

COVIDSAFE PLAN SEPTEMBER 2021

COVIDSafe Plan	
Business Name	Accident Compensation Conciliation Service (ACCS)
Site Location	215 Spring Street, Melbourne
Contact Person	Nathan Gaywood
Manager Approved	John Brennan
Date Updated	13 September 2021
Revision Due	23 September 2021

Accident Compensation Conciliation Service (ACCS) aims to ensure your safety and wellbeing in the workplace by monitoring and responding to the rapidly changing official advice related to Coronavirus (COVID-19).

ACCS will continue to follow the Victoria State Government's advice and Department of Health (DOH) guidelines in order to help reduce the spread of COVID-19, support the health and safety of our employees and the community.

ACCS is taking a cautious, risk-based approach progressing to our COVID Normal setting. We understand that COVID-19 and its variants are likely to be ongoing issues within our community for the foreseeable future. Our risk-based approach includes monitoring the COVID-19 data, which is updated daily by DOH and comply with the Victorian Chief Health Officer's (CHO) Workplace Directions.

The COVIDSafe Plan has been developed as a reference guide to support our response to COVID-19 and controls in place for safe reopening, maintaining a COVIDSafe workplace, and preparing for a suspected or confirmed case of coronavirus (COVID-19) in the workplace. The information in this plan provides an overview of the processes implemented as per Victorian Government requirements under Workplace Direction 49 in place as at 9 September 2021 and ACCS acknowledges and understands its responsibilities and obligations under these Directions. This plan has been developed in consultation with HSR's, employees and people leaders.

GUIDANCE	ACTION TO MITIGATE THE INTRODUCTION AND SPREAD OF COVID-19
<p>ACCS COVIDSafe Plan has been prepared in line with Victorian Government restrictions and Workplace Directions (49) current at the time. This document will be reviewed and updated in line with changes to Victorian Government restrictions accordingly.</p>	
HYGIENE	
<p>Provide and promote hand sanitiser stations for use on entering a building or other location at the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</p>	<p>Hand sanitiser has been placed throughout all conference and meeting room facilities in addition to the foyer main entry. Hand sanitiser has been placed on all workstations across the workplace along with antibacterial wipes for employee and visitor use.</p> <p>Appropriate signage has been placed throughout public accessible areas as well as areas accessed by employees regarding the hand hygiene practices.</p> <p>PPE Stations have been set up in communal areas across the facility for employees including hand sanitiser, antibacterial wipes and single use face masks with instructions.</p> <p>Employees are required to complete mandatory “Returning to the Office - COVID-19 Awareness” online learning module. This module is accessible via ACCS internal online training platform ELMO and provides education and guidance on hygiene practices.</p> <p>Contracted cleaners are attending throughout the course of the business day, in addition to usual scheduled end of day cleaning, to assist in ensure that hand soap and paper towel facilities are sufficiently maintained.</p> <p>In addition, Building Management of 215 Spring Street have provided touch free hand sanitiser and antibacterial wipe stations in the entry foyer to the building along with each lift foyer throughout.</p>
<p>Where possible: enhance airflow by opening windows and/or adjusting air conditioning.</p>	<p>The structure of the building does not permit the ability for windows to open. Due to security requirements, entry doors to ACCS floors are unable to remain open.</p> <p>ACCS encourages employees to conduct extended discussions between employees in more open environments, such as conference and meeting rooms or even outdoors.</p> <p>Heating Ventilation and Air Conditioning (HVAC) systems exist in many formats. The type of HVAC used at 215 Spring Street, Melbourne is a bag filtration system, which filters outside air along with any recycled air through the system. Filters are changed annually. Building Management have minimised the economy cycle, using mostly fresh air for the air supply.</p>

<p>In all areas or workplaces ensure employees wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to employees that do not have their own.</p>	<p>ACCS will continue to monitor Victorian Government guidelines and Workplace Directions for the required use of face coverings by employees, contractors and visitors unless a lawful exemption applies.</p> <p>In accordance with the Workplace Direction 49 in place at the date of this document, employees attending the workplace are required to wear a fitted face mask at all times, with the exception of when they are working in an enclosed office alone.</p> <p>Appropriate signage has been placed on public accessible entry points advising of masks requirements as a condition of entry. Safety requirement signage has been placed throughout public accessible areas regarding wearing a face mask with additional signage on how correctly apply a face mask.</p> <p>Disposable single use face masks are readily available for employees to use. PPE stations have been set up in central locations across the office on both Level 1 and Level 2 for employees to access hand sanitiser, antibacterial wipes and single use disposable face masks. These stations are monitored by ACCS Facilities & Services Coordinator.</p> <p>Instructions on “How to use a surgical face mask” have been placed beside all PPE stations.</p>
<p>Provide training to employees on the correct use and disposal of face coverings, other PPE, on good hygiene practices and slowing the spread of coronavirus (COVID-19).</p>	<p>Employees are required to complete mandatory “Returning to the Office - COVID-19 Awareness” online learning module. This module can be accessed via ACCS internal online training platform ELMO.</p> <p>This module, along with ACCS intranet, provides video links to the following guides:</p> <ol style="list-style-type: none"> 1. <i>How to put on and remove a surgical mask - St John Ambulance Victoria</i> 2. <i>How to put on and remove an N95 mask - St John Ambulance Victoria</i> 3. <i>Recommendations for using a Cloth Face mask with Brett Sutton, Victorian Chief Health Officer</i> <p>This module further educates employees on practicing good hand and cough hygiene and reinforces the importance of not attending work if unwell. Additional information can also be accessed by employees via ACCS Intranet.</p> <p>Signage has been placed throughout the workplace, including bathrooms, to further educate and remind our employees and visitors.</p>
<p>Replace high-touch communal items with alternatives.</p>	<p>Contracted cleaners are in attendance throughout the course of the business day to regularly attend to the cleaning and disinfecting of high touch surfaces in</p>

communal areas and kitchen facilities including appliances, handles, taps and the like.

ACCS has reintroduced communal items to the kitchen facilities such as individual serves of tea, sugar & coffee. Shared cutlery, plates and cups have been made available under strict dishwashing cleaning protocols carried out by our contacted cleaner. We continue to encourage the use of individual items.

Appropriate signage has been placed regarding hygiene protocols including sanitising of hands upon entry before the use of communal items and wiping down of high touch surfaces with provided antibacterial wipes.

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CLEANING	
<p>Increase environmental cleaning, including between changes of shift and ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p>	<p>Additional environmental cleaning is routinely carried out by ACCS contracted cleaners in accordance with Victorian Government requirements. High-touch areas are cleaned and disinfected throughout the business day, in addition to the usual scheduled end of day cleaning services. A high-touch cleaning log is kept onsite.</p> <p>Hand sanitiser and antibacterial wipes have been provided throughout all shared spaces including lunchrooms, utility rooms, meetings rooms and employee workstations.</p> <p>Employees are required to complete mandatory “Returning to the Office - COVID-19 Awareness” online learning module. This module can be accessed via ACCS internal online training platform ELMO and provides education and guidance on additional cleaning practices, including desk cleaning protocols required by employees.</p> <p>ACCS has implemented a Green/Red desk card system for all workstations. A green card indicates that the surface has been disinfected by our contracted cleaners and is ready for use. After an employee has finished use for the day, they are required to wipe down the workstation with antibacterial wipes provided and flip the desk card to red for disinfecting by contracted cleaners.</p> <p>Conference and meeting room hygiene protocol guidance has been placed in rooms with hand sanitiser and antibacterial wipes for use. Green/Red door card system has been implemented similarly to the desk card system above.</p> <p>ACCS Facilities & Services Coordinator assists in monitoring this process.</p>
<p>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</p>	<p>Supplies are maintained by ACCS Facilities & Services Coordinator, who also manages communication with the contracted cleaning company and onsite cleaning staff to ensure sufficient supplies of cleaning products are available and in stock. Safety Data Sheets are available for all cleaning supplies.</p>

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<p>PHYSICAL DISTANCING & WORKPLACE ATTENDANCE</p>	
<p>Ensure that all staff that can work from home, do work from home. As at the date of this document (17 August 2021) and in line with Workplace Direction 49, capacity limits are capped at 25%.</p>	<p>ACCS will continue to follow any Victorian Government direction regarding limiting workplace attendance and working from home directions.</p> <p>In accordance with Workplace Direction 49, ACCS employees must continue to work from home under stay at home directions. ACCS may only permit an authorised worker to perform work at ACCS if it meets the requirements and must issue an Authorised Worker Permit to do so. For any authorised employee attendance to the workplace, a capacity limits of 25% is in place (<i>equating to 28 employees</i>). Government restrictions regarding face mask requirements and density quotient capacity during workplace attendance has been communicated to all employees as updates on restrictions are announced and appropriate signage displayed.</p>
<p>Establish a system that ensures staff members are not working across multiple settings/work sites.</p>	<p>ACCS are utilise StaffMap online booking system to schedule allocated workplace attendance across Level 1 and Level 2.</p> <p>Under the Victorian Government guidelines and the current Workplace Directions (49), capacity limits are capped at 25% (<i>equating to 28 employees</i>), employees must continue to work from home. If any authorised employee attendance is required, the StaffMap booking system process assists in monitoring the capped percentage of employees permitted.</p>
<p>Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.</p>	<p>Employees are required to complete mandatory “Returning to the Office - COVID-19 Awareness” online learning module outlining return to office workplace changes that have been put in place to help protect anyone attending the workplace. Additional information is accessible via our internal intranet. All employees have been educated and instructed not to attend work if they are unwell.</p> <p>Team Leaders and Managers have been advised of their responsibilities in ensuring that each member of their respective team complies with ACCS requirements regarding non-attendance if showing even the mildest of COVID-19 symptoms.</p> <p>ACCS employees have been provided with information via our internal intranet regarding applicable leave entitlements.</p> <p>Relevant Victoria Government signage has been placed throughout the office including “<i>Safety Requirements Are Now In Place</i>” and “<i>Feeling unwell? Get tested.</i>”</p>

	<p>Temperature checking is not required at this point in time but will be reviewed upon any Victorian Government advice regarding changes to current guidelines.</p>
<p>Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.</p>	<p>ACCS will continue to follow Victorian Government guidelines and Workplace Directions and signage has been placed throughout the office. ACCS continues to educate and encourage employees to take note of any relevant physical distancing and capacity restrictions in place. Additional information is also available on our internal intranet.</p> <p>ACCS floor plans have been assessed and workstations along with communal lunchrooms have been reconfigured to accommodate a risk-based approach moving towards COVID normal settings. Reconfigured layout continues to allow safe entry, exit, distance and movement within the workplace.</p> <p>Glass screen barriers affixed in the ACCS reception area creating a barrier between employees seated at front desk and visitors, sufficient for implementing ACCS “Return to Service” COVIDSafe planning</p> <p>Under the current Victorian Government guidelines and current Workplace Directions (49), the density quotient for public accessible areas and shared spaces is 1 person per 4 square metres. ACCS office is currently closed to the public however relevant signage has been placed, including in shared spaces.</p>
<p>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of employees.</p>	<p>ACCS will continue to follow any Victorian Government guidelines and Workplace Directions regarding physical distancing requirements and signage has been placed throughout the office.</p> <p>ACCS educates and encourages employees to take note of any relevant capacity restrictions in place.</p>
<p>Modify the alignment of workstations so that employees do not face one another.</p>	<p>ACCS floor plans have been assessed and workstations have been reconfigured to accommodate a risk-based approach moving towards COVID normal settings. Reconfigured layout continues to allow safe entry, exit and movement within the workplace.</p>
<p>Minimise the build-up of employees waiting to enter and exit the workplace.</p>	<p>ACCS support all employees with flexible working arrangements, including adjustments in commencement and conclusion times. In accordance with current Workplace Direction 49, employee capacity limits are capped at 25% (<i>equating to 28 employees</i>). ACCS educates employees to take note of any relevant capacity restrictions in place.</p> <p>Square metre density quotients are currently not mandatory in lifts, but responsible use of lifts is</p>

	<p>encouraged. Building Management may choose to include signage at lift entrances recommending a sensible maximum number of people that should enter a lift in order to avoid overcrowding.</p>
<p>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</p>	<p>ACCS will continue to follow Victorian Government guidelines and Workplace Directions regarding physical distancing requirements.</p> <p>ACCS floor plans have been assessed and workstations and office spaces along with communal lunchrooms have been reconfigured to accommodate a risk-based approach moving towards COVID normal settings. Reconfigured layout continues to allow safe entry, exit and movement within the workplace.</p> <p>Employees are required to complete mandatory “Returning to the Office - COVID-19 Awareness” online learning module outlining return to office workplace changes that have been put in place to help protect anyone attending the workplace.</p> <p>This module can be accessed via ACCS internal online training platform ELMO. HSR/Safety, Health & Environment Committee and other Team Leaders/Managers will assist in continuing to educate range of guidelines and awareness of new workplace practices that have been implemented as part of ACCS COVIDSafe settings.</p>
<p>Review delivery protocols to limit contact between delivery drivers and staff.</p>	<p>Contactless delivery zone has been implemented in the ACCS foyer. As an interim measure while the ACCS office has been closed to the public, appropriate signage has been placed in the Level 1 lift foyer for delivery drivers to notify of delivery by way of an attendance doorbell in the drop area.</p>
<p>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</p>	<p>In line with current Victorian Government restrictions and Workplace Direction (49) in place, workplace attendance is capped at 25% enabling sufficient physical distancing.</p> <p>ACCS is however taking a risk-based approach to returning to the office and have carried out a risk assessment and put in place appropriate measures.</p> <p>ACCS has implemented an online desk booking process StaffMap to assist in monitoring and recording rostered workplace attendance. Employees are required to pre-book their workstation before attending the office and Managers have been informed of their responsibility of overseeing the compliance of this requirement.</p>
<p>Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the ‘four square metre’ rule.</p>	<p>Considerations regarding public access to the workplace will be implemented as part of ACCS “Return to Service” planning and areas will be limited for access.</p>

In accordance with the Victorian Government requirements and current Workplace Direction (49), areas have been assessed and control measures have been put in place in line with the current 'four square metre rule'.

Where the public is required to enter for the purposes of attending Conciliation Conferences, signage detailing the maximum capacity (ie number of participants) permitted in each room and waiting areas has been made visible upon entry.

Applicable seating areas have been marked as "Chair Not in Use" throughout waiting areas, meeting and conference room facilities, along with shared spaces to assist in complying with physical distancing and density quotient limits.

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RECORD KEEPING	
<p>Establish a process to record the attendance of customers, clients, visitors, workplace inspectors and delivery drivers. This information will assist employers to identify close contacts.</p>	<p>ACCS are maintaining records of everyone who attends the workplace, including employees, contractors and visitors to facilitate contact tracing should the need arise. This requirement is now in place for <u>all attendance</u>, even if visiting for fewer than 15 minutes.</p> <p>ACCS have implemented the required Victorian Government QR code system and displayed signage at each entrance door for employees and members of the public to record their attendance. ACCS employees have been informed of their requirement to ask members of the public to confirm they have checked in via the Victorian Government QR code displayed.</p> <p>Employees are required to complete mandatory “Returning to the Office - COVID-19 Awareness” online learning module outlining return to office changes that have been put in place to help protect everyone attending the workplace.</p> <p>This module can be accessed via ACCS internal online training platform ELMO, along with additional information and quick guide available on ACCS Intranet for employee. HSRs/Safety, Heath & Environment Committee and other employees/managers will assist in continuing to educate range of guidelines and new workplace practices that have been implemented as part of ACCS COVIDSafe settings.</p>
<p>Provide guidance to employees on the effective use of the workplace OHS reporting system.</p>	<p>During a public health emergency or a pandemic, timely sharing of information about potential workplace transmission of infectious disease is critical for efficient and effective management of any risks to health and safety.</p> <p>Guidance has been made available to employees via ACCS internal intranet site including detailing all requirements, links to reporting and FAQs. Education and guidelines have been provided to employees on the importance of QR code requirements that are in place, accuracy of StaffMap booking attendance records and obligations regarding notification of potential suspected or confirmed cases.</p> <p>HSRs/Safety, Heath & Environment Committee and other employees/managers will assist in continuing to educate range of guidelines and new work practices have been implemented as part of ACCS COVIDSafe settings.</p>

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<p>PREPARING YOUR RESPONSE TO A SUSPECTED OR CONFIRMED COVID-19 CASE</p>	
<p>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</p>	<p>ACCS Business Continuity Plan has been updated with crisis response protocols. Response teams are up to date and aware of roles and responsibilities. Risk management assessments will be carried out to determine if office closure is required.</p> <p>ACCS will immediately notify WorkSafe of a confirmed case via the mandatory incident notification hotline and provide formal written notification within 49 hours and contact DOH to advise of actions and assist with contract tracing requirements.</p> <p>Guidance and communication has been made readily available to employees via ACCS internal intranet. As employees have spent a considerable amount of time working remotely during the pandemic, employees are already equipped to work from home should the workplace require closure.</p>
<p>Prepare to assist DOH by providing employee and visitor records to support contact tracing.</p>	<p>ACCS have implemented the Victorian Government QR code system which satisfies the requirements under DOH record keeping for contact tracing purposes.</p> <p>Office attendance records are able to be produced via StaffMap desk booking system to assist in identifying close contacts. ACCS will continue to follow all DOH requirements to support contract tracing.</p>
<p>Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.</p>	<p>ACCS Facilities & Services Coordinator has confirmed that ACCS current contracted cleaning provider have the ability to undertake a COVID Deep Clean in order to meet DOH requirements in the event of a confirmed case.</p>
<p>Prepare for how you will manage a suspected or confirmed case in an employee during work hours.</p>	<p>ACCS will base its actions on the official information and guidance provided by the Federal and Victorian Governments for the effective management of COVID.</p> <p>If ACCS receives notification of a confirmed COVID-19 diagnosis amongst one of our employees who has attended the workplace within the relevant infectious period, ACCS will notify employees of immediate workplace closure and for any employees that have attended during the specified period to self-isolate and arrange to get tested.</p> <p>People & Culture will:</p> <ul style="list-style-type: none"> • contact DOH, if they haven't already provided instructions • notify WorkSafe Victoria in accordance with the <i>Occupational Health and Safety (COVID-19 Incident Notification) Regulations 2020</i> • notify Building Management

	<p>Normal privacy restrictions still apply when an employee is unwell. While certain information about an affected employee's situation may be disclosed, it does not mean that ACCS will disclose any information about any employee who is currently being tested or has tested positive.</p> <p>More detailed information will be provided to relevant employees that have been a close contact with a confirmed case, if the suspected or confirmed employee has attended the workplace during the prescribed infectious period.</p>
<p>Prepare to notify the workforce and site visitors of a confirmed or suspected case.</p>	<p>Employees are to advise relevant Managers and People & Culture as soon as possible if they receive a positive coronavirus (COVID-19) diagnosis, particularly if they have attended the workplace and follow DOH directions. ACCS will undertake necessary steps to alert all impacted employees and provide records to DOH of all attendees including visitors for the purposes of contact tracing.</p> <p>Building Management are required to advise ACCS if they are notified of a confirmed COVID-19 case within another tenancy in the building and will take directions from the appropriate authorities. ACCS will communicate with and provide details to employees should the workplace be closed, and assess the risk and recommend appropriate actions.</p>
<p>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</p>	<p>ACCS will immediately notify WorkSafe of a confirmed case via the mandatory incident notification hotline and provide formal written notification within 49 hours and contact DOH to advise of actions and assist with contract tracing requirements.</p>
<p>Confirm that your workplace can safely re-open and workers can return to work.</p>	<p>ACCS will follow all DOH requirements regarding closure of our workplace. Once contracted cleaners have undertaken a deep clean, management in consultation with HSR/Safety, Health & Environment Committee will take a cautious and risk-based approach in the reopening of the workplace to employees and also to the public. Regular communication to all employees will occur in relation to the status of the reopening of the workplace.</p> <p>For any employees that have tested positive for COVID-19, a copy of documentation from a treating practitioner (such as a medical certificate, letter or a negative test result) may be obtained once the employee has recovered prior to attend the workplace post positive diagnosis.</p> <p>For any employees still required to self-isolate, ACCS will support working from home arrangements during that time.</p>