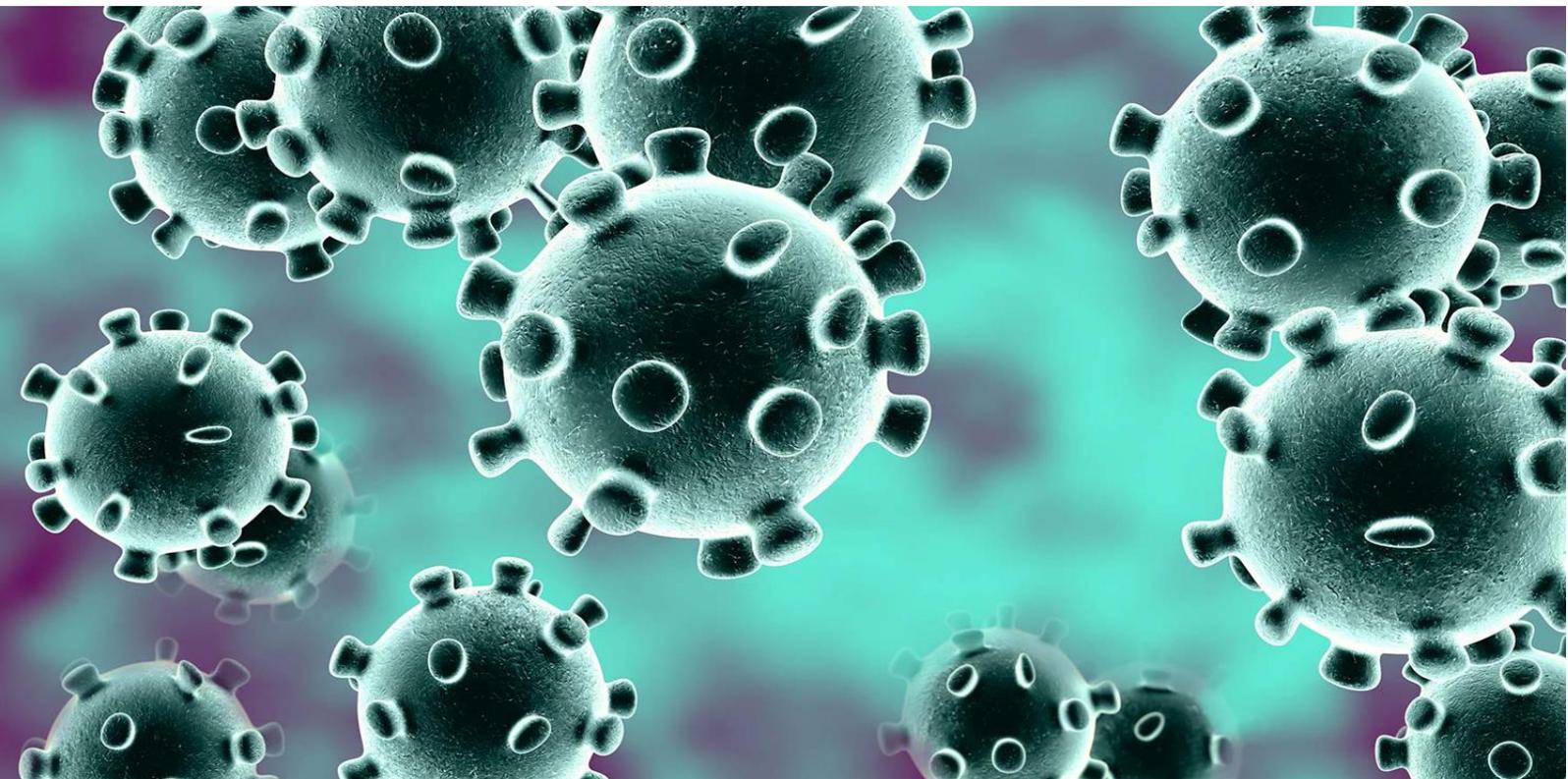


COVID-19 PANDEMIC PLAN



DOCUMENT CONTROL

Version	Date	Prepared/ Reviewed By	Position
1.0	5 March 2020	Blair Newton	HSEQ & Compliance Manager

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 Regional 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.

CONTENTS

1. INTRODUCTION	3
2. PURPOSE	3
3. OBJECTIVES.....	3
4. RESPONSIBILITIES	4
5. RISK ASSESSMENT AND MANAGEMENT	5
6. REQUIREMENTS.....	5
7. GENERAL INFORMATION	7
8. SUPPORTING DOCUMENTATION.....	8

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 Coronavirus Pandemic Plan is to provide guidance to employees, customers, contractors, suppliers and other interested parties of the actions which have been (or will be) implemented by Menzies in order to minimise risks associated with contamination and transmission of COVID-19, with clear direction regarding precautionary measures required to support ongoing business operations to ensure minimal service delivery disruption as well as full compliance to government, industrial relations and safety obligations.

3. OBJECTIVES

The overall objectives of this plan are to:

- Reduce the likelihood and severity associated with COVID-19 infection;
- Ensure adequate safety controls have been identified and applied to ensure the health and wellbeing of our employees, customers and the community
- Align strategies associated with COVID-19 to the Australian Government's response protocols, to ensure harmony between Menzies Pandemic Plan and the requirements set out by the national or state government bodies
- Mitigate and minimise impacts of the pandemic on business operations and service delivery.

Taking the above into account, the strategic objectives of the 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
- Establish a 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.

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.

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.

6. REQUIREMENTS

Please visit the Australian Government Department of Health website for the latest information on the virus, including requirements and conditions for quarantine periods:

<https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>

Menzies International is actively monitoring these fastmoving developments and will do whatever is necessary to protect employees. Menzies has developed our Pandemic 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 is a high-level summary of Menzies' Pandemic Plan encompassing three threat levels, one is immediate, level 2 and 3 are in no particular order, as either could happen first:

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 CEO (Greg Springall) via email at gregspringall@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, Greg Springall 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, please ensure that you obtain their email and phone number so communication can be maintained
- In the event a client worksite closes as a result of the pandemic, please escalate this to the CEO immediately, where the following actions will be initially considered before a concise plan is to be put into action:
 - Under clause 29.6 Annual close-down provision of the Cleaning Services Award we are able to direct employees to take annual leave and where they have no annual leave available, this can be Leave Without Pay, however one months' notice is required to be provided
 - Menzies will seek legal advice about putting staff on notice [now] that in the event the client worksite is closed down as a result of the Coronavirus that the forewarning would suffice as notice under clause 29.6 having been served.

Where the client of an employer in the contract cleaning industry intends temporarily to close or reduce to a nucleus the establishment or a section thereof for the purposes of allowing annual leave to that client employer's employees the following provisions may apply:

- (a) The employer may give in writing to such employees one month's notice (or in the case of an employee engaged after the giving of such notice, on engagement) of their intention to apply the provisions of this clause. [29.6(b) substituted by PR547129 ppc 24Jan14]
- (b) Where an employee has been given notice pursuant to clause 29.6(a) and the employee has:
 - (i) accrued sufficient annual leave to cover the full period of closing, the employee must take paid annual leave for the full period of closing;
 - (ii) insufficient accrued annual leave to cover the full period of closing, the employee must take paid annual leave to the full amount accrued and leave without pay for the remaining period of the closing; or

- (iii) no accrued annual leave, the employee must take leave without pay for the full period of closing.
[29.6(c) substituted by PR547129 ppc 24Jan14]
- (c) Where practicable an employee with insufficient or no accrued annual leave will be employed at another of the employer's sites for the period that would otherwise be a period of leave without pay.
[29.6(d) deleted by PR547129 ppc 24Jan14]
[29.6(e) renumbered as 29.6(d) by PR547129 ppc 24Jan14]
- (d) The close-down period will be limited to four weeks, plus any public holidays that fall during the period of the close down.
[29.6(f) renumbered as 29.6(e) and substituted by PR547129 ppc 24Jan14]
- (e) Public holidays that fall within the period of close-down will be paid as provided for in this award and will not count as a day of annual leave or leave without pay.
[29.6(g) renumbered as 29.6(f) by PR547129 ppc 24Jan14]
- (f) In this clause date of closing in relation to each employee means the first day of the employee's annual leave pursuant to this clause

Level 3 – Government confirmation that the Pandemic has reached 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.

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. If a worker is confirmed to have COVID-19, call 13HEALTH (13 43 25 84) for advice. 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
- Menzies Risk Management Procedure and Risk Register
- Menzies Safe Work Method Statements (specifically, SWMS o6L1 – Infection Control Response Level 1, SWMS o6L2 – Infection Control Response Level 2, SMWS o6L3 – Infection Control Response Level 3)
- Menzies Emergency Plan
- Menzies Business Continuity Plan
- Australian Government Department of Health requirements and publications