

# COVID Safe plan

## Our COVID Safe Plan

Business name:	Lower Murray Urban and Rural Water Corporation
Site location:	Multiple Locations (Mildura, Robinvale, Swan Hill and Kerang)
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Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Hygiene</b>	
<p><b>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</b></p>	<ul style="list-style-type: none"> <li>- <i>Pandemic Management Plan</i> <ul style="list-style-type: none"> <li>o <i>Hand sanitiser stations have been set up at all building entrances/exits</i></li> <li>o <i>Hygiene kits have been put in all vehicles and trucks</i></li> <li>o <i>Adequate supplies available in stores for all staff to access and replenish stocks</i></li> <li>o <i>Sanitising of all shared tools and equipment is completed between users</i></li> <li>o <i>Hygiene Posters displayed in the offices and toilets</i></li> </ul> </li> <li>- <i>Safety system of work details COVID controls including hygiene requirements</i></li> <li>- <i>Provision of PPE, sanitiser, hand soap, paper towels and rubbish containers / bags issued to field staff</i></li> <li>- <i>Portable toilet(s) and handwash facilities available for field activities, where assessed as being required</i></li> <li>- <i>Regular monitoring by project personnel including contractor compliance with COVID-19 and facility / amenity requirements.</i></li> </ul>
<p><b>Where possible: enhance airflow by opening windows and adjusting air conditioning.</b></p>	<ul style="list-style-type: none"> <li>- <i>Air-conditioning in all buildings is continually monitored</i></li> <li>- <i>Windows open where possible and safe to do so</i></li> <li>- <i>Air-conditioning fitted in all vehicles and correct use of ventilation system</i></li> <li>- <i>Regular monitoring of office as part of surveillance program</i></li> <li>- <i>Monthly vehicle inspections of project vehicle in relation to correct operation of air-conditioning &amp; ventilation system.</i></li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>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 and PPE are available to staff that do not have their own.</p>	<ul style="list-style-type: none"> <li>- <i>Pandemic Management Plan</i> <ul style="list-style-type: none"> <li>o <i>Adequate supplies of face masks available and stocks regularly monitored</i></li> <li>o <i>All staff communication to advise how and where to access masks and PPE</i></li> <li>o <i>All staff communication to educate staff on wearing masks appropriately and in accordance with guidelines</i></li> </ul> </li> <li>- <i>Staff and contractor compliance monitoring as part of surveillance program</i></li> <li>- <i>Specific communication via Toolbox training sessions</i></li> <li>- <i>Face covering and other DHHS requirements embedded in site systems of work and daily Pre-Start record.</i></li> </ul>
<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>	<ul style="list-style-type: none"> <li>- <i>Pandemic Management Plan</i> <ul style="list-style-type: none"> <li>o <i>All staff email, including educational video</i></li> <li>o <i>Posters up around all buildings promoting hand washing and physical distancing</i></li> <li>o <i>All rooms have been measured and maximum numbers posters put on entries and exits</i></li> </ul> </li> <li>- <i>Regular monitoring of workplace as part of surveillance program including meetings &amp; training conducted at external venues</i></li> <li>- <i>Toolbox awareness sessions delivered across all teams.</i></li> </ul>
<p>Replace high-touch communal items with alternatives.</p>	<ul style="list-style-type: none"> <li>- <i>Pandemic Management Plan</i> <ul style="list-style-type: none"> <li>o <i>Eliminated or minimised high touch communal items and other high touch points</i></li> <li>o <i>Process in place for sanitising communal items, such as tools</i></li> <li>o <i>Adequate stationery stocks available</i></li> <li>o <i>Disposable cups and wooden stirring sticks</i></li> <li>o <i>Hygiene packs in pool cars and all work vehicles</i></li> <li>o <i>Hygiene equipment including cleaning and sanitising equipment for touch points for field work / infield equipment</i></li> </ul> </li> <li>- <i>Regular monitoring of office and site activities.</i></li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Cleaning</b>	
<p>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p>	<ul style="list-style-type: none"> <li>- <i>Pandemic Management Plan</i> <ul style="list-style-type: none"> <li>o <i>High touch surfaces are cleaned and disinfected regularly with tools and vehicles sanitised between each use</i></li> <li>o <i>Increased cleaning services to ensure all high touch and communal areas are cleaned every night of all LMW buildings</i></li> </ul> </li> <li>- <i>Field work and contractor compliance - project requirements communicated to contractors and others engaged in project field works</i></li> <li>- <i>Cleaning equipment supplied to field personnel and requirements embedded in site safety documentations. Equipment including equipment for collection and disposal of used PPE and cleaning material</i></li> <li>- <i>Minimal attendance to office</i></li> <li>- <i>Strict limitation on worker numbers on site</i></li> <li>- <i>Regular monitoring by key project personnel and management.</i></li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</b>	<ul style="list-style-type: none"> <li>- <i>Pandemic Management Plan</i> <ul style="list-style-type: none"> <li>o <i>Adequate supplies available in stores for all staff to access and replenish stocks</i></li> <li>o <i>Cleaners have been provided with additional products (higher level of disinfectant/cleaning)</i></li> <li>o <i>Adequate provision of sanitiser made available for site activities including provisions for labour hire personnel, contractors and others working directly with project personnel</i></li> <li>o <i>Regular monitoring and restocking by staff.</i></li> </ul> </li> <li>- <i>Paper towels and rubbish container / bags also available for field activities</i></li> <li>- <i>Project requirements for contractors communicated to contractors and considered during document review.</i></li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Physical distancing and limiting workplace attendance</b>	
<b>Ensure that all staff that can work from home, do work from home.</b>	<ul style="list-style-type: none"> <li>- <i>Pandemic Management plan</i> <ul style="list-style-type: none"> <li>o <i>Majority of staff working from home</i></li> <li>o <i>Operational staff responding from home where appropriate</i></li> <li>o <i>Approval process in place to manage the exceptions (General Manager or equivalent approval only by set criteria).</i></li> </ul> </li> </ul>
<b>Establish a system that ensures staff members are not working across multiple settings/work sites.</b>	<ul style="list-style-type: none"> <li>- <i>All staff who can work from home are working from home with approval process in place to manage the exceptions</i></li> </ul> <p><b>Where necessary to maintain essential services;</b>  <i>Controls in place when visiting sites or multiple sites (when visiting multiple sites, the below steps must be taken at each site);</i></p> <ul style="list-style-type: none"> <li>- <i>Prior notification to site operator of required attendance</i></li> <li>- <i>Must wear a face mask at all times and adhere to social distancing requirements</i></li> <li>- <i>Sanitise hands on arrival to site</i></li> <li>- <i>If entering a treatment plant sanitise hands again once inside the plant</i></li> <li>- <i>Sign in on site using own pen</i></li> <li>- <i>Sign out when leaving using own pen</i></li> <li>- <i>Where there is no sign in book at the site sign onto the Risk Assessment paperwork to ensure attendance record is captured</i></li> <li>- <i>Sanitise hands before leaving site.</i></li> </ul> <p><i>When attending a treatment plant but not requiring entry to the plant:</i></p> <ul style="list-style-type: none"> <li>- <i>Prior notification to site operator of required attendance</i></li> <li>- <i>Must wear a face mask at all times and adhere to social distancing requirements</i></li> <li>- <i>Sanitise hands on arrival to site</i></li> <li>- <i>Call the operator on arrival and request they sign you in</i></li> <li>- <i>Call operator when leaving and request they sign you out</i></li> <li>- <i>Sanitise hands before leaving site.</i></li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
	<p>VMFRP</p> <ul style="list-style-type: none"> <li>- Current control - teams are dedicated to activity and area of works for several days. Contractors and labour hire personnel restricted to same requirements.</li> <li>- Site interactions by project personnel limited to essential activities. Details of site visits and interactions recorded on Pre-start record sheet.</li> </ul>
<p><b>Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.</b></p>	<ul style="list-style-type: none"> <li>- COVID-19 Contractor Declaration Form required for all contractors before entering any LMW worksite</li> <li>- Symptoms and Exposure Process developed and communicated to all staff</li> <li>- Staff can access COVID-19 Special Leave</li> <li>- Manual tracking in place at all locations.</li> </ul> <p>VMFRP</p> <ul style="list-style-type: none"> <li>- Daily Pre-Start conducted and includes observations and self-declaration of COVID-19 symptoms</li> <li>- DHHS and COVID-19 information contained in site safety documentation and communicated to all personnel at commencement of works</li> <li>- Regular monitoring by project personnel.</li> </ul>
<p><b>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.</b></p>	<ul style="list-style-type: none"> <li>- All work areas have been measured and maximum numbers posted on exit and entry</li> <li>- Physical distancing posters up in all areas</li> <li>- Screen installed in all customer facing areas</li> <li>- Restrictions on personnel traveling in work vehicles including LMW vehicles, hired vehicle and contractor vehicles</li> <li>- Social distancing requirement detailed at daily pre-start and requirements outlined in site safety documentation</li> <li>- Monitoring by key staff and management.</li> </ul>
<p><b>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</b></p>	<ul style="list-style-type: none"> <li>- Floor markings installed in all reception areas.</li> </ul>
<p><b>Modify the alignment of workstations so that employees do not face one another.</b></p>	<ul style="list-style-type: none"> <li>- Minimum numbers of staff in open plan office areas, no requirement for staff to face each other</li> </ul>
<p><b>Minimise the build up of employees waiting to enter and exit the workplace.</b></p>	<ul style="list-style-type: none"> <li>- Multiple access points to head office in Mildura where the majority of staff are working from</li> <li>- One entrance to Portable 3 locked to reduce traffic in small office space</li> <li>- All other locations have minimal staff eliminating this circumstance.</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).	<ul style="list-style-type: none"> <li>- Internal comms with graphics and posters and education video</li> <li>- Regular monitoring by project staff and management while onsite with dedicated supervisors</li> <li>- Continuous communication of social distancing, PPE and other COVID-19 requirements outlined at daily pre-start session while onsite.</li> <li>- Continuous communication of DHHS, LMW and other COVID-19 requirements during regular team meetings.</li> </ul>
Review delivery protocols to limit contact between delivery drivers and staff.	<ul style="list-style-type: none"> <li>- Manual register implemented in Stores to track delivery drivers attending LMW</li> </ul> <p>VMFRP</p> <ul style="list-style-type: none"> <li>- Attendance register maintain by VMFRP attending portable 3</li> <li>- All site interactions recorded on Daily Pre-Start Record including visitors to site.</li> </ul>
Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	<ul style="list-style-type: none"> <li>- Staggered start times and locations of outdoor workforce</li> <li>- Work isolation, crews working apart to ensure adequate separation</li> <li>- On call arrangements adjusted to minimise risk of infection.</li> </ul> <p>VMFRP</p> <ul style="list-style-type: none"> <li>- Restrictions on personnel in project office (portable 3)</li> <li>- Site numbers limited to minimum and adequate facilities and vehicles provided to comply with distancing requiring.</li> </ul>
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 <a href="#">‘four square metre’ rule</a> .	<ul style="list-style-type: none"> <li>- All offices currently closed to the public</li> <li>- All rooms at all offices have clear signage to specify maximum capacity</li> <li>- Minimum social distancing requirements apply to field activities and monitored by project staff and management. Including contractor activities.</li> </ul>

Guidance	Action to ensure effective record keeping
<b>Record keeping</b>	
Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	<ul style="list-style-type: none"> <li>- Visitor sign in books for all visitors to water treatment plants and Swan Hill office</li> <li>- Safety documentation signed onto by all staff attending the worksite</li> <li>- iPad sign for all visitors to Mildura office</li> <li>- Manual tracking at all other locations.</li> </ul> <p>VMFRP</p> <ul style="list-style-type: none"> <li>- Attendance register maintained by VMFRP attending portable 3</li> <li>- All site interactions recorded on Daily Pre-Start Record including visitor to site</li> <li>- All project contractors are required to complete a Daily Pre-Start Record and provide sheets to the project each Monday. Copies retained on file and available to identify close contacts.</li> <li>- Regular monitoring by project personnel.</li> </ul>
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	<ul style="list-style-type: none"> <li>- Safety Alert to all staff and posters on display on the new OHS legislation amendment and the requirements to report to WorkSafe</li> <li>- Symptoms and Exposure process with clear internal reporting guidelines communicated</li> <li>- Risk Assessment document updated to include COVID-19 risk and control measures</li> <li>- Toolbox session delivered</li> <li>- Continuous communication via email and weekly meetings</li> <li>- Management and Safety resources are available to support staff and contractors on LMW’s OHS reporting system.</li> </ul>

Guidance	Action to prepare for your response
<b>Preparing your response to a suspected or confirmed COVID-19 case</b>	
<p><b>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</b></p>	<ul style="list-style-type: none"> <li>- <i>Pandemic Management Plan</i> <ul style="list-style-type: none"> <li>o <i>Pandemic Management Plan developed and communicated to all staff</i></li> <li>o <i>Symptoms and Exposure process with clear internal reporting guidelines communicated</i></li> </ul> </li> <li>- <i>A risk assessment has been prepared for cleaning and the potential closure of a worksite in the event of an outbreak</i></li> </ul> <p><i>VMFRP</i></p> <ul style="list-style-type: none"> <li>- <i>Project's Business Continuity (BC) Plan considered impact of an outbreak and closure. BC Plan regularly reviewed with input from project partners</i></li> <li>- <i>In the event of an outbreak the project will follow LMW Pandemic Management Plan and supporting procedures.</i></li> </ul>
<p><b>Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.</b></p>	<ul style="list-style-type: none"> <li>- <i>In the event that tracing is required all required records will be made available to DHHS and support provided from management</i></li> <li>- <i>Site records, registers and diary records will be provided to support contact tracing.</i></li> </ul>
<p><b>Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.</b></p>	<ul style="list-style-type: none"> <li>- <i>Chemical cold fogging treatment arrangements in place if required in the event of a confirmed case.</i></li> </ul>
<p><b>Prepare for how you will manage a suspected or confirmed case in an employee during work hours.</b></p>	<ul style="list-style-type: none"> <li>- <i>Symptoms and Exposure Process developed and communicated to all staff</i></li> <li>- <i>Reviewed regularly as new advice comes from DELWP and other sources.</i></li> </ul>
<p><b>Prepare to notify workforce and site visitors of a confirmed or suspected case.</b></p>	<ul style="list-style-type: none"> <li>- <i>All staff communication protocols in place and safety alert process in place to communicate effectively and efficiently any developments</i></li> <li>- <i>Symptoms and Exposure Process includes identification of close contact in past 14 days and notification protocols.</i></li> </ul>
<p><b>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</b></p>	<ul style="list-style-type: none"> <li>- <i>People Team aware of how to communicate with WorkSafe if required</i></li> <li>- <i>Safety Alert to all staff and posters on display on the new OHS legislation amendment and the requirements to report to WorkSafe</i></li> <li>- <i>Symptoms and Exposure process supports communication</i></li> <li>- <i>Notification to regulator will be completed in accordance with Worksafe's Incident Notification process and LMW's incident notification procedure.</i></li> </ul> <p><i>VMFRP</i></p> <ul style="list-style-type: none"> <li>- <i>Immediate notification to the Project Director and then LMW Managing Director, Project Control Group, DELWP, Water and Catchments.</i></li> </ul>

Guidance	Action to prepare for your response
<b>Confirm that your workplace can safely re-open and workers can return to work.</b>	<ul style="list-style-type: none"><li>- <i>Pandemic Management Plan supports a recovery phase</i></li><li>- <i>Roadmap communicated to all staff.</i></li></ul>