

> HELPING BUSINESS GET BACK TO WORK



30 June 2020

COVID-19 Safety Plan

Effective 1 July 2020

Office environment (including call centres)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS	
Business name:	Donovan Oates Hannaford
Plan completed by:	Neville Parsons
Approved by:	Principals of practice - Hadyn Oriti, Scott Williams & Neville Parsons

> GUIDELINES FOR BUSINESS

Guidelines for your workplace and the actions you will put in place to keep your customers and workers safe

GUIDELINES	ACTIONS
Wellbeing of staff and visitors	
Exclude staff, volunteers and visitors who are unwell.	Our Policy is that anyone unwell whether they be Staff, Clients or Visitors are not to attend the Office. We have signage at front door advising the same.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	We have since March 2020 provided the NSW Health Information including the available Posters within our workplace and the Office Toilets.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Our staff are aware of this and we are monitoring staff well-being daily. We have had staff remain at home when they have shown signs of a cold and in one case a staff member with flu-like symptoms was tested for COVID-19 on 23 April 20. The test returned negative.
Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever. Encourage testing of all staff with symptoms in line with advice from NSW Health.	Staff are regularly informed and have the NSW Health advisories and NSW Health Posters are displayed in and around our workplace.

GUIDELINES	ACTIONS
Physical distancing	
Assign workers to specific workstations. If this is not practical, workstations and shared office equipment should be wiped down with disinfectant surface wipes between users.	Staff have their own workstations. Each staff member is responsible for disinfecting their own workstation. The workstations & Interview Offices are set up for social distancing. Office common areas and the 2 interview rooms are disinfected at the start of each day. The Interview rooms are disinfected after each use.
Use flexible working arrangements where possible, such as working from home or other locations.	We have the capability for some of our team to work from home if required, but this is a fallback position should our Office be unusable for any reason. Our Office layout enables social distancing at all times.
Consider physical, distance or other controls to protect staff and visitors at physical interaction points such as counters or service desks, to maintain social distancing.	We have barriers in place at our Reception area to ensure social distancing and we have practices in place to ensure social distancing in our 2 interview rooms.
Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).	This is the practice that we have had in place since March 2020 and this continues. This also applies with client interviews in the Interview Rooms.
Use telephone or video platforms for essential meetings where practical.	We have established a Zoom Account and we have adopted Zoom Meetings for clients to attend via audio visual link as required. We also have offered telephone and email consultations where required. We have taken advantage of the legislation that has enabled the remote execution of legal documents via Zoom.
Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	Our staff lunch breaks are staggered as are other breaks. Start and end times remain as usual as our Office structure has separate workstation areas each at least 1.5 metres apart.
Review regular deliveries and request contactless delivery and invoicing where practical.	Contactless delivery and invoicing is the norm with any of our couriers. If there needs to be contact then there is the availability of alcohol based hand sanitiser both in the waiting area for clients/visitors and in the inner office for staff.
Most lifts can safely take 2-4 people providing people can stand apart; display signs near lifts to advise and recommend physical distancing.	Not applicable.

GUIDELINES	ACTIONS
Hygiene and cleaning	
Provide alcohol-based hand sanitiser at multiple locations throughout the workplace, including entry and exit points.	Alcohol based hand sanitiser is located at reception for staff, clients and visitors. Also in the back office (staff area) together with disinfectant and handwash.
Provide disinfectant surface wipes to clean workstations and equipment such as phones, keyboard and mouse.	We have disinfectant and wipes for staff in the staff area and these are used to clean workstations, common areas including the Staff room and the Interview Rooms. The interview Rooms are cleaned and disinfected after each use.
Clean surfaces thoroughly, particularly all high contact areas such as doors, handles, kitchen surfaces, bathroom surfaces, printers and lifts with appropriate cleaning agents.	These are disinfected first thing each morning with hospital grade disinfectant. The interview rooms and access points are redone after every access by a client and or visitor.

Hygiene and cleaning	
Ensure bathrooms are well stocked with hand soap and paper towels, and consider putting up posters with instructions on how to wash hands.	This has been done since March 2020 and the practice continues as normal. We have Handwash Posters in each Toilet.
Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	Each morning frequently used areas are cleaned thoroughly with hospital grade disinfectant. This is repeated in the Client Interview Offices and Reception after each client/visitor interaction.
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.	This is done as part of our overall COVID-19 response and has been increased and applied daily since March 20
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	Staff have gloves available to use while disinfecting surfaces. Staff are also requested to wash their hands thoroughly before and after disinfecting surfaces.

GUIDELINES	ACTIONS
Record keeping	
Keep a record of name and a mobile number or email address for all staff, volunteers, visitors and contractors for a period of at least 28 days. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.	Staff attendance is monitored as usual and any absences recorded. Clients and visitors name and contact details (preference is mobile phone number) are recorded at reception and maintained by our Accounts Manager in our Daily Attendance Register. Each days register is maintained for greater than 28 days.
Make your staff and visitors aware of the COVIDSafe app and its benefits to support contact tracing if required.	The COVIDSafe App has been promoted amongst our staff. We have a Poster promoting the COVIDSafe App in our Reception area, the Staff Room and our Toilets.
Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.	We are committed to cooperate with NSW Health and if advised of a positive case of COVID-19 in our workplace we will notify SafeWork NSW on 13 10 50