



LOWER MURRAY  
WATER

# COVIDSafe PLAN



# LMW COVIDSafe Plan

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**Business name:** Lower Murray Urban and Rural Water Corporation  
**Address:** Multiple Locations (Mildura, Robinvale, Swan Hill and Kerang)  
**Contact Person:** Deb Fankhauser  
**Job title:** General Manager People & Stakeholders

## Amendment record:

Revision #	Date	Details	Approved by
4	23-Nov-21	New template	GM People & Stakeholders
5	21- Jan 22	Review of plan conducted. Added the re-introduction of Sine Pro (LMW's electronic check-in solution). Type of PPE- N-95 facemasks specified and added.	GM People & Stakeholders

# 1. Physical distancing

Below are the current controls in place to ensure physical distancing is occurring:

Control	Responsible
Personnel are to maintain 1.5m separation at all times.	All personal
Indoor spaces are assessed for physical distancing capacity and signage for advice on the maximum numbers allowed, at the entrance to the space.	Safety Team
<p>Work desk areas are configured and equipped to enable adequate social distancing. Staff can move between their primary worksite and home as a place of work with confidence that their desk is a safe space to work.</p> <p>Where workspaces must be shared, we have controls in place such as: disinfection of the desk area before and after you finish.</p>	All personal
<p>To help prevent the introduction of COVID-19 to the workplace, where possible, staff that can work from home, do work from home with approval process in place.</p> <p>Flexible work at home arrangements in place and consider safety, wellbeing and productivity. Manager approval required.</p> <p><a href="#">Flexible work arrangement policy CTD/003728</a> in place.</p> <p><a href="#">Remote Working - Risk Assessment &amp; Suitability checklist CTD/003735</a> required.</p>	All Personal
<p>Teams and Zoom capability implemented for meetings.</p> <p>In person meetings are encouraged to be held outside where practical.</p>	All personal
Multiple entry and exit points to Head office in Mildura to allow easy physical distancing.	All personal
Physical clear screen barriers, signage and floor markings are in place to give guidance in our front foyer customer facing areas.	Safety Team

Physical distancing posters up in work space areas for staff awareness.	
<p>Continuous communication of social distancing, PPE and other COVID19 requirements outlined at daily pre-start session while onsite and during team meetings.</p> <p>Continuous communication of Government, LMW and other COVID-19 requirements.</p>	Comms Team / MD
<p>Controls in place when visiting sites or multiple sites (when visiting multiple sites, the below steps must be taken at each site);</p> <ul style="list-style-type: none"> <li>• Prior notification to site operator of required attendance</li> <li>• Must adhere to social distancing requirements and carry a fitted face mask in line with current Victorian Government public health advice.</li> <li>• Sanitise hands on arrival to site</li> <li>• If entering a treatment plant sanitise hands again once inside the plant</li> <li>• Sign in via the Service Victoria QR Code and via Sine Pro (LMW'S electronic check-in solution), or sign in using JSA Risk Assessment paperwork for those LMW sites where Service Victoria QR Code is not available to ensure attendance record is captured.</li> <li>• Sanitise hands before leaving site</li> </ul> <p><u>When attending a treatment plant but not requiring entry to the plant;</u></p> <ul style="list-style-type: none"> <li>• Prior notification to site operator of required attendance</li> <li>• Must adhere to social distancing requirements and carry a fitted face mask in line with current Victorian Government public health advice.</li> <li>• Sanitise hands on arrival to site</li> <li>• Sign in using Service Victoria QR Code and Sine Pro</li> <li>• Sanitise hands before leaving site</li> </ul> <p><b>VMFRP</b></p> <p>Teams are dedicated to activity and area of works for several days. Contractors and labour hire personnel restricted to same requirements.</p> <p>Site interactions by project personnel limited to essential activities. Details of site visits and interactions recorded on Pre-start record sheet.</p>	All visiting Personal, site staff

## 2. Face Masks

Below are the current measures in place regarding face masks:

Control	Responsible
Communications to all staff via internal communications (“MD COVID-19 updates”), advise of face mask requirements as per current Government guidelines.	All personal  MD supported by Comms Team
Adequate supplies of face masks (including N-95 and surgical face masks) available and stocks regularly monitored. All staff communication to advise how and where to access masks and PPE.	Stores
Face covering and other Victorian Government requirements embedded in site systems of work and daily Pre-Start records.	All personal
Specific communication via Toolbox training sessions.	All personal

## 3. Hygiene

To slow the spread of coronavirus at our worksites, LMW workplaces have:

Control	Responsible
<p>Hand sanitiser stations have been set up at all building entrances/exits.</p> <p>Hygiene kits have been put in all vehicles and trucks.</p> <p>Adequate supplies available in stores for all staff to access and replenish stocks.</p> <p>Sanitising of all shared tools and equipment is completed between users.</p> <p>Hygiene Posters displayed in the offices and toilets.</p>	Executive Team and People Leaders
<p>Safety system of work details COVID controls including hygiene requirements.</p> <ul style="list-style-type: none"> <li>• Provision of PPE, sanitiser, hand soap, paper towels and rubbish containers / bags issued to field staff.</li> <li>• Portable toilet(s) and handwash facilities available for field activities, where assessed as being required.</li> </ul>	Safety Team

<ul style="list-style-type: none"> <li>Regular monitoring by project personnel including contractor compliance with COVID19 and facility / amenity requirements.</li> </ul>	
<p>Regular monitoring of office as part of surveillance program</p> <p>Monthly vehicle inspections of project vehicle in relation to correct operation of air-conditioning &amp; ventilation system.</p>	People Leaders, Managers
<p>Minimised high touch communal items by using disposable cups and wooden stirring sticks and adequate stationery stocks available to avoid sharing of stationary.</p>	Business Services and Performance
<p>Hygiene packs in pool cars and all work vehicles.</p> <ul style="list-style-type: none"> <li>Hygiene equipment including cleaning and sanitising equipment for touch points for field work / infield equipment.</li> </ul>	Stores, People Leaders
<p>Regular monitoring of office and site activities</p>	Executive Team and People Leaders
<p>Government hand washing posters in all rest room areas</p>	Safety Team

## 4. Record Keeping

To ensure effective record keeping we have implemented the following:

Control	Responsible
<p>Service Victoria QR Codes and Sine Pro (LMW's electronic check-in solution) in place across 19 LMW site locations for visitors, customers, delivery drivers and staff for electronic record keeping.</p> <p>Service Victoria and Sine Pro App pushed out to all LMW devices including mobile phones and iPads.</p> <p>Internal email communication sent to all staff of electronic sign in requirements and instructions on how to download and use if using own personal device.</p> <p>Regular internal email communicated to staff reminding of requirement to check in and providing updates on any changes to or requirements set out by the Victorian Government.</p> <p>Clear signage and QR codes visible at all workplace entries and tea rooms.</p>	Safety Team, Communications team
<p>Safety documentation signed onto by all staff attending the worksite:</p>	All personal

<ul style="list-style-type: none"> <li>• iPad sign in for all customers &amp; visitors to Mildura office.</li> <li>• Manual tracking at all other locations where Service Victoria QR Code not in place.</li> </ul> <p><b>VMFRP</b></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>	
<p>Confidential records kept of coronavirus testing (both PCR and rapid antigen tests) and close contact listing within and relevant to our workplace.</p> <p>Confidential records kept for all employees and contractors regarding proof of vaccination in accordance with the Chief Health Officers Mandatory Vaccination Direction and the Public Health and Wellbeing Amendment (Pandemic Management) Bill 2021.</p>	<p>Restricted to People Team (with support from affected person's People leader)</p>
<p>Regular review and development of internal procedures to support effective management of the pandemic in accordance with the Health and Wellbeing Amendment (Pandemic Management) Bill 2021.</p>	<p>People Team</p>

## 5. Enclosed spaces and ventilation

LMW has flexible work arrangements and working from home has remained an option via arrangements made with People Leaders.

To help prevent the introduction of coronavirus at our workplace, our facilities have:

Control	Responsible
<p>Air-conditioning in all buildings is continually monitored</p> <p>Windows open where possible and safe to do so</p> <ul style="list-style-type: none"> <li>• Air-conditioning fitted in all vehicles and correct use of ventilation system.</li> <li>• Regular monitoring of office as part of surveillance program</li> <li>• Monthly vehicle inspections of project vehicle in relation to correct operation of air-conditioning &amp; ventilation system.</li> </ul>	<p>Safety Team / All personal</p>

Where personnel are required to attend sites, they utilise outdoor spaces for as many onsite activities as possible and maintain good ventilation for indoor areas.	All personal
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## 6. Workforce bubbles

To ensure that we can continue to deliver our services, a number of our staff must work across multiple sites.

To mitigate risks associated with this, risk assessments have been completed for these employees with all safety controls in place as required, including:

Control	Responsible
Staggered start times and locations of outdoor workforce. <ul style="list-style-type: none"> <li>Work isolation, crews working apart to ensure adequate separation</li> <li>On call arrangements adjusted to minimise risk of infection</li> </ul> <b>VMFRP</b> <ul style="list-style-type: none"> <li>Site numbers limited to minimum and adequate facilities and vehicles provided to comply with distancing requiring.</li> </ul>	General Manager Service Delivery and Operations and Senior Managers
Risk assessment completed with controls in place including segregation of work groups and limiting attendance to multiple sites where practical.	Executive Team and People Leaders

## Assurance – Management and review of controls

To ensure up-to-date government advice is considered as the coronavirus situation changes, regular reviewing of monitoring of changes is conducted by:

Control	Responsible
Review of government Coronavirus.vic.gov.au webpage daily	Safety & Communications Team
Attendance to WSSA COVID-19 and other sector meetings	Safety Team
Managing Director attends MD forums	MD
Monitor and share Victorian Premier media released	Comms Team / MD



Monitor Civil Contractors Federation (CCF) and other industry guidelines.	Infrastructure Service Team
Consultation is sought through various sources including DEWLP, internal COVID-19 working group, Coronavirus hotline, WorkSafe.	General Manager People and Stakeholders, MD Comms Team, Safety Team

## Response to a suspected or confirmed coronavirus case

Lower Murray Water's *Coronavirus (Covid-19) Symptoms and Exposure Procedure* is in place to provide guidance to People Leaders and staff on the managing of a probable or confirmed coronavirus (COVID-19) case in accordance with advice and directions issued by the Victorian Government, the Department of Health (DH) and WorkSafe Victoria.

The procedure outlines the steps that employees, managers, people leaders and executives must take in response to a staff member who is being tested for COVID-19 or a contact of a confirmed case.

The procedure is an important part of making LMW a COVIDSafe workplace. All LMW employees and other workplace participants are expected to adhere to the procedure.

Key controls for ensuring rapid initiation of an appropriate response to a suspected or confirmed case are:

Control	Responsible
<p><a href="#">LMW Pandemic Management Plan</a></p> <ul style="list-style-type: none"> <li>Pandemic Management Plan developed and communicated to all staff and available on LMW intranet.</li> <li>A risk assessment has been prepared for cleaning and the potential closure of a worksite in the event of an outbreak</li> </ul> <p><b>VMFRP</b></p> <ul style="list-style-type: none"> <li>Project's Business Continuity (BC) Plan considered impact of an outbreak and closure. BC Plan regularly reviewed with input from project partners.</li> <li>In the event of an outbreak the project will follow LMW Pandemic Management Plan and supporting procedures.</li> </ul>	Pandemic Manager, Safety team
<p><u>Coronavirus (COVID-19) Symptoms and Exposure Procedure</u></p> <p><u>LMW COVID-19 Checklist in the event of a positive test result</u></p> <ul style="list-style-type: none"> <li>Procedure with clear internal reporting guidelines communicated to all staff.</li> <li>Notification by email to People Team and logged in a confidential and restricted access manner.</li> </ul>	TL Safety

<ul style="list-style-type: none"> <li>• Initial contact tracing conducted by People Leader and discussed with the People team to inform immediate actions of precautionary isolations and/ or requirement of site cleaning</li> <li>• In the event that tracing is required all required records will be made available to DH and support provided from management. This includes: site records, registers and diary records will be provided to support contact tracing. Service Victoria QR code check in also utilised at 19 LMW worksites.</li> <li>• Processes in place to notify employees and visitors to site in the event of a confirmed case. We have processes in place to notify WorkSafe Victoria in the event of a positive case. Safety Alert to all staff sent and posters on display on the new OHS legislation amendment and the requirements to report to WorkSafe.</li> <li>• Symptoms and Exposure process supports communication. Notification to regulator will be completed in accordance with WorkSafe's Incident Notification process and LMW's incident notification procedure.</li> </ul> <p><b>VMFRP</b></p> <ul style="list-style-type: none"> <li>• Immediate notification to the Project Director and then LMW Managing Director, Project Control Group, DELWP, Water and Catchments.</li> </ul>	
<a href="#">COVID-19 Close contacts spreadsheet for Victoria Template</a>	People Leaders
<p>We have a cleaning contractor available, in case the business needs to undertake appropriate cleaning and disinfection protocols for a facility and to determine how and when to open the workplace safely.</p> <p>Chemical cold fogging treatment arrangements in place if required in the event of a confirmed case.</p>	Business services and Performance