

Menzies International COVID-19 SAFE PLAN



DOCUMENT CONTROL

| Version | Date | Prepared/ Reviewed By | Position |
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| 1.0 | 4 August 2020 | Blair Newton | HSEQ & Compliance Manager |
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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 is a respiratory illness caused by a new coronavirus. It was first reported in December 2019 in Wuhan City in China. Symptoms range from a mild cough to pneumonia. Some people recover easily, others may get very sick very quickly. There is evidence that it spreads rapidly from person to person.

Public health responses, inclusive of travel restrictions, have contained the spread of the virus in Australia so far. However, its rapid spread in other countries outside of China means COVID-19 is now an emerging pandemic.

The World Health Organisation (WHO) has declared a Public Health Emergency of International Concern due to an emerging pandemic of coronavirus disease 2019 caused by a newly identified virus, SARS-CoV-2.

Information about clinical assessment and public health characteristics of COVID-19 is at:

<https://www.dhhs.vic.gov.au/health-services-and-general-practitioners-coronavirus-disease-covid-19>

2. 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.

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.

3. 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:

- Reduce the likelihood and severity associated with COVID-19 infection, including actions to prevent the introduction of COVID-19 in the workplace;
- Ensure 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
- How Menzies will prepare for and respond to a suspected or confirmed case of COVID-19 in the workplace
- Mitigate and minimise 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
- Early identification and isolation of persons who are potentially infected, including isolation plans for employees should the threat of possible infection continue to rise
- Adhering to Menzies strategy / business continuity plan that enables employees to continue to function without endangering themselves or the wider community – including but not limited to:
 - Verifying that all staff have access to the tools, technology, capacity, and security measures in place to support a large remote workforce without face to face collaboration

- Determining business priorities and the minimum staffing requirements to support these priorities, in case Menzies needs to function with a significantly reduced workforce
- Evaluating and mapping Menzies business dependencies to understand where disruptions might impact significantly
- Reviewing HR policies to ensure employees will not be personally impacted if they must be quarantined for an extended period and modify any policies as appropriate to give greater flexibility to normal working arrangements
- 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.).

4. 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 Stage 4 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
- collecting records of all workers, subcontractors, customers and clients attending the work premises for 15 minutes or longer (certain exemptions will apply)
- one worker per four square metres of enclosed workspace or in shared areas
- 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, Work Safe, 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 for cleaning and the potential closure of the workplace in certain situations

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 the nature of the work and associated hazards and ensuring that appropriate resources are allocated to control any identified risk/s This responsibility includes the pandemic and applied restrictions in Metropolitan Melbourne and the Mitchell Shire

b. Senior management

Each manager is required to ensure that this policy and any Work Health and Safety programs are developed and 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 develop, implement and keep under review, in consultation with its workers, the organisation's safety programs.

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

- Work Health and Safety programs are imbedded within their areas of control;

- Workers are supervised and trained to meet their requirements under these programs;
- 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. 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. Where appropriate, workers will receive induction, training and task specific training. All workers are expected to conform with all policies and procedures and 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.

5. 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 site specific 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) Capitalize 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 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) | C2 Low |

| Business area | Inherent Risk Rating | Risks | Control/s | Residual Risk Rating |
|---------------|----------------------|--|---|----------------------|
| 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 |

6. OVERVIEW OF REQUIREMENTS

| REQUIREMENT | ACTIONS / CONTROL MEASURES |
|---|---|
| Wellbeing of staff and customers | |
| Exclude staff, visitors and customers who are unwell | <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 questionnaire 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 |
| 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"> Bulk SMS Menzies Intranet platform and news publications Surveys (i.e. Survey Monkey) Email communications LinkedIn Menzies Webpage COVID-19 Management team committee meeting once daily 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> |
| 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> |

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| | <ul style="list-style-type: none"> 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 RE: hygiene measures, social distancing, what to do if feeling unwell, etc: LinkedIn Communications with staff via bulk SMS, email, survey monkey etc |
| Prepare for and respond to a suspected or confirmed case of COVID-19 in the workplace | <p>As per the guidelines released by DHHS:</p> <p>Steps to take when the person you are concerned about is at the workplace:</p> <ol style="list-style-type: none"> 1. Isolate the person from others and provide a face mask (if available) to help prevent potential spread 2. Seek advice and assess the risks, ensure a Hazard Report is raised 3. Ensure the person has transport to their home or a medical facility 4. Clean and disinfect any areas where the person and close contacts were present, do not use those areas until this step is complete 5. 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 6. Review risk management controls, to verify if any changes need to be made to work practices – consult with workers accordingly. <p>If required, seek government health advice by calling the state helpline. Follow the advice of the state public health unit or contact the National Coronavirus Helpline on 1800 020 080.</p> <p>Steps to take when the person of concern has recently been at the workplace will be addressed in accordance with the guidelines published by DHHS and will depend on individual circumstances.</p> |
| 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 | Floor plans under review to ensure maximum number of occupants is appropriately identified and planned for prior to re-opening / attendance |
| 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 | <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. |

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| | <ul style="list-style-type: none"> All work stations are subject to further review prior to re-opening; this will encompass desk screens and office plan changes where the minimum requirements cannot be met otherwise. |
| 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 | <ul style="list-style-type: none"> Menzies is reviewing 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 is providing 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 |
| Use flexible working arrangements where possible, such as working from home, early and late shifts to reduce peak periods | <ul style="list-style-type: none"> All office staff in the state of Victoria are working from home with appropriate measures put into place All cleaning staff, where possible, are advised to only work at the one location |
| 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 | <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 |
| Use telephone or video for essential meetings where practical | <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 |
| Consider signage near lifts and passenger travelators directing customers and workers to maintain physical distancing wherever practical | <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 |
| If staff or workers need to travel together in the same vehicle | Communications issued relating to safe transport – including seating arrangements, requirement to wear face coverings and disinfecting of vehicles post use. Wherever possible, employees are encouraged to make their own transport arrangements. |
| Hygiene and cleaning | |
| Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse | <ul style="list-style-type: none"> Menzies has increased touch point cleaning and all office staff have access to detergent / disinfectant surface wipes, sprays 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 |
| Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water | <ul style="list-style-type: none"> This requirement forms part of Menzies training program for infection control and cleaning All cleaning staff are provided with gloves as part of standard PPE provisions |
| 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 |

| Record keeping | |
|---|--|
| Keep name and mobile number or email address for all staff, visitors and contractors for a period of at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely | Based on arrangement for office access as overseen by the Business Manager, a register of all attendees is in place. |
| Cooperate with VIC Health if contacted in relation to a positive case of COVID-19 at your 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. |

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 to protect employees. Menzies has developed our COVID-19 Safe Plan in accordance with documentation outlined in section 8 of this Plan.

As Menzies employs two cohorts of employees being a) office based / professional employees and b) cleaning staff engaged by the Cleaning Services Award who are not office bound, our plan addresses both of these cohorts of employees as they both have very unique positions which must be adhered to.

This below is a high-level summary / extract from Menzies' Pandemic Plan encompassing three threat level. Level 1 is immediate / ongoing, level 2 and 3 are in no particular order and are dependent on circumstances:

Level 1 – Effective Immediately

- If any employee has travelled internationally, they will not be allowed to attend the workplace for 14 days
- If this is an office bound employee, they can either request to work from home in which case, where practicable, they will be provided with tools of the trade i.e. laptop, mobile phone or they can access either paid leave or Leave Without Pay
- If this is a cleaning team member, the team member can make a request to stay at home for the 14 days on either paid or unpaid leave OR
- If the manager of the cleaning employee seeks to have this employee not attend the workplace, a specific process must be followed, as under the Cleaning Services Award and Fair Work Act, regardless of the Coronavirus, we cannot direct an employee to stay at home unless we pay them as normal time earnings for this period, in this situation we are to follow the below process
- Should the manager of a cleaning team member become aware that an employee has travelled internationally, you are to contact Menzies HR Department via email at hrhotline@menziesgroup.com.au, who will provide you with a letter to provide to the employee advising them that they are required to seek medical clearance from their nominated treating doctor. During this period, the employee will not attend the workplace, the HR Department will take you through the nuances of this process if / when this becomes a matter for your attention
- Stay home if you are sick; regardless of whether you have symptoms matching the coronavirus or not. The same rule applies regardless whether you are an office bound employee or cleaning staff member

Management within Menzies Group will be supporting this message by influencing staff who are displaying symptoms of being sick to stay home.

- 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
- All Menzies offices will have ordered sufficient hand sanitizer and alcohol wipes, where practicable to assist with the containment of this matter

Level 2 – Colleague / Client infection

In the event a colleague who has been in the office is confirmed as contracting the virus, we will likely be advised by an applicable health / government body and we will follow their instructions;

Likely response will be:

- Issue all staff with a face mask and hand sanitizer (if available) and instruct them to go home immediately and self-quarantine;
- Continue to work from home until instructed to return;
- If the employee is a cleaning staff member, the team member is to be immediately sent home on full pay and the CEO is to be advised who will walk you through the appropriate next steps and communication, email and phone number must be obtained so that communication can be maintained
- In the event a client worksite closes as a result of the pandemic, this must be escalated to the CEO immediately, where the following actions will be initially considered before a concise plan is to be put into action

Level 3 – Government directives once the Pandemic reaches Australia

In the event that the Australian Government confirms that the virus has spread to Australia and is spreading within the country, we will follow the advice given and will continue to review the situation; likely company response will be:

- Communicate updates and requirements to all staff, such as working arrangements available – i.e. We will continue operations from home to restrict exposure during travel to the office and potential infection;
- Continue to work from home until instructed to return;
- For cleaning staff, depending on the length of time the workplace is inoperable, discussions with the client will need to take place to understand the specific nature of the contractual terms, these discussions will be held by the client representative and CEO (Greg Springall)
- Until a decision can be made regarding the client and our staff, employees would remain on paid leave unless otherwise specified
- General guidance / updates to all employees, in accordance with Australian Government Department of Health and Human Services (DHHS), e.g. Lockdown and self-isolation obligations, processes to mitigate risk of transmission or spread – social distancing, handwashing, 'coughing / sneezing etiquette', etc
- Production and dissemination of appropriate COVID-19 specific documentation to educate and upskill employees
- Review of 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. Safe Work Australia, DHHS
- 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

In order to implement the general provisions of this plan, the following elements will be planned for and executed:

- Provision of information, training, and supervision to workers;
- Undertaking of risk assessments and reporting of hazards
- Reporting and recording of incidents, accidents, injuries and illnesses
- Development of safe work procedures and emergency procedures
- Provision of Work Health and Safety equipment, services and facilities;
- Regular inspections and evaluations.

7. 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.

Control measures deemed reasonably practicable will depend on the specific work and exposures being carried out on each particular site, however Menzies is committed to the following:

- Determining appropriate site-specific control measures in consultation with workers, their representatives and taking account of official information sources
- Implementing the identified measures and clearly communicate them to all workers and other impacted persons, including providing clear direction and guidance about what is expected of workers
- Ensuring that workers should know what symptoms to be concerned about, when to stay away from the workplace and what action to take if they become unwell
- Continually monitoring relevant information sources and updating control measures when and if necessary. Menzies will continue to provide information to workers, including changes to control measures, as the situation develops
- Providing workers with continued access to official government sources for current information and advice
- Providing workers with appropriate personal protective equipment and facilities, and information and training on how and why they are required to use them
- Requiring workers to practice good hygiene and precautionary measures, including:
 - Wash hands frequently with soap and water or use of an alcohol-based hand sanitiser
 - Limiting contact with others and adhering to social distancing protocols (i.e. Remain at least 1.5 metres from others at all times, wherever possible)
 - Avoid contact with anyone who has cold or flu-like symptoms
 - Cover your nose and mouth with a tissue or flexed elbow when coughing or sneezing, dispose of tissues immediately after use and wash your hands or apply hand sanitiser
 - Ensuring any workers with respiratory symptoms report such to their Line Manager immediately in order to be isolated, sent home, and advised to seek medical advice. Note if a colleague or worker is very unwell, medical care should be sought immediately and an ambulance may need to be called
- Directing workers to stay away from the workplace if they are unwell and not fit for work, and encourage them to seek medical advice as appropriate.
- Seeking advice from health authorities immediately if there are suspicions of a COVID-19 infection. Inform co-workers about possible exposure to COVID-19 but maintain confidentiality. Advise workers to seek immediate medical advice if they develop symptoms or are concerned about their health
- Reducing work-related travel (unless absolutely necessary)
- Reminding workers 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
- Providing workers with a point of contact to discuss their concerns, and access to support services, including Menzies Employee Assistance Program (EAP)
- Keeping Menzies Branches and workplaces clean and hygienic, by regularly cleaning high-touch surfaces such as door handles and workstations to help prevent contamination

8. 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 (specifically, SWMS o6 – Infection Control, SWMS o6L2 – Infection Control Response Level 2, SMWS06L3 – Infection Control Response Level 3)
- Menzies COVID-19 Pandemic Plan
- Menzies Emergency Plan
- Menzies Business Continuity Plan
- Australian Government Department of Health requirements and publications