

# National - COVID Safe Plan V5

Greencap's COVID Safe Plan complies with the Government requirements across Australia.

This plan applies to all Australian operations of our business(s) listed below. Our plan has been grouped into the 10 COVID Safety subjects.

BUSINESS DETAILS	
<b>Business name</b>	Greencap Pty Ltd & TrimEVAC Pty Ltd
<b>Head Office location</b>	Level 1, 677 High Street Kew East
<b>Contact person</b>	Karena Reid - Legal and Contract Manager
<b>Contact person phone</b>	m. 0455 874 440   p. (03) 9896 8600
<b>Date prepared</b>	16 <sup>th</sup> September 2021 - Issued 21 <sup>st</sup> September 2021

All Greencap offices underwent a major audit and implementation of safety controls as part of our pandemic response, this is now managed in each state by the nominated Office Head and Office Manager.

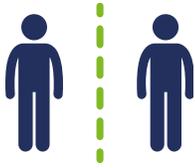
COVID Safe Audits were completed office by office in March 2020; proposed safety controls were verified and completed in August 2020 and the Office Managers have maintained the regular office audit schedule to ensure compliance.

In states and industries where as specific COVID Safe plan are required by a client site, Greencap team members will comply with the COVID Safe Plan of the Client or nominated Person Conducting or Undertaking Business (PCUB).

## Contents

1. Ensure Physical Distancing.....	3
2. Wear a Face Covering .....	3
3. Practise Good Hygiene.....	4
4. Keep records and act quickly if workers become unwell.....	4
5. Avoid interactions in Enclosed Spaces.....	5
6. Create Workforce Bubbles.....	5
7. Staying safe for RESP-FIT Clients .....	5
8. Staying safe at site .....	6
9. Staying safe at events & meetings.....	6
10. Team member Mental Health & Wellbeing.....	7
Appendix 1 - What to do if someone is unwell in the workplace .....	8
Appendix 2 - DHHS: Keeping your distance poster .....	9
Appendix 3 - DHHS: Face masks at work.....	9
Appendix 4 - DHHS: Preventing infection in the workplace .....	10
Appendix 5 - DHHS: Simple steps to help stop the spread poster.....	11
Appendix 6 - DHHS: Good hygiene practices poster for businesses.....	11
Appendix 7 - WHO: How to hand wash poster .....	13
Appendix 8 - WHO: Donning & offing poster .....	14
Appendix 9 - APS: Keeping mentally healthy.....	15

## 1. Ensure Physical Distancing



The office has social distancing posters displayed at entrances and markers directing where to stand have been placed at high risk locations. Meeting rooms have been clearly signposted with maximum capacities.

Greencap offers maximum protection to team members and clients by enabling remote working during the Government advised restriction periods.

Greencap has video conferencing capabilities for training and or site inspection purposes, where practical and legally compliant to do so.

## 2. Wear a Face Covering



Greencap team members are supported to wear face masks in situations they feel are high risk for contracting COVID. In states or territories that mandate face coverings team members are to wear a face covering that fits securely over their nose and mouth per the Government's requirements.

Any team member that is unable to wear a face covering but conducts work in locations where a face covering is required, shall reach out to the Safety and Wellbeing Business Partner for an individual safety plan to ensure that all other practical safety precautions are taken to protect them during this pandemic.

In locations where masks are mandatory, there is face mask signage at office entry points, advising anyone that enters is required to have a face mask.

Where required, Greencap team members will also work with clients to ensure where appropriate that they wear face coverings that meet the clients specific site requirements.

*Example: a client requires a half-face respirator, in place of a mask onsite for work involving asbestos on site.*

Safety Observations are regularly completed by Managers to ensure team members are complying with face covering requirements if any.

Office managers in each state support team members with access to suitable supplies of personal protective equipment (PPE) including, face masks, tissues, and hand sanitiser. Office Managers assist consultants to purchase supplies. Reimbursement is offered to any team members who source their own critical COVID supplies, or for managers that supply for their team via the usual reimbursement process.

Greencap have additional supplies of face masks available at any site with five or more Greencap team members present. For sites with less than five people, consultants bring the required critical COVID supplies with them.

Greencap has communicated with team members to identify, understand, and make alternative arrangements in any cases where lawful exemption to this rule apply.

### 3. Practise **Good Hygiene**



Greencap has placed sanitising stations at all entrances and exits to the office, this includes hand sanitiser, isopropyl wipes, and instructional posters on how to use correctly. Sanitising stations are set up at each desk pod and community areas such as photocopy area and meeting rooms.

Hand sanitiser and a supply of soap with instructions on how to clean hands is available at each sink in the office, including bathroom and kitchen sinks.

Greencap team members have been instructed on how to wash and sanitise hands (for details see Appendix 7). New team members are inducted by their Manager into the COVID Protocols and provided access to the Greencap COVID Intranet site.

### 4. **Keep records** and act quickly if workers become unwell



Prior to entering a worksite including Greencap offices, all team members, contractors, and clients are required to scan in via QR code to register their attendance (style of QR code may vary depending on state and industry Government requirements). Contractors and clients entering a Greencap office may also be subject to health screening questions that are required to be answered prior to entering the building. All answers to the health screenings questions are stored confidentially.

From time to time, you may need to show the site COVID Marshal evidence on screen from QR code.

All deliveries are to be contactless where possible and sanitised as required prior to receiving/processing.

See Appendix 1 for detail on what to do if someone is unwell in the workplace – this document is displayed in the Wellness room of each office. If team members feel unwell, the regular incident management protocols apply, which requires team members to advise their Manager. The Manager then advises the Greencap's Safety and Wellbeing Business Partner or Head of People & Safety.

For any illness that is suspected or positive for COVID, Managers are to create a confidential record of the illness in the incident management software (MyOSH). If COVID is confirmed via testing, the Safety & Wellbeing Business Partner will take the appropriate steps to notify the relevant authorities and work within their direction given the case scenario.

Team members have been directed to keep records of face-to-face meetings during work via their required scheduling tool, logbook, or personal records.

For government bodies wishing to view the information, initial contact should be made with the National Head Office on (03) 9896 8600 or the National Legal and Contracts Manager on 0455 874 440.

## 5. Avoid interactions in Enclosed Spaces



Greencap offices have been set up to maximise the space between team members. Team members have access and high touch points are regularly cleaned by team members between each use.



Professional cleaning contractors or appointed staff conduct extensive daily cleans on high touch point areas throughout the entire office.

Greencap encourages walking or outdoor meetings where appropriate, as part of its general health and wellbeing initiatives.

## 6. Create Workforce Bubbles



To maximise the protection from COVID and help clients maintain their other risk management obligations to the community our laboratories have stayed open throughout the pandemic as did the access to premises by our workers who support essential services.

Greencap plans where possible to we allow a gradual return to office with maximum protection offered while teams became familiar with social distancing requirements. In some locations, teams are divided and separated by physical location in the building.

## 7. Staying safe for RESP-FIT Clients



Greencap RESP-FIT consultants are experienced in the operation and cleaning of testing equipment as well as office access procedures. For the safety of all, modifications to our RESP-FIT process maximises the separation between the client being tested and the team member conducting the test.

Consultants conducting RESP-FIT wear P2/N95 masks. Rooms are sanitised between client appointments. An appointment must be made and verified with the RESP-FIT consultant before attending the Greencap office.

RESP-FIT Clients will be advised to:

- Complete the health screening questions before appointment
- Cancel an appointment if they are displaying any COVID symptoms, or if they have been in close contact with confirmed/suspected COVID case  
*for example: PPE protocol failure in medical setting*
- Advise if they are running late for the appointment so arrangements can be made to prevent client bunching in waiting area
- Wear a fitted mask that covers their nose and mouth, when entering the testing area (as the instruction may involve tester being within 1.5m of you)
- Sanitise their hands before entry to office

- Always keep their distance from Greencap team members and follow the directions of the RESPIRATORY consultant
- If employer hasn't already supplied to Greencap on your behalf, please bring the P2/N95 mask(s) that they wish to be fit tested in with them to the appointment

## 8. Staying safe at site



Steps and controls taken to prevent COVID transmission of airborne contaminants (including COVID Virus) for each client must be documented in the Safe Work Method Statement (SWMS) or refer to detail in Clients COVID Safe Plan.

Some work locations are not required to have a COVID Safe Plan as per the Government's advice. **Example:** a homeowner contracting Greencap for post-remediation clearance testing.

In the absence of COVID Safe Plan, team members are to use the following protocols before attending site:

Ask the client whether in the past 14 days, anyone from the site has:

- reported flu-like symptoms
- recently returned from overseas or exited hotel quarantine
- had close contact with a confirmed/suspected COVID case
- visited a known COVID hotspot

If the client answers 'yes' to any of these scenarios the work shall be rescheduled, or additional controls implemented and ensure all that COVID Safe protocols are spelled out in SWMS.

## 9. Staying safe at events & meetings



Greencap has nominated Office Heads, who are responsible for the safety of each state/office, including following Government advice prior to approving Greencap sponsored events. Office Heads and team members work together to decide if a face-to-face event is needed or could be replaced by a teleconference or online event.

The following checks are put in place before a Greencap event is authorised by the Office Head:

- Check the venue has a COVID Safe plan
- Collate attendee information so that attendees can be contacted in the event of a temporary venue closure or event cancellation
- Pre-order sufficient supplies and materials, including masks, tissues, and hand sanitiser for all participants
- Have additional masks available to offer anyone who develops respiratory symptoms
- Advise participants in advance that if they have any symptoms or feel unwell, they should not attend
- Make sure all organisers, participants and visitors at the event provide contact details: telephone number, email, and address where they are staying. State clearly that their details will be shared with local public health authorities if any participant becomes ill with a suspected infectious disease. If they will not agree to this, they cannot attend the event

Team Managers, please check the Government advice prior to arranging formal face to face team meetings.

The following are **avoided** at meetings or events:

- self-serve buffet style service areas
- communal snacks
- communal condiments
- communal cutlery, implements and serviettes
- sharing cigarettes or e-cigarettes

Any Greencap team members who may be preparing and serving food/drink at an event or meeting for other people are to complete a COVID food safety course similar or equivalent to <https://www.foodauthority.nsw.gov.au/covid-19-awareness-food-service-training>

## 10. Team member **Mental Health & Wellbeing**



Greencap acknowledged early that the pandemic could be challenging for team members, both personally and professionally. In response, Greencap developed and rolled out mental health awareness training, taking a proactive approach in supporting team members to foster positive mental health. Team members now have the essential skills to support their colleagues and talk about mental health concerns.

Greencap conducted a series of wellbeing micro-surveys to check in with team members, allowing Greencap to identify and address trends in mental health and wellbeing.

Greencap's General Manager facilitates regular virtual business updates to all Greencap team members. The purpose of the business update is to inform the team of challenges and opportunities presented to the business during the pandemic.

During the business updates the General Manager promotes the Employee Assistance Program, celebrates wellbeing initiatives, and provides tips and hints on managing team member health and wellbeing.

Each Team Manager in Greencap has regular meetings with team members, which are called Daily Stand-Ups. These meetings are a chance for the teams to share safety news, recognise positive team contributions and highlight each team members challenges and priorities for that day.

---

*The Greencap COVID Safe Plan complements the obligations outlined in Greencap's 'Get Safe' Safety Management System. Compliance to this document will be regularly reviewed as part of our Task Observation program. Any compliance issues will be raised in the incident management software (MyOSH).*

*The COVID Safe Plan is subject to revision and change. A copy of this current Greencap COVID Safe Plan is kept on the Greencap web site and intranet.*

## Appendix 1 – What to do if someone is unwell in the workplace

swa.gov.au/coronavirus updated: 29 April 2020

# COVID-19 at the workplace

You are not expected, and should not try, to diagnose people. However, you have a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19, so far as reasonably practicable.

If you reasonably suspect someone could have the virus, or has been exposed, this creates a health risk at your workplace, and you will need to follow the steps below.

### The person you are concerned about is at the workplace

 <p><b>1. ISOLATE</b> Prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.</p>	 <p><b>2. SEEK ADVICE</b> Call your state or territory helpline. Follow advice of public health officials.</p>	 <p><b>3. TRANSPORT</b> Ensure the person has transport to their home or to a medical facility.</p>
 <p><b>4. CLEAN</b> Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.</p>	 <p><b>5. IDENTIFY &amp; INFORM</b> Consider who the person has had close contact with. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.</p>	 <p><b>6. REVIEW</b> Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.</p>

### The person you are concerned about was recently at the workplace

 <p><b>1. SEEK ADVICE</b> Call your state or territory helpline. Follow advice of public health officials.</p>	 <p><b>2. IDENTIFY &amp; INFORM</b> 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.</p>
 <p><b>3. CLEAN</b> 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.</p>	 <p><b>4. REVIEW</b> Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.</p>

**If anything is unclear, see detailed guidance on the Safe Work Australia Website**

**Remember:**

- > There is not an automatic WHS requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace.
- > Workers assisting a potentially infectious person should have appropriate PPE and follow hand hygiene procedures.
- > Consult with workers and allow them to raise concerns.
- > Do you need to notify your [WHS regulator](#)? See our [Incident Notification fact sheet](#).
- > Comply with privacy obligations. See [guidance from the OAIC](#).
- > Follow the advice of health officials at all times.

**State and territory health department helplines:**

<b>New South Wales</b> 1300 066 055	<b>Western Australia</b> (08) 6373 2222
<b>Queensland</b> 13 432 584	<b>Tasmania</b> 1800 671 738
<b>Victoria</b> 1800 675 398	<b>Australian Capital Territory</b> (02) 5124 9213
<b>South Australia</b> 1300 232 272	<b>Northern Territory</b> (08) 8922 8044




Appendix 2 - DHHS: Keeping your distance poster



## Appendix 3 - DHHS: Face masks at work

**Safety requirements are now in place**



**YOU MUST WEAR  
A FITTED FACE MASK**

Face masks must be worn indoors and outdoors whenever you leave your home.

You can remove your mask in a public place when consuming food, medicine or non-alcoholic drinks.

Find out more at [CORONAVIRUS.vic.gov.au](https://www.coronavirus.vic.gov.au)  
Authorised by the Victorian Government, Melbourne



## Appendix 4 - DHHS: Preventing infection in the workplace

<https://www.coronavirus.vic.gov.au/preventing-infection-workplace>

## Appendix 5 - DHHS: Simple steps to help stop the spread poster



## Appendix 6 - DHHS: Good hygiene practices poster for businesses



## Appendix 7 - WHO: How to hand wash poster



Appendix 8 - WHO: Donning & offing poster

**HOW TO GUIDE - PUTTING ON PPE  
FOR CONTACT/DROPLET PRECAUTIONS**

**1 Perform hand hygiene**

**Alcohol based handrub**  
Rub hands for 20–30 seconds.  
**or**  
**Water and soap**  
Wash hands for 40–60 seconds.



**2 Put on the gown**



**3 Put on the mask**

Medical mask.



**4 Put on eye protection**

Put on face shield or goggles.



**5 Put on gloves**

Ensure glove is placed over the cuff of the gown.



**Full PPE**



## Appendix 9 - APS: Keeping mentally healthy

<https://psychology.org.au/getmedia/97749742-7030-40a0-945e-d91834b418cc/20aps-is-covid-19-public-older-adults-p3.pdf>