:
 - Social / physical distancing: e.g. One worker per four square metres of enclosed workspace or in shared areas
 - Promotion and reminders regarding personal hygiene measures
 - Regular environmental cleaning, including high touch points, etc
- Collecting records of all workers, subcontractors, customers and clients attending the work premises for 15 minutes or longer (certain exemptions will apply)
- Unless an exemption applies, ensuring that workers do not work across multiple sites, or for multiple employers
- Ensuring that workers are in good health – workers cannot work if they are unwell and employers must not require workers with symptoms to work
- Response to unwell workers – for example, if a worker is unwell, they will need to be sent home and directed to be tested and they must stay home until they have their result
- Report any positive cases of COVID-19) to DHHS, WorkSafe, Health and Safety Representatives, and notify our workforce and impacted stakeholders as applicable
- Regularly clean our facilities, shared spaces and provide additional cleaning supplies
- Undertake risk assessments to identify impacts of changes to working arrangements or processes in order to establish risk causation factors, allowing determination of appropriate control measures and monitoring of effectiveness

a. HSEQ Department

The HSEQ Department are responsible for ensuring that Menzies meets its obligations under Work Health and Safety legislation and regulations. This is achieved by using all due diligence to understand associated COVID-19 hazards and ensuring that appropriate resources are allocated to control any identified risk/s – for example, constructing or updating of relevant documentation, such as policies, procedures or Safe Work Method Statements (SWMS), The HSEQ Department are also responsible for undertaking regular review of information from applicable government agencies for the purposes of ensuring current, compliant and safe work practices. Communications are issued to impacted team members for any developments or changes that may impact the organisation in any way.

b. Senior management

Each manager is required to ensure that this Plan and any Work Health and Safety requirements are effectively implemented in relevant areas of control. Furthermore, senior management is to support and hold supervisors accountable for their specific responsibilities.

c. Managers and supervisors

The promotion and maintenance of work health and safety is primarily the responsibility of management. Management at all levels is required to contribute to the health and safety of all persons in the workplace. To this end, it is the responsibility of management to, implement and review the successful incorporation of safe systems or work and related work practices at site level, in consultation with workers.

Each front-line supervisor is responsible, and will be held accountable, for taking all practical measures to ensure that:

- Work Health and Safety Plans and obligations are imbedded within their areas of control;
- Workers are supervised and trained to meet their requirements under these Plans;
- Work Health and Safety risks are identified and controlled;
- Workers are consulted on issues which affect their health and safety and any concerns they may have are adequately addressed in a timely manner and/or are referred to management.

Management (the supervisor and/or manager) is responsible for providing and maintaining:

- a safe working environment
- safe systems of work
- plant and substances in safe condition
- facilities for the welfare of all workers
- any information, instruction, training and supervision needed to make sure that all workers are safe from injury and risks to their health.

d. Employees / Workers

All workers (including volunteers, agency staff and contractors) are required to comply with the Work Health and Safety policy and programs to ensure their own health and safety and the health and safety of others in the workplace. Workers will receive induction, training and task specific training. All workers are expected to conform with all company policies and procedures and comply with any reasonable instructions from managers.

Workers are responsible for:

- Ensuring their own personal health and safety, and that of others in the workplace;
- Complying with any reasonable health and safety directions (such as safe work procedures, wearing personal protective equipment etc.) given by management;
- Liaising with supervisors and/or management with respect to workplace hazards and risks.

e. Clients and visitors

All clients and visitors in our workplaces have a responsibility to ensure that their actions or failure to act does not put themselves or our workers at risk. Clients and visitors are to follow any reasonable instructions that we may give including providing all relevant information and allowing for relevant risk assessments to be undertaken.

6. RISK ASSESSMENT AND MANAGEMENT

To comply with Work Health & Safety regulations and laws, Menzies has and will continue to identify COVID-19 related hazards at the workplace and the associated risks. Menzies is committed to doing whatever is reasonably practicable to eliminate those risks, or where this is not reasonably practicable, to minimise those risks.

Risk Assessment

The Menzies risk assessment approach is site specific and considers all foreseeable COVID-19 related hazards and proposed controls. Below are the general categories which are analysed during risk assessments:

- Risk Category;
- Date Identified;
- Identified risks;
- Impact / What can go wrong?
- Likelihood;
- Consequence;
- Risk Rating;
- Current Controls to Reduce, Mitigate or Transfer Risks;
- Residual Risks;

- Treatments / Required Controls;
- Person/s Responsible.

Actions / Control Measures

Determining whether a control measure is reasonably practicable to implement involves consideration of what is able to be done to manage a risk and whether it is reasonable in the circumstances to do so. The likelihood of the risk occurring, the degree of harm that might result and the availability and suitability of a control measure are key factors in determining what measures are reasonable.

Based on information and resources available at the time this Plan has been produced, key risk assessment findings have been assumed and are reflective as per below. Risk ratings have been determined in accordance with Menzies comprehensive risk rating matrix, which also considers operational, financial and reputational risks (further to safety and environmental).

Business area	Inherent Risk Rating	Risks	Control/s	Residual Risk Rating
Operations	D4 High	Multiple staff exposure or infections (or inability to work – e.g. Quarantine) impacting ability to service client/s	<ul style="list-style-type: none"> • Trained and police-checked back-up staff in place for all regions nationally (available within 24hours) • Reassignment of stood-down cleaners (i.e. Site closures or labour reductions) or deployment of casual cleaners to active sites • Contract Managers and Supervisors to work from home where possible, with all operations team members trained in COVID-19 Response & Cleaning in event coverage is required due to leave of absence • Subcontractor Management System (SMS) 	C3 Medium
Office based staff – e.g. Finance, Administration & Payroll	C4 Medium	QO of staff [self-isolation for 14 days] and possible office closure resulting in staff not being able to operate from office	<ul style="list-style-type: none"> • Communicate awareness to impacted office staff; home office applies • Continued services enabled due to staff being able to work from home 	B3 Low
Help Desk	C4 Medium	Increased and potentially unmanageable volume of urgent / emergency priority client work requests for COVID-19 Response Cleans (or infection control cleaning)	<ul style="list-style-type: none"> • Additional team members trained to manage work requests (i.e. Log, allocate, update and close in Help Desk system/portal) • Triage basis – priority given to most urgent work requests, as determined based on deadline or potential risks (e.g. Locations with high levels of foot traffic would take precedence over minimally used areas) 	B2 Low
Business Development	D4 High	Diminished opportunities for new business / work, impacting on growth targets	<ul style="list-style-type: none"> • Updated Business Development Strategy to be formulated (taking COVID-19 into consideration) • Capitalise on existing work opportunities – e.g. Current clients, COVID-19 cleaning specialists (for both existing or new clients), ad-hoc work requests, etc • Review of marketing material and plans • Dedicated Business Development Manager to actively pursue leads and other potential options 	D3 Medium
HSEQ Department	D3 Medium	<ul style="list-style-type: none"> • Lack of awareness of current optimal safety practices • Possible requirement to concurrently triage and manage COVID-19 (suspected or actual) cases – impact on resources and time • Incident management and workers compensation impacts 	<ul style="list-style-type: none"> • Evolving situation requiring constant review to ensure currency of information / guidance to employees – achieved via team meetings, daily evaluation of pandemic status, keeping well informed via Safe Work, DHHS and external bodies • Multiple potential or actual COVID-19 cases (e.g. Hazard & incident reports) requiring triage and management at the same time – time and resources required, however addressed via existing resources and team members available for support 	C2 Low

Business area	Inherent Risk Rating	Risks	Control/s	Residual Risk Rating
			<ul style="list-style-type: none"> Promotion of Employee Assistance Program (EAP) to support overall health and wellbeing of employees (e.g. Mental health issues anticipated to increase) Information sharing in response to hazard and incidents involving COVID-19, as well as targeted communications (particularly for 'at risk' employees and areas) 	
Supply Chain	D4 High	International trade and travel bans and closure of manufacturing in countries resulting in significant disruption to provision of consumables and other essential supplies	Maintenance of stock and readiness of alternative suppliers ensured. Menzies is working with multiple suppliers to maintain stock levels at all times	C3 Medium

7. OVERVIEW OF REQUIREMENTS

REQUIREMENT	ACTIONS / CONTROL MEASURES
Wellbeing of staff and customers	
Establish a system to screen workers and visitors before accessing the workplace	<ul style="list-style-type: none"> Office locations have an attendance management system which includes a questionnaire requesting information on whether they have any COVID symptoms and for tracking purposes Restrictions and mandatory staff communication are in place whereby staff have to provide valid reasons at least a day in advance as to why they would have to attend an office Cleaning staff – employee site attendance is captured via phone, to log time and attendance (i.e. Sign in / out). This phone system has a health questionnaire inbuilt with questions relating to their current symptoms, if any, and if they answer 'yes' to any of the screening questions, the phone requests that the employee goes home. Their time and attendance will not be captured and our managers will be notified in order to arrange next steps and appropriate communications Visitors will only be permitted to attend Menzies office locations if they have been subject to health pre-screening and at the authority of the Business Manager Employees who are unwell, in the process of being tested, or awaiting results for COVID-19 are not to work under any circumstances – this has been communicated to all employees, with regular reminders issued, as well as details relating to possible signs / symptoms and early notification to Menzies
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning	<p>Communication mechanisms for provision of current COVID-19 information includes:</p> <ul style="list-style-type: none"> COVID-19 Management team committee meeting once daily Bulk SMS Menzies Intranet platform and news publications Surveys (i.e. Survey Monkey) Email communications LinkedIn Menzies Webpage Development, update and review of COVID-19 documentation – such as Safe Work Method Statements (SWMS), COVID-19 - Disinfection Procedure, Pandemic Plan, Business Continuity Plan, etc <p>Training is managed via blended techniques which include:</p> <ul style="list-style-type: none"> Team talks – face to face SWMS training Team meetings Customised COVID-19 training programs, including online competency-based questionnaires

	<p>All information and training provided to employees is in accordance with the DHHS guidelines and publications. Cleaning methodologies are defined in line with 'Environmental cleaning and disinfection for COVID-19: Non-health care settings' as released by the Victorian Government Department of Health & Human Services.</p> <p>Employees are also reminded that they have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others.</p>
Make staff aware of their leave entitlements if they are sick or required to self-isolate	<ul style="list-style-type: none"> • Letter templates developed (inclusive of leave entitlement details) – pre-populated • Menzies HRhotline email address for clarification of entitlements <p>As per Coronavirus (COVID-19) Test Isolation and Worker Support Payments (www.dhhs.vic.gov.au/covid-19-worker-support-payment)</p> <ul style="list-style-type: none"> • Menzies will be allowing staff to access their sick leave (with evidence under our Leave Management policy) or in the event an employee does not have any personal/careers leave, Menzies will allow the employee to access either their Annual Leave, Long Service Leave and/or Leave Without Pay • In the event an employee of Menzies is quarantined, we will allow that employee to access either paid or unpaid leave up to a period of 2 months after which time the case will be reviewed regarding next steps • Victorian workers can apply for a \$300 Coronavirus (COVID-19) Test Isolation Payment that provides financial support while they self-isolate to wait for the results of a coronavirus (COVID-19) test. • If a worker tests positive for coronavirus (COVID-19) or is a close contact of a confirmed case, they may be eligible for the \$1500 Coronavirus (COVID-19) Worker Support Payment that provides financial support while they are quarantining at home as instructed by the Department of Health and Human Services • If a worker is the parent or guardian of a child under 16 who has tested positive for coronavirus (COVID-19) or is a close contact of a confirmed case and they have been instructed by the Department of Health and Human Services to self-isolate or quarantine, they may also be eligible for the \$1500 Coronavirus (COVID-19) Worker Support Payment
Display conditions of entry for any customers or visitors	<ul style="list-style-type: none"> • Relevant DHHS or Safe Work posters with appropriate current information regarding hygiene measures, social distancing, what to do if feeling unwell, etc • Communications issued to impacted stakeholders via appropriate channels, such as email, etc
Mental health and wellbeing	<ul style="list-style-type: none"> • Regular meetings with team members to ensure ongoing engagement, connection to peers, understanding / awareness of current workload priorities and COVID-19 health and safety practices, as well as a general check in to raise any feedback or concerns • Mental health information and resources can be accessed via Menzies Intranet and are also inclusive within bulk communications to employees – offering access to Menzies EAP (Employee Assistance Program) and relevant support resources such as www.dhhs.vic.gov.au/mental-health-resources-coronavirus-covid-19
Physical distancing	
Restrictions on patron numbers and the space required to have that number of people and measures to avoid crowding and close proximity where practicable	<p>Floor plans under review to ensure maximum number of occupants is appropriately identified and planned for prior to office re-opening / attendance – related actions may include:</p> <ul style="list-style-type: none"> • Redesign of work spaces to ensure employees are spaced at least 1.5 metres apart and that there is no more than one employee (or others) per four (4) square metres • Communal areas to stipulate maximum number of people permitted in areas of the building at any given time • Where relevant, clear and visible signage will be placed in areas that are open to the general public, specifying maximum occupancy of that space, as determined by the 'four square metre' rule • Identification of areas requiring floor markings to show minimum physical distancing to be adhered to (e.g. Kitchen / amenities area, printer collection areas, reception / entry, etc)

	<ul style="list-style-type: none"> • Rearranging, removing or cordoning off furniture in common areas to ensure physical distancing, with staggered seating so that staff are not facing one another on breaks • Consideration of installation screens or barriers, if appropriate • As lifts are required to access level 2 of Menzies Office building, use of stairwells will be encouraged and appropriate guidelines issued relating to entry and exit (upon re-opening), extending to the main entry point at ground level • Review of delivery protocols to limit contact between delivery drivers and staff (deliveries are currently overseen by the Business Manager only, with contactless delivery arranged to the greatest extent possible) <p>The number of people allowed in shared staff spaces or any other areas will be limited to no more than the density quotient allows as per Workplace Directions (i.e. One person per four square metres).</p>
<p>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks)</p>	<ul style="list-style-type: none"> • Employees are continually updated on Menzies COVID-19 mitigation strategies and processes (encompassing social distancing obligations), including; any revision to documentation, required actions or responsibilities / accountabilities • Further to communications and news bulletins available and issued to team members, training occurs via methods such as team talks or meetings and awareness surveys • Employees to be encouraged to minimise time on breaks in shared facilities with others
<p>Assign workers to specific work stations and minimise worker movement between these stations, where reasonably practical. If not practical, clean with detergent/disinfectant between use</p>	<ul style="list-style-type: none"> • Menzies has closed its head office and will only be attended to for maintenance and security purposes • Any requests from staff having to attend will be reviewed by senior management and only approved where non-attendance would have implications on Menzies service delivery and client emergency responses • Onsite staff receive frequent communication and close guidance by the HSEQ Department and Operations Management relating to site specific and client requirements • All work stations will be subject to evaluation prior to re-opening to determine if modifications are required (e.g. Ensuring employees do not face one another); this will also encompass desks, screens and any other office plan changes needed to meet minimum requirements for social distancing
<p>Plans and systems in place to monitor and control the numbers of workers and customers on site at any given time to allow for physical distancing</p>	<ul style="list-style-type: none"> • Menzies reviews cleaning requirements and adjusts its rosters to only allow for staff being onsite where absolutely necessary, e.g. for COVID-related and general deep cleans • Frequent and ongoing consultation with clients to understand change of service delivery or site attendance requirements, enabling appropriate planning to accommodate variations in services • Staff are advised to contact their manager and/or our HR Hotline where they believe that social distancing cannot be complied with or where they may have concerns others are not adhering to the minimum requirements • Menzies has provided gloves, face masks and any additional PPE required (depending on the work scope) to all staff within Victoria • Ongoing communications / reminders regarding the need for mandatory face covering when attending, departing and working (if no exception) at customer work locations
<p>Use flexible working arrangements where possible, such as working from home or revisions to shifts</p>	<ul style="list-style-type: none"> • All office staff in the state of Victoria are working from home with appropriate measures and tools put into place • All cleaning staff, where possible, are advised to only work at the one location – if this is not achievable for any reason, then relevant attendance logs will be maintained accordingly • Start and finish times to be staggered for employees (including shift and break times) to reduce usage of common areas at the same time <p>Menzies ensures that any employees who can perform their work from home are doing so, with the necessary tools / equipment available – office attendance is not permitted until further notice (exception: Business Manager for activities which cannot be completed at home – e.g. Building maintenance)</p>

<p>Consider barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance or are separated by a barrier such as a sneeze guard at a service counter. If not practical, clean regularly with detergent/disinfectant</p>	<ul style="list-style-type: none"> • Menzies will be implementing such arrangements prior to re-opening its offices in conjunction to work stations and additional disinfecting cleans focussing on touch points throughout the office space • Barriers are not applicable to Menzies site specific scopes; however, the minimum requirements will be fulfilled within Menzies own premises. • Any concerns around mechanisms to support social distancing, e.g. barriers, should they be identified at client’s sites, a Hazard Report will be raised accordingly and measures put into place with immediate affect
<p>Use telephone or video for essential meetings where practical</p>	<ul style="list-style-type: none"> • All relevant communication and work tools are in place to enable office staff to work from home ongoing • Video and telephone conferencing facilities are available to all staff and are used in lieu of face-to-face meetings
<p>Consider signage near lifts and passenger travelators directing customers and workers to maintain physical distancing wherever practical</p>	<ul style="list-style-type: none"> • Signage and posters have been implemented and are visible throughout the office space and common areas entry points • Hand sanitiser stations are implemented and maintained daily
<p>If staff or workers need to travel together in the same vehicle</p>	<p>Communications issued relating to safe transport – including but not limited to:</p> <ul style="list-style-type: none"> • Seating arrangements – preferably one person per vehicle is the optimal solution. However, if it is not reasonably practicable to have only one person per vehicle (i.e. Site / pool vehicles), the number of occupants should be restricted to the extent possible, with appropriate mitigation measures also in place – such as: <ul style="list-style-type: none"> ○ Hand hygiene facilities / products and or disinfectant wipes available prior to travelling, during travel, and at the destination (i.e. soap, water & paper towel or hand sanitiser) – employees / occupants will need to use these provisions accordingly prior and after travel (as well as during travel, if necessary) ○ Prior to entering vehicles, wipe down all surfaces; including but not limited to the entire seat belt and clipping mechanism, dashboard, steering wheel, gear transmission lever, hand brake and door handles, window winders / switches and keys with disinfectant wipes or similar – ensure that the surfaces are thoroughly dried using paper towel (preferably) ○ Preferably, 1 x person should be within the driver’s seat and 1 x in the backseat, diagonally (if there are 3 occupants, endeavour to have them sit in the window seats to create separation from others in the vehicle), although there may be exceptions to this dependant on factors such as state government obligations or customer requirements ○ If possible, windows should be open as much as possible to provide ventilation. If this is not possible, then the air conditioner is to be set to “fresh” and not “reticulated” (i.e. Recycled air) ○ All occupants must avoid unnecessarily touching surfaces inside the vehicle for the duration of the trip ○ Shared vehicles to receive a clean on all touch points (inside and outside the vehicle) and a general clean at the following intervals: <ul style="list-style-type: none"> ▪ After each different work group uses the vehicle ▪ At the end of the shift ○ Face coverings must be worn if sharing vehicles • Consider other options, such as multiple journeys – if practical and necessary • Wherever possible, employees are encouraged to make their own transport arrangements

Hygiene, cleaning and PPE (Personal Protective Equipment)

<p>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</p>	<ul style="list-style-type: none"> • Face masks have been provided to impacted employees, including distribution of supporting communications extending to instructions for use • If any employees are found to be in breach of state-based directives for face coverings (i.e. Not wearing face masks when attending or departing their work site/s, or as applicable when carrying out duties at these locations), non-compliance will be addressed in accordance with Menzies Corrective Action & Discipline Policy • No team members will be permitted to access Menzies Office/s unless complying with requirements specific to face coverings • Frontline team members (i.e. Cleaners) will be monitored to ensure compliance to wearing face coverings via channels such as supervisory arrangements, site visitations by Operations management and HSEQ Audit Reports
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	Note: As part of Stage 4 Restrictions, from 11:59pm on Sunday 2 August, face coverings must be worn by everyone in Victoria when they leave home, unless a lawful exception applies.
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)	<p>Consistent information sharing, communications and training to educate staff around best hygiene practices – including but not limited to:</p> <ul style="list-style-type: none"> • Hand washing processes and guidance material • Coughing and sneezing etiquette • Reinforcing the importance of not attending work if unwell and affiliated notification requirements to Menzies • Details and information on the use of face coverings and PPE • Advice of latest updates and or changes relating to recommended safety practices, in line with stage government or health authorities publications
Replace high-touch communal items with alternatives	<ul style="list-style-type: none"> • Review change of shared coffee and condiments to single serve sachets • Installing no touch amenities such as contactless taps, rubbish bins and soap dispensers (if / where possible) • Avoid sharing of equipment such as phones, desks, headsets, offices, tools or other equipment – to be reinforced to team members regularly • Employees have their own equipment to use (i.e. Computers, phones, stationary, etc), eliminating or minimising need for shared possessions
Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily)	<ul style="list-style-type: none"> • Menzies has identified high touch points (e.g. Lift buttons, door and cupboard handles, kitchen benches, etc) and has consequently increased touch point cleaning (subject to review upon office re-opening) • All office employees have access to detergent / disinfectant surface wipes and sprays (for personal use and for cleaning workstations and equipment such as monitors, phone, keyboard, mouse, etc), as well as face masks and sanitisers • Staff working on client sites are equipped with the required PPE and any additional consumables required for the different and changing work scopes • Shared staff spaces will be cleaned at regular intervals • Cleaning supplies will be monitored to ensure adequate stock is maintained at all times
Where possible: enhance airflow by opening windows and adjusting air conditioning	Due to being based on 2 nd floor of building, windows cannot be opened (not inclusive of infrastructure design, due to associated risks). When staff return to office, balcony door to be left open to assist with improved air flow, with heating or air conditioning to be adjusted accordingly by the Business Manager
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water. Hand sanitiser stations should also be provided and usage promoted	<ul style="list-style-type: none"> • Forms part of Menzies training program for infection control and cleaning • All cleaning staff are provided with gloves as part of standard PPE provisions • Hand sanitiser station available at Office reception, toilets and amenities area • Ongoing communications / reminders issued to employees regarding best hygiene practices and actions taken by Menzies in support
Ensure bathrooms are well stocked with hand soap and paper towels, and have posters with instructions on how to wash hands	<ul style="list-style-type: none"> • The Business Manager will ensure that cleaners are continuing to replenish consumables as per routine service specifications • Additional stock will be ordered and stored onsite in the event of stock shortage – however, risk level determined to be very low (ordering replacement stock considers volume of employee/s who may be on site), predominantly influenced by working from home arrangements • Posters specific to hand-washing instructions are available in all bathrooms throughout the building • Client site provisions are arranged by the customer, if not forming part of the contract agreement – for sites where Menzies is responsible for supply of consumables, re-ordering and supply occurs prior to stock being depleted • Liaison with supply chain to make any necessary arrangements (e.g. Updated agreements) for continuation of supplies or services, to ensure no disruption to Menzies business activities – this may include verification of capability to supply additional stock or specialist tools, equipment or materials, or provide supplementary services
Preparing your response to a suspected or confirmed COVID-19 case	
Prepare for and respond to a suspected or confirmed case of COVID-19 in the workplace	<p>In accordance with the guidelines released by DHHS:</p> <p>Steps to take when the person you are concerned about is at the workplace:</p>

1. Isolate the person from others and provide appropriate PPE such as a face mask, hand sanitiser, gloves (if available) to help prevent potential spread. Also provide PPE (face mask, gloves, etc) to anyone assisting the person.
2. Seek advice (i.e. Call state or territory helpline – see details below) and assess the risks – follow the advice of public health officials. Ensure that you have current contact details for the person and make a note about the areas they have been in the workplace, who they have been in close contact with in the workplace and for how long. This will inform you about [risks](#) to others and areas to clean and disinfect.
3. Ensure the person has transport to their home or a medical facility (arrange if necessary) – advise them to self-isolate / quarantine and be tested. Wherever possible, if a person is unwell or travelling to a location for mandatory isolation, they should use a personal mode of transport to minimise exposure to others. They should not use public transport unless there is no other option. If the person needs to use a taxi or ride share service (or public transport) then the person should avoid contact with others including the driver to the extent possible. This includes:
 - wearing a surgical mask, if available
 - avoiding direct contact with the driver, including sitting in the back seat to achieve as much separation as is reasonably possible
 - practising [good hand hygiene](#) and cough/sneeze hygiene, and
 - paying by card.
4. Clean and disinfect any areas where the person and close contacts were present. Close off the affected areas and do not let others use or enter them until they have been cleaned and disinfected. Open outside doors and windows (if possible) to increase air flow. Do not use those areas until this step is complete. All areas, for example offices, bathrooms, kitchens and common areas and equipment or [PPE](#) that were used by the person concerned must then be thoroughly cleaned and disinfected. Ensure appropriate PPE is used when cleaning.
5. Ensure a Hazard Report is raised to capture and record response to the situation, in line with company process for Hazard & Incident Management
6. Consider / identify who the person had close contact with. If instructed by public health officials, tell close contacts who may have been exposed and follow advice on quarantine requirements. To assist your state or territory public health unit, consider who the affected person may have had recent close contact with. If instructed by health officials, tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine. You must maintain the privacy of all individuals involved. Seek information about the areas that close contacts have been in the workplace, who they have been in close contact with in the workplace and for how long. This will inform you about possible [risks](#) to others, and additional areas that may also need to be cleaned and disinfected.
7. Review risk management controls, to verify if any changes need to be made to work practices – consulting with workers accordingly.

A worker 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 worker must wear a mask and be physically distancing from all other staff persons.

State and territory health department helplines:

New South Wales 1300 066 055	Western Australia (08) 6373 2222
Queensland 13 432 584	Tasmania 1800 671 738
Victoria 1800 675 398	Australian Capital Territory (02) 5124 9213
South Australia 1300 232 272	Northern Territory (08) 8922 8044

Steps to take when the person of concern has recently been at the workplace involve:

1. Call the state or territory helpline and follow advice of public health officials

	<ol style="list-style-type: none"> 2. Identify who at the workplace had close contact with the affected person. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements 3. Clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning 4. Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues. <p>Unless it is unreasonable to do so:</p> <ul style="list-style-type: none"> • All areas used or likely to have been used by the suspected or confirmed case must be vacated for cleaning and disinfection whilst awaiting further instruction and assessment by DHHS. • If any parts of the workplace remain open, Menzies will ensure these areas do not pose any ongoing risk of transmission to other staff, visitors or contractors who visit the site • If this cannot be achieved, or if a suspected or confirmed case has accessed multiple areas across the site that cannot be effectively and safely vacated for cleaning and disinfection, the whole site must be vacated until further assessment by the department. <p>The identified area(s) will need to be closed to prevent ambulant traffic prior to and during cleaning and disinfection.</p> <p>If there is a confirmed COVID-19 case at Menzies, the HSEQ & Compliance Manager will immediately notify WorkSafe Victoria on 13 23 60. Formal written notification will occur within 48 hours.</p> <p>Close contacts will be notified via bulk SMS, email, and or phone – with a request for return acknowledgement to ensure communications have been received and understood.</p> <p>Menzies regularly publish updates or reminders relating to response to suspected or confirmed COVID-19 cases in the workplace via channels such as our Intranet, meetings, newsletters, SMS and team talks.</p>
<p>Prepare or update Menzies Business Continuity Plan to consider the impacts of an outbreak and potential closure of the workplace</p>	<ul style="list-style-type: none"> • Business Continuity Plan specific to COVID-19 has been produced and is subject to regular review, driven by internal and external changes which may occur and may necessitate update – the BCP covers elements which could impact the organisation, such as: absenteeism of employees, critical business functions and functions needed to support ongoing operation, communication obligations, etc • Roles and responsibilities of employees have been identified, documented and communicated (training provided if and where needed)
<p>Prepare to identify close contacts and provide staff and visitor records to support contact tracing</p>	<ul style="list-style-type: none"> • The HSEQ and Compliance Manager holds ultimate responsibility for process around engaging with DHHS and overseeing the undertaking of employer-led contact tracing • DHHS will be notified to report on actions taken, to share the risk assessment as to closure of the work premises and to provide close contact details. Menzies will comply with any further directions from DHHS as to further closure or cleaning • Menzies will prepare records from the period commencing 48 hours prior to the onset of symptoms in the suspected case that include all rosters and worker details, along with customers, visitors and workplace inspectors – to assist in contact tracing, should the employee test positive <p>Note: for a positive case, records will be requested from the period commencing 48 hours prior to the onset of symptoms or 48 hours prior to the positive test if asymptomatic.</p>
<p>Prepare to re-open the workplace once agreed by DHHS and notify employees they can return to work</p>	<ul style="list-style-type: none"> • Letter templates have been developed for employee communications for different COVID-19 related situations, including return to work • Re-opening of the workplace will involve closure of an Incident Report, which will include an action to notify WorkSafe that the site is re-opening – this will not occur prior to approval from DHHS, upon compliance with all requirements under the Workplace Directions • Where a case is confirmed to have been in the workplace, cleaning will be undertaken in accordance with DHHS guidance (which is also in line with Menzies supporting Safe Work Method Statements (SWMS)) and the office will be closed until

	cleaning has been completed (as office attendance is not required for employees to perform their inherent job requirements). Areas to be cleaned would be determined based on assessment and investigation outcomes
Record keeping	
Keep name and mobile number or email address for all staff, visitors and contractors for a period of at least 28 days	<ul style="list-style-type: none"> • Arrangement for office access by employees, subcontractors, customers, visitors, supply chain partners and any other potentially impacted parties are overseen by the Business Manager, with a register of all attendees in place • Records are only to be used for tracing COVID-19 infections, and will be stored confidentially and securely • Where unavoidable, if employees are working across multiple sites, this will be recorded using a log sheet or book (i.e. Places visited: including date, time and location) • If employee details change, there is an e-form available for completion on Menzies Intranet – alternatively, employees are reminded that they can contact our dedicated HR Hotline or Payroll Enquiries email addresses to update their details accordingly
Provide guidance to staff on the effective use of the workplace OHS / WHS reporting system	<ul style="list-style-type: none"> • Addressed by Menzies Hazard and Incident Management Procedure and Site Safety Plans, which provide clear guidance to staff around how to meet their OHS / WHS requirements, particularly with relation on how to report hazards and incidents • Hazard and incident reports are available electronically (iAuditor) for record and are only closed upon review and approval by HSEQ Department • Induction, training and team talks are used to educate and reinforce process requirements for effective use of the hazard and incident reporting system – performance is reviewed on a weekly basis as part of internal reporting and analysis
Cooperate with DHHS / VIC Health if contacted in relation to a positive case of COVID-19 at the workplace, and notify Safe Work VIC on 1800 136 089	Forms part of Menzies Hazard and Incident Management Procedure under the scope of notifiable incidents. Any directives provided by DHHS will be applied accordingly by Menzies to ensure appropriate incident and risk management and response
Permit to work scheme	<ul style="list-style-type: none"> • Menzies will determine which employees require a worker permit and make the necessary arrangements for completion in accordance with the Victorian Government Permitted Worker Scheme • In consultation with our clients, Menzies will seek to minimise any requirement for employees to work at different sites • An employee working at more than one site must keep a log of the places visited including date, time and place of attendance. Based on the nature of Menzies business and service delivery, it may not be possible to change working rosters for all frontline employees (i.e. Cleaners) in all circumstances for individuals working across multiple sites, however these situations will be risk managed on a case by case basis to mitigate such instances to the greatest extent possible

Responsibilities for all requirements have been defined and assigned to relevant impacted team members.

Menzies International is actively monitoring these fastmoving developments and will do whatever is necessary and reasonably practicable to protect employees. Menzies has developed our COVID-19 Safe Plan in accordance with documentation outlined in section 8 of this Plan.

As part of Menzies COVID-19 Safe Plan, the HSEQ & Compliance Manager will regularly review risk assessments and documentation on a regular basis, to ensure cohesion with best practice for COVID-19 infection control as stipulated by government bodies – e.g. DHHS, SafeWork Australia, etc.

8. GENERAL INFORMATION

Menzies are closely following public health information and will continue to update all stakeholders as appropriate and when required, to ensure fulfilment of our obligations under Workplace Health and Safety legislation and client requirements.

It may not be feasible for Menzies to completely eliminate the risk of workers and other persons contracting COVID-19 while carrying out work, however, Menzies will do all that is reasonably practicable to minimise the risk of persons contracting COVID-19.

As part of processes for continually monitoring relevant information sources and updating control measures when / if necessary, communications and or training will be arranged in support. Menzies will continue to provide information to employees and other interested parties (including any key changes) as the situation progresses.

9. SUPPORTING DOCUMENTATION

This Plan has been prepared in accordance with:

- Menzies Health & Safety Policy
- Menzies Corporate Social Responsibility Policy
- Menzies Risk Management Policy, Risk Management Procedure and Risk Register
- Menzies Safe Work Method Statements (i.e. SWMS 6L2 – Infection Control Response Level 2, SMWS 6L3 – Infection Control Response Level 3)
- Menzies MMS-PRO-048 COVID-19 - Disinfection Procedure
- Menzies COVID-19 Pandemic Plan
- Menzies Emergency Plan
- Menzies COVID-19 Business Continuity Plan
- Australian Government Department of Health requirements and publications