

# > 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](http://nsw.gov.au)

BUSINESS DETAILS		
Business name:	WESTIR Limited	August 2020
Plan completed by:	Margaret Tipper, Executive Officer	
Approved by:	WESTIR Board	Office Staff Numbers: 5: 2 full-time and 3 part-time

## > GUIDELINES FOR BUSINESS

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

GUIDELINES	ACTIONS
<b>Wellbeing of staff and visitors</b>	
Exclude staff, volunteers and visitors who are unwell.	Developed into organisational policy. Signage and knowledge of those in office Supervision of anyone attending the office Infrared thermometer available for testing
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Developed into organisational policy. Signage and knowledge of those in office Information is passed onto staff
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Leave balances on staff payslips and available on request Follow Fair Work and Award guidelines, or other legislative requirements Be compassionate when dealing with these issues
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.	Developed into organisational policy Most staff working remotely (80%), at present Links to health sites with guidelines and health orders

GUIDELINES	ACTIONS
<b>Physical distancing</b>	
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.	If staff are in full attendance, all workstations are placed to meet social distancing Antibacterial wipes are available for wiping down any shared areas/equipment and should be done after each individual usage
Use flexible working arrangements where possible, such as working from home or other locations.	80% staff are working remotely, at present. Therefore, only 1 person in attendance at the office. When a transition plan is developed, considerations will be made
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.	<b>No service desks or counters are in this office but all physical interaction protocols will be used</b>
Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).	<b>The layout of the office will allow social distancing to be maintained.</b>
Use telephone or video platforms for essential meetings where practical.	Software has been used to hold meetings, so that face to face work contact has been limited. If face to face meetings have occurred then social distancing protocols are followed
Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	Due to working from home arrangements this is not necessary. When a transition plan is developed, considerations will be made
Review regular deliveries and request contactless delivery and invoicing where practical.	<b>There is limited deliveries and social distancing protocols are followed if occurring</b>
Most lifts can safely take 2-4 people providing people can stand apart; display signs near lifts to advise and recommend physical distancing.	<b>Building manager to be contacted for correct signage to be placed. Staff are aware of the lift protocols</b>

GUIDELINES	ACTIONS
<b>Hygiene and cleaning</b>	
Provide alcohol-based hand sanitiser at multiple locations throughout the workplace, including entry and exit points.	Alcohol-based hand sanitiser is placed at multiple locations throughout the office, being: at the entry/exit point. A personal tube on each workers desk and large bottles in the kitchen and other areas
Provide disinfectant surface wipes to clean workstations and equipment such as phones, keyboard and mouse.	<b>Antibacterial disinfectant surface wipe packages are placed throughout the office area for usage by all staff and visitors</b>
Clean surfaces thoroughly, particularly all high contact areas such as doors, handles, kitchen surfaces, bathroom surfaces, printers and lifts with appropriate cleaning agents.	Cleaner does a weekly clean Staff in attendance at the office regularly wipe down contact areas. Including entry/exit door handles and locks; light switches and common touch points

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.	Property Manager and Cleaner contacted at the start of the Pandemic to request COVID protocols. WESTIR placed signage of hygiene practices in the common share toilets at the start of the pandemic and other signage
Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	Sanitiser and disinfectant wipes available for wipedowns and cleaning. Limited office access but common areas wiped down if anyone accesses the office
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.	Any disinfectant and sanitisers are antibacterial and has high germ destruction
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	PPE is available - gloves, masks, antibacterial wipes and gloves. Handwashing signage placed in the common share toilets.

GUIDELINES	ACTIONS
<b>Record keeping</b>	
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.	Sign in - Sign out book is at the office entrance must be utilised To be supervised by WESTIR Staff in attendance
Make your staff and visitors aware of the COVIDSafe app and its benefits to support contact tracing if required.	Staff have been advised and links forwarded
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.	All health order and legislative directions are to be followed. If notifications are required, all required notifications will be made.