

Menzies International

CovidSafe 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 COVIDSafe 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, while ensuring the safety and wellbeing of our employees and impacted parties remains priority.

This Plan sets out the minimum standards and requirements for continuation of service delivery to support ongoing business operations for 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 line with expert health advice about what the community must do to prevent the spread of COVID-19, Australian governments have issued enforceable government directions which set out requirements and restrictions for businesses in each state and territory. Not all public health directions apply within in each state and territory and as such, Menzies HSEQ Department regularly reviews applicable directions for all states and territories in which we operate.

Some businesses and organisations are required to prepare COVIDSafe Plans (or similar) under public health or emergency management directions and to meet jurisdictional work, health and safety requirements. It is mandatory for every Victorian business with on-site operations to have a COVIDSafe Plan. Even if not required in other states or territories, this Plan will apply across all of Menzies business operations for purposes of best health and safety practice.

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 assist in mitigating hazards associated with contamination and transmission of COVID-19, as well as protecting our workers, customers, visitors and any other interested parties, by specifying the actions which have been (or will be) implemented by Menzies to control risks.

4. OBJECTIVES

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

- how Menzies will meet all requirements set out by the state governments and related Workplace Directions
- actions Menzies have or will take help prevent the introduction of coronavirus (COVID-19) to the workplace
- the appropriate level of Personal Protective Equipment (PPE) to be worn at the workplace
- actions Menzies will take to lower the risk of a COVID-19 case or outbreak occurring in the workplace
- processes the employer has implemented to respond to suspected and confirmed cases of COVID-19.

Taking the above into account, the strategic objectives of the COVIDSafe 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
- Disseminating communications as appropriate – providing employees, customers and other stakeholders with regular situation updates, as well as details of specific actions taken that may impact them
- Reviewing 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.

As applicable and depending on restriction levels, general employer obligations applicable to Menzies include:

- Adherence to all directives issued by government health bodies (e.g. Department of Health and Human Services (DHHS))
- Availability of a COVIDSafe Plan in place that is regularly reviewed and updated
- Provision of flexible work arrangements wherever needed or required – e.g. Working from work from where possible
- Implementation of 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
 - Education and promotion of optimal personal hygiene practices such as handwashing, cough/sneeze etiquette (posters, communications, etc)
 - Routine environmental cleaning, including high touch points, etc
 - Provision of hand sanitiser and adequate facilities for washing hands (as well as access to paper towel and hand soap)
- Collecting records of all workers, subcontractors, customers and clients attending the work premises for 15 minutes or longer (certain exemptions 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, as well as notifying our workforce and impacted stakeholders as relevant
- Provision of appropriate personal protective equipment (PPE) as needed, such as face masks and ensuring these are worn at work premises when and if required to do so. Information and or training regarding how to wear PPE, maintenance / post-use care requirements and disposal will also be given in support
- Undertake risk assessments to identify impacts of changes to working arrangements or processes in order to establish appropriate control measures and monitor effectiveness

a. HSEQ Department

The HSEQ Department are responsible for ensuring that Menzies meets its obligations under Work Health and Safety legislation and regulations, extending to directives issued by relevant government health agencies. This is achieved by using due diligence to understand 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 system is the responsibility of all employees; however, the function is led by Menzies management team. 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, including the COVIDSafe Plan, are embedded 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 Contract 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 contractors) are required to comply with the Work Health and Safety policy and related documentation, including the COVIDSafe Plan.

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 Menzies may give, including pre-entry and site attendance requirements.

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 through risk assessment processes. Menzies is committed to doing whatever is reasonably practicable to eliminate such risks, or where this is not reasonably practicable, to minimise those risks to the greatest extent possible.

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, risk assessment findings have been documented within COVID-19 Risk Assessments, which are available to employees via the company Intranet.

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"> • Depending on current Workplace Directions and government health advice, visitors may not be permitted • Site locations have an attendance management system which includes a questionnaire requesting information on whether they have any COVID symptoms and for tracking purposes. Menzies Office locations are overseen by the Business Manager, with systems in place to track attendance (including use of swipe cards for building access) – visitors, suppliers, clients, contractors and other interested parties need to contact Menzies in advance of planned attendance • Office attendance is permitted at the authority of the CEO or Business Manager, in accordance with maximum workplace capacity and Workplace Directions • 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 • Employees who are unwell, or are in the process of being tested, or awaiting test 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, in accordance with physical distancing protocols (note: such meetings only to occur where appropriate and dependent on level of restrictions in place) • 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>
<p>Make staff aware of their leave entitlements if they are sick or required to self-isolate</p>	<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 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. Arrangements for other states and territories will be notified to workers accordingly in the event of sickness or requirement to self-isolate • If a worker tests positive for coronavirus (COVID-19) or is a close contact of a confirmed case, they may be eligible for a Coronavirus (COVID-19) Worker Support Payment that provides financial support while they are quarantining at home as instructed by DHHS • If a worker is the parent or guardian of a child under 16 who has tested positive for COVID-19 or is a close contact of a confirmed case and they have been instructed by DHHS to self-isolate or quarantine, they may also be eligible for the Coronavirus (COVID-19) Worker Support Payment
<p>Display conditions of entry for any customers or visitors</p>	<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
<p>Mental health and wellbeing</p>	<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
<p>Physical distancing</p>	
<p>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>	<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

	<ul style="list-style-type: none"> • 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) • 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 or authorised Office Representative only, with contactless delivery in place 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 physical 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 • Forms part of Menzies Infection Control training program • Compliance subject to monitoring by Management and Supervisors
<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 will permit Head Office and any other state Office employees to work from home where possible • Arrangements relating to office attendance are regularly reviewed depending on current circumstances (e.g. Case numbers, state/territory restriction levels, etc) • Frontline team members receive frequent communication and close guidance by the HSEQ Department and Operations Management relating to site specific and client requirements • All Head Office 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 • Should employees want or need to attend Head Office, numbers will be monitored and controlled by the Business Manager to ensure that there is ample spacing between work areas. Alternatively, employees may be provided with cleaning products and instruction regarding maintaining the cleanliness of their workstations, outside of the formal cleaning regime
<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"> • Where applicable, Menzies will review cleaning requirements and adjusts rosters to only allow staff being onsite where absolutely necessary, e.g. for COVID-related and general deep cleans • Use of rosters and staggered start times and alternating work days to plan and monitor site attendance • 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 Menzies 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

	<ul style="list-style-type: none"> • Menzies has provided gloves, face masks and any additional PPE required (depending on the work scope) to all staff within Victoria and other states as applicable • 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 or revisions to shifts	<ul style="list-style-type: none"> • All office staff have the relevant tools and equipment to effectively work from home, with appropriate measures put into place and information relating to safe ergonomic set up, hazards and management, etc • It is preferred that cleaning staff, where possible, only work at one location – if this is not achievable for any reason, then relevant attendance records 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
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 (i.e. Microsoft Teams)
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 in place and are maintained regularly to ensure sufficient stock levels
If staff or workers need to travel together in the same vehicle	<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 should be worn if sharing vehicles in accordance with state or territory requirements • 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)	
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	<ul style="list-style-type: none"> • Face masks have been provided to impacted employees, including distribution of supporting communications extending to instructions for use, maintenance, etc • 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,

<p>and PPE are available to staff that do not have their own</p>	<p>or as applicable when carrying out duties at these locations), non-compliance will be addressed in accordance with Menzies Corrective Action & Discipline Policy</p> <ul style="list-style-type: none"> • No team members will be permitted to access Menzies Office/s unless complying with the current Workplace Directions – for example, wearing face masks if required • Frontline team members (i.e. Cleaners) will be monitored to ensure compliance to current Workplace Directions (such as wearing face masks / coverings if required) via channels such as supervisory arrangements, site visitations by Operations management and HSEQ Audit Reports
<p>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>	<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 masks / coverings and PPE • Advice of latest updates and or changes relating to recommended safety practices, in line with stage government or health authorities publications
<p>Replace high-touch communal items with alternatives</p>	<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 via standard communications • Employees have their own equipment to use (i.e. Computers, phones, stationary, etc), eliminating or minimising need for shared possessions
<p>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly</p>	<ul style="list-style-type: none"> • Menzies has identified high touch points (e.g. Lift buttons, door and cupboard handles, kitchen benches, etc) and will make plans for increased or varied cleaning dependant on current risk levels – for example, in the event of minimal or no positive COVID-19 cases in the community, routine cleaning practices (i.e. Daily) will suffice. Should community case numbers increase, frequency of cleaning will be re-assessed, as well as suitability of other control measures • 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
<p>Where possible: enhance airflow by opening windows and adjusting air conditioning</p>	<p>Due to Head Office being based on 2nd 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</p> <p>When the outside air temperature is 18degrees or below, all three air handling units operate on 100% outside air satisfying the World Health Organisation’s recommendations relating to increased ventilation rates (and preferably without air recirculation). The system can be set up to operate at full fresh air at higher outside ambient temperatures but this will affect the performance of the air conditioning system and contribute to higher operating costs to a point where the system will not function as intended. Typical air conditioning filters are not fine enough to filter out bacteria however the filters cannot be changed to a different type (e.g. Hospital settings) as these can’t be used with the building’s current system</p>
<p>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</p>	<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
<p>Ensure bathrooms are well stocked with hand soap and paper towels,</p>	<ul style="list-style-type: none"> • The Business Manager will ensure that Menzies Office cleaners are continuing to replenish consumables as per routine service specifications

<p>and have posters with instructions on how to wash hands</p>	<ul style="list-style-type: none"> • 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 buildings • 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
<p>Preparing your response to a suspected or confirmed COVID-19 case</p>	
<p>Prepare for and respond to a suspected or confirmed case of COVID-19 in the workplace</p>	<p>In accordance with 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 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: <ul style="list-style-type: none"> • wearing a face / 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.

	<p>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.</p> <p>State and territory health department helplines:</p> <table border="0"> <tr> <td>New South Wales 1300 066 055</td> <td>Western Australia (08) 6373 2222</td> </tr> <tr> <td>Queensland 13 432 584</td> <td>Tasmania 1800 671 738</td> </tr> <tr> <td>Victoria 1800 675 398</td> <td>Australian Capital Territory (02) 5124 9213</td> </tr> <tr> <td>South Australia 1300 232 272</td> <td>Northern Territory (08) 8922 8044</td> </tr> </table> <p>Steps to take when the person of concern has recently been at the workplace involve:</p> <ol style="list-style-type: none"> 1. Call the state or territory helpline and follow advice of public health officials 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>	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
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<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
<p>Record keeping</p>	
<p>Keep name and mobile number or email address for all staff, visitors and contractors for a period of at least 28 days</p>	<ul style="list-style-type: none"> • 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
<p>Provide guidance to staff on the effective use of the workplace OHS / WHS reporting system</p>	<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
<p>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</p>	<p>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</p>
<p>Permit to work scheme – as applicable</p>	<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, or other state government if required • In consultation with our clients, Menzies will seek to minimise requirements for employees to work at different sites • Where required, 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 all developments and will do whatever is necessary and reasonably practicable to protect employees and other impacted parties. Menzies has developed our COVIDSafe Plan in accordance with documentation outlined in section 9 of this Plan, which includes government health guidelines and Workplace Directions.

As part of Menzies COVIDSafe 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 (e.g. Workplace Directions)